

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

4th Quarter October-December 2023/Annual Report 2023

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

Detailed Report of Survey Findings
January 2024

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

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

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

Chart Informational Guide

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

Above 90% Benchmark - **Meets Expectations**

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

Below 80% - **Requires Action**

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

Data Utilization & Provider Response

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

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

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

100% of target rate Y_T_D

Meets Expectations

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

Introduction

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

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

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

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

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

How this report is organized:

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

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

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

The 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 4th Quarter/Annual Report

This 4th Quarter Bedford-Somerset C/FST Report provides details on the 86 adult, 43 family and 13 youth (142 total) interviews that were completed between October and December 2023. It also includes data on 391 adults, 116 family and 93 youth interviews completed during calendar year 2023.

Adult Survey Process & Findings

This 4th Quarter Bedford-Somerset Counties C/FST Report covers the period between October and December 2023 and provides detail on the 86 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.

4th Quarter 2023 Adult Sample Characteristics versus 2023 3rd Quarter Comparison:

1. Higher percentage of face-to-face – 95% (82 of 86) versus 81% (73 of 90).
2. Lower percentage of female respondents – 61% (52 of 86) versus 71% (64 of 90).
3. Lower percentage of respondents in the age range of 55-64 – 12% (10 of 86) versus 14% (13 of 90).
4. Higher percent of MH only (includes medication mgt) – 81% (70 of 86) versus 79% (71 of 90).
5. Higher ratio of respondents receiving less than six months of treatment from provider – 36% (31 of 86) versus 28% (25 of 90).
6. Lower percentage of respondents receiving treatment services over 4 years with the same provider – 28% (24 of 86) versus 36% (32 of 90).

Findings Overview

1. Adult overall satisfaction with Community Care continues to be good with 100% (16 of 16, excludes 70 “not applicable”) of adults agreeing with, *“If you had contact with Community Care over the past 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you.”* This indicator is 99% year-to-date for calendar year 2023 compared to 95% for calendar year 2022.
2. Community Care’s complaint and grievance awareness indicators remained consistent during the 4th Quarter. The indicator, *“Are you aware that you can file a complaint and/or grievance if needed?”* is 83% (71 of 86) and is 82% year-to-date for calendar year 2023. In the 4th Quarter 2023, seven adult members reported using either Community Care’s complaint and/or grievance process within the last 12 months and 0% (0 of 7) were satisfied with how the complaint/grievance was handled. Fourteen adult members reported using the complaint or grievance process within the last 12 months throughout calendar year 2023 and 29% (4 of 14) were satisfied with how the complaint and/or grievance was handled.
3. The lowest awareness indicator during the 4th Quarter was, *“Have you reviewed your insurance benefits and treatment options available through Community Care,”* at just 20% (17 of 86). This indicator is 39% year-to-date for calendar year 2023 and was 39% for calendar year 2022.
4. Surveyed adults are generally pleased with **Access** to provider treatment services having 87% to 98% 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 86% to 97%. 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 91% to 99% for calendar year 2023.

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 97% (83 of 86) and “*I have been given clear information on who to contact if I need immediate help between appointments,*” at 92% (79 of 86).

7. Adult perception of **Treatment Outcomes** was 95% to 98% 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 96% to 98% for calendar year 2023.

8. 4% (3 of 86) of interviewed adults reported having issues or problems with their provider during the 4th Quarter of 2023. All three members reported “Other” as the reason.” See Page 26 Literal Comments regarding member provider related problems.

Adult – Member Request for Assistance (MRAs)

Upon completing the survey, 0% (0 of 86) 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. 3% (12 of 391) members reported a concern/issue for calendar year 2023.

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 4th Quarter, 11 adult quality audits were performed. Two adults did not remember participating in the survey process. 95% (9 of 9) of adults felt the length of the survey and number of questions were satisfactory. 100% (9 of 9) of adults were satisfied with the survey process and 100% (9 of 9) of adults felt ok or good about being contacted.

Member comments,

“My surveyor was very nice.”

“The surveyor was very mindful and welcoming.”

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.
	391	125	90	90	86
Q4-What type of survey is it?					
Phone	81 20.7%	33 26.4%	27 30.0%	17 18.9%	4 4.7%
Face to Face	310 79.3%	92 73.6%	63 70.0%	73 81.1%	82 95.3%

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.
	391	125	90	90	86
Q5-What county does the member live in?					
Somerset	157 40.2%	54 43.2%	48 53.3%	36 40.0%	19 22.1%
Bedford	234 59.8%	71 56.8%	42 46.7%	54 60.0%	67 77.9%

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.
Base	391	125	90	90	86
Q6-What is your gender?					
Male	129 33.0%	42 33.6%	27 30.0%	26 28.9%	34 39.5%
Female	262 67.0%	83 66.4%	63 70.0%	64 71.1%	52 60.5%
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.
Base	391	125	90	90	86
Q7-How old are you?					
21-24	42 10.7%	17 13.6%	2 2.2%	12 13.3%	11 12.8%
25-34	87 22.3%	27 21.6%	22 24.4%	18 20.0%	20 23.3%
35-44	136 34.8%	53 42.4%	30 33.3%	28 31.1%	25 29.1%
45-54	62 15.9%	17 13.6%	14 15.6%	13 14.4%	18 20.9%
55-64	48 12.3%	11 8.8%	14 15.6%	13 14.4%	10 11.6%
65 and older	16 4.1%	- -	8 8.9%	6 6.7%	2 2.3%

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	391	125	90	90	86
Q8-What do you consider your race to be?					
Caucasian	365 93.4%	111 88.8%	81 90.0%	89 98.9%	84 97.7%
African American	5 1.3%	- -	3 3.3%	- -	2 2.3%
Hispanic American	5 1.3%	2 1.6%	2 2.2%	1 1.1%	- -
American Indian/Alaskan Native	- -	- -	- -	- -	- -
Asian American	- -	- -	- -	- -	- -
Multi-racial	6 1.5%	4 3.2%	2 2.2%	- -	- -
Other	10 2.6%	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.
Base	391	125	90	90	86
Q9-Are you receiving services primarily for:					
Mental Health	328 83.9%	104 83.2%	83 92.2%	71 78.9%	70 81.4%
Drug and Alcohol Services	54 13.8%	21 16.8%	5 5.6%	15 16.7%	13 15.1%
Both Mental Health and Drug and Alcohol Services	9 2.3%	- -	2 2.2%	4 4.4%	3 3.5%

Adult Satisfaction with Community Care

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	391	125	90	90	86
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.)					
Yes	230 58.8%	73 58.4%	57 63.3%	60 66.7%	40 46.5%
No	161 41.2%	52 41.6%	33 36.7%	30 33.3%	46 53.5%

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	391	125	90	90	86
Q10B-Are you aware that you can file a complaint and/or grievance if needed?					
Yes	319 81.6%	103 82.4%	70 77.8%	75 83.3%	71 82.6%
No	72 18.4%	22 17.6%	20 22.2%	15 16.7%	15 17.4%

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	391	125	90	90	86
Q10C-Have you reviewed your insurance benefits and treatment options through Community Care?					
Yes	151 38.6%	51 40.8%	51 56.7%	32 35.6%	17 19.8%
No	240 61.4%	74 59.2%	39 43.3%	58 64.4%	69 80.2%

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.
NA reduces totals	65	26	8	15	16
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?					
Yes	64 98.5%	26 100.0%	7 87.5%	15 100.0%	16 100.0%
No	1 1.5%	- -	1 12.5%	- -	- -

Adult Satisfaction with Community Care

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.
NA reduces totals	14	2	2	3	7
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?					
Yes	4 28.6%	1 50.0%	- -	3 100.0%	- -
No	10 71.4%	1 50.0%	2 100.0%	- -	7 100.0%

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	391	125	90	90	86
Q13-What is the name of your treatment provider?					
ACRP	19 4.9%	5 4.0%	4 4.4%	3 3.3%	7 8.1%
Allegiance Rehabilitation	-	-	-	-	-
Alliance Medical Services	1 0.3%	-	1 1.1%	-	-
Beal Counseling and Consulting	6 1.5%	-	5 5.6%	1 1.1%	-
Bedford DBHS	106 27.1%	33 26.4%	20 22.2%	27 30.0%	26 30.2%
Croyle-Nielson	-	-	-	-	-
Discovery House	-	-	-	-	-
Family Behavioral Resources	15 3.8%	10 8.0%	3 3.3%	2 2.2%	-
Hyndman Area Health Center	4 1.0%	1 0.8%	-	1 1.1%	2 2.3%
Mary Berge and Associates	12 3.1%	4 3.2%	5 5.6%	1 1.1%	2 2.3%
Nulton Diagnostic and Treatment Center	80 20.5%	19 15.2%	21 23.3%	11 12.2%	29 33.7%
Peerstar	3 0.8%	2 1.6%	-	-	1 1.2%
Pyramid HealthCare	33 8.4%	16 12.8%	3 3.3%	9 10.0%	5 5.8%
Somerset DBHS	78 19.9%	26 20.8%	23 25.6%	23 25.6%	6 7.0%
Somerset Hospital	1 0.3%	-	1 1.1%	-	-
Twin Lakes	18 4.6%	5 4.0%	1 1.1%	7 7.8%	5 5.8%
White Deer Run/Cove Forge	3 0.8%	-	-	-	3 3.5%
Other	12 3.1%	4 3.2%	3 3.3%	5 5.6%	-

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	391	125	90	90	86
Q14-What service are you receiving from this (name of provider)?					
MH BCM (Blended Case Management)	34 8.7%	12 9.6%	7 7.8%	7 7.8%	8 9.3%
Crisis Intervention	-	-	-	-	-
Medication/Psychiatry/Telepsychiatry	135 34.5%	40 32.0%	40 44.4%	32 35.6%	23 26.7%
MH Inpatient Hospitalization	-	-	-	-	-
MH Outpatient Therapy	122 31.2%	40 32.0%	27 30.0%	24 26.7%	31 36.0%
MH Partial Hospitalization	6 1.5%	-	2 2.2%	3 3.3%	1 1.2%
Peer Support Services	5 1.3%	2 1.6%	-	1 1.1%	2 2.3%
Psych Rehab	31 7.9%	10 8.0%	8 8.9%	6 6.7%	7 8.1%
Substance Use (SU) Inpatient/Rehabilitation	15 3.8%	7 5.6%	1 1.1%	3 3.3%	4 4.7%
SU-ICM (Intensive Case Management)	3 0.8%	-	-	-	3 3.5%
SU Intensive Outpatient Therapy	13 3.3%	5 4.0%	1 1.1%	5 5.6%	2 2.3%
SU Detox	8 2.0%	3 2.4%	1 1.1%	2 2.2%	2 2.3%
Naltrexone Maintenance	-	-	-	-	-
Buprenorphine Maintenance	3 0.8%	1 0.8%	-	1 1.1%	1 1.2%
SU Certified Recovery Specialist	-	-	-	-	-
SU Outpatient Therapy	15 3.8%	4 3.2%	3 3.3%	6 6.7%	2 2.3%
SU Partial Hospitalization	1 0.3%	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	391	125	90	90	86
Q15-How long have you been receiving services from this provider?					
Less than 6 months	108 27.6%	38 30.4%	14 15.6%	25 27.8%	31 36.0%
6-11 months	44 11.3%	13 10.4%	11 12.2%	14 15.6%	6 7.0%
1 to 2 years	64 16.4%	24 19.2%	12 13.3%	12 13.3%	16 18.6%
2 to 3 years	55 14.1%	19 15.2%	20 22.2%	7 7.8%	9 10.5%
4 + years	120 30.7%	31 24.8%	33 36.7%	32 35.6%	24 27.9%

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	372	120	83	85	84
Q16-Were you put on a waiting list to be seen by (provider)?					
Yes	56 15.1%	28 23.3%	7 8.4%	7 8.2%	14 16.7%
No	316 84.9%	92 76.7%	76 91.6%	78 91.8%	70 83.3%

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	275	88	69	64	54
Q17-If you've received services by video or telephone, were you satisfied with the services you received?					
Very Satisfied/Satisfied	256 93.1%	79 89.8%	66 95.7%	63 98.4%	48 88.9%
Very dissatisfied/Dissatisfied	19 6.9%	9 10.2%	3 4.3%	1 1.6%	6 11.1%

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	373	119	87	86	81
Q18A-I feel I was able to get the help I needed within a reasonable amount of time.					
Strongly Agree/Agree	366 98.1%	117 98.3%	87 100.0%	84 97.7%	78 96.3%
Strongly Disagree/Disagree	7 1.9%	2 1.7%	- -	2 2.3%	3 3.7%

98.1% 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	359	119	83	86	71
Q18B-I was made aware of the availability of different providers for this service and given a choice.					
Strongly Agree/Agree	322 89.7%	105 88.2%	70 84.3%	85 98.8%	62 87.3%
Strongly Disagree/Disagree	37 10.3%	14 11.8%	13 15.7%	1 1.2%	9 12.7%

89.7% 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	384	121	90	90	83
Q18C-Services are available at times that are convenient.					
Strongly Agree/Agree	376 97.9%	117 96.7%	90 100.0%	88 97.8%	81 97.6%
Strongly Disagree/Disagree	8 2.1%	4 3.3%	- -	2 2.2%	2 2.4%

97.9% 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	373	117	88	88	80
Q19A-(Provider) helped me create a plan to deal with any problems I have.					
Strongly Agree/Agree	359 96.2%	114 97.4%	84 95.5%	85 96.6%	76 95.0%
Strongly Disagree/Disagree	14 3.8%	3 2.6%	4 4.5%	3 3.4%	4 5.0%

96.2% 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	388	124	90	89	85
Q19B-I am an active participant in developing a treatment plan that is a good fit for me.					
Strongly Agree/Agree	382 98.5%	124 100.0%	90 100.0%	86 96.6%	82 96.5%
Strongly Disagree/Disagree	6 1.5%	- -	- -	3 3.4%	3 3.5%

98.5% 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	382	122	90	90	80
Q19C-I feel comfortable asking questions about my treatment.					
Strongly Agree/Agree	372 97.4%	120 98.4%	89 98.9%	87 96.7%	76 95.0%
Strongly Disagree/Disagree	10 2.6%	2 1.6%	1 1.1%	3 3.3%	4 5.0%

97.4% 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	381	118	90	88	85
Q19D-I feel I have enough time with staff during most sessions.					
Strongly Agree/Agree	363 95.3%	111 94.1%	90 100.0%	85 96.6%	77 90.6%
Strongly Disagree/Disagree	18 4.7%	7 5.9%	- -	3 3.4%	8 9.4%

95.3% 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	362	117	80	88	77
Q20-My provider has talked with me about community resources and other supports, if needed.					
Strongly Agree/Agree	331 91.4%	110 94.0%	73 91.3%	82 93.2%	66 85.7%
Strongly Disagree/Disagree	31 8.6%	7 6.0%	7 8.8%	6 6.8%	11 14.3%

91.4% 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	344	104	79	83	78
Q21-As appropriate, my providers (physical and behavioral health) work together and share information to provide me the best care possible.					
Strongly Agree/Agree	325 94.5%	99 95.2%	76 96.2%	76 91.6%	74 94.9%
Strongly Disagree/Disagree	19 5.5%	5 4.8%	3 3.8%	7 8.4%	4 5.1%

94.5% 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	391	125	90	90	86
Q22A-Staff treat me with respect and sees me as an equal partner in my treatment program.					
Always /Almost Always/Often	383 98.0%	123 98.4%	89 98.9%	88 97.8%	83 96.5%
Sometimes	3 0.8%	1 0.8%	1 1.1%	- -	1 1.2%
Rarely/Never	5 1.3%	1 0.8%	- -	2 2.2%	2 2.3%

98.0% 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	391	125	90	90	86
Q22B-I have been given clear information on who to contact if I need immediate help between appointments.					
Always,Almost Always, Often	370 94.6%	121 96.8%	87 96.7%	83 92.2%	79 91.9%
Sometimes	2 0.5%	- -	- -	2 2.2%	- -
Rarely/Never	19 4.9%	4 3.2%	3 3.3%	5 5.6%	7 8.1%

94.6% 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	352	107	85	80	80
Q23A-I deal better with daily problems.					
Strongly Agree/Agree	345 98.0%	104 97.2%	85 100.0%	80 100.0%	76 95.0%
Strongly Disagree/Disagree	7 2.0%	3 2.8%	- -	- -	4 5.0%

98.0% 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	360	114	88	82	76
Q23B-I feel more hopeful about the future.					
Strongly Agree/Agree	347 96.4%	107 93.9%	86 97.7%	80 97.6%	74 97.4%
Strongly Disagree/Disagree	13 3.6%	7 6.1%	2 2.3%	2 2.4%	2 2.6%

96.4% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2023 YTD Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	379	122	89	85	83
Q23C-I feel treatment is working.					
Strongly Agree/Agree	371 97.9%	118 96.7%	89 100.0%	83 97.6%	81 97.6%
Strongly Disagree/Disagree	8 2.1%	4 3.3%	-	2 2.4%	2 2.4%

97.9% 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	391	125	90	90	86
Q24-Have you had any issues or problems with services from (name of provider)?					
Yes	12 3.1%	5 4.0%	2 2.2%	2 2.2%	3 3.5%
No	379 96.9%	120 96.0%	88 97.8%	88 97.8%	83 96.5%

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	13	5	2	2	4
Q25-If yes, what were the issues or problems with services from (name of provider)?					
Lack of treatment planning and coordination	-	-	-	-	-
Services not provided when I needed them	-	-	-	-	-
Poor Communication	1 7.7%	-	-	1 50.0%	-
Frequent staff changes	2 15.4%	2 40.0%	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	10 76.9%	3 60.0%	2 100.0%	1 50.0%	4 100.0%

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	11	4	2	2	3
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?					
I resolved the problem with the program manager	1 9.1%	1 25.0%	-	-	-
I chose not to take any action	5 45.5%	1 25.0%	1 50.0%	2 100.0%	1 33.3%
I filed a formal complaint	1 9.1%	1 25.0%	-	-	-
Other	4 36.4%	1 25.0%	1 50.0%	-	2 66.7%

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	7	1	2	2	2
Q27-If you chose to not take any action, why?					
The problem was not that serious	-	-	-	-	-
I was concerned with how the provider would react	-	-	-	-	-
I didn't know how to file a formal complaint	-	-	-	-	-
Other	7 100.0%	1 100.0%	2 100.0%	2 100.0%	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	391	125	90	90	86
Q28-What effect has the treatment you've received had on the overall quality of your life?					
Much better	216 55.2%	65 52.0%	60 66.7%	53 58.9%	38 44.2%
A little better	139 35.5%	50 40.0%	24 26.7%	31 34.4%	34 39.5%
About the same	28 7.2%	6 4.8%	6 6.7%	6 6.7%	10 11.6%
A little worse	6 1.5%	2 1.6%	-	-	4 4.7%
Much worse	2 0.5%	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	391	125	90	90	86
Q29-Were you given the chance to make treatment decisions?					
Yes	367 93.9%	112 89.6%	87 96.7%	86 95.6%	82 95.3%
No	8 2.0%	2 1.6%	-	3 3.3%	3 3.5%
Sometimes	16 4.1%	11 8.8%	3 3.3%	1 1.1%	1 1.2%

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	391	125	90	90	86
Q30-In the last twelve months, were you able to get the help you needed?					
Yes	371 94.9%	114 91.2%	89 98.9%	88 97.8%	80 93.0%
No	3 0.8%	3 2.4%	-	-	-
Sometimes	17 4.3%	8 6.4%	1 1.1%	2 2.2%	6 7.0%

Adult Department of Human Services Questions

Counts Break % Respondents	2023 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
N/A's reduce total	10	5	-	2	3
Q31-If you were not able to get behavioral health services in the last twelve months, what stopped you?					
Money issues	-	-	-	-	-
Transportation issues	2 20.0%	-	-	2 100.0%	-
Language barriers	-	-	-	-	-
Inconvenient times	1 10.0%	1 20.0%	-	-	-
Childcare issues	-	-	-	-	-
Long waiting list	-	-	-	-	-
Didn't know where to get help	3 30.0%	3 60.0%	-	-	-
Other	4 40.0%	1 20.0%	-	-	3 100.0%

Adult Behavioral Health Medications

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.
N/A's reduce total	340	111	84	74	71
Q32-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you?					
Yes	31 9.1%	10 9.0%	4 4.8%	7 9.5%	10 14.1%
No	309 90.9%	101 91.0%	80 95.2%	67 90.5%	61 85.9%

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 r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	12	5	2	2	3
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?					
Yes	1 8.3%	1 20.0%	-	-	-
No	11 91.7%	4 80.0%	2 100.0%	2 100.0%	3 100.0%

***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.
- Q3- I do not know much about the insurance with Community Care.

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
- Q3- Cen-Clear Child Services
- Q3- Cen-Clear Child Services
- Q3- Cambria Somerset Counseling
- Q3- Conemaugh Memorial Physician Practices
- Family Behavioral Health Services

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

Q18D-Access Literal Comments

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.

Q3- There is not structure here at all. The counselors have no idea what they are doing. They are all over the place when doing "counseling". We have no idea how to cope with anything because they can not properly help us.

Q3- The doctor is too hard to contact, he is only available on Wednesdays.

Q3- The medical staff is slow, I've been waiting two weeks for an ace bandage.

Q4- I went to my family doctor and they referred me.

Q4- They treat me like a number and not a person. My counselor was out sick and when I knocked on her door to talk to her when she got back, she got mad. It would be nice for them to acknowledge us and be rude.

Q4- My attorney recommended that I see a counselor.

Q4- It was court ordered but I knew I needed it.

Q4- I don't feel like I have enough time, because there is no one to talk to after hours. I knew to come here, no one let me know about them.

Q4- It took six months to get medication. I rather see someone else, but no one is 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.

Q19E-Treatment Experiences Literal Comments

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.

Q3- There is no one to talk to to help me create a plan to deal with my problems. Every time he went home from counseling, his wife said he was in a good mood.

Q3- Sometimes I feel like I have enough time with staff. It's only every 3 months and it's not very long.

Q3- I would like to have more time with staff during my appointments.

Q3- I am trying to get the doctor to send the information to my psychiatrist.

Q3- I don't feel comfortable asking questions because they don't listen and it won't do any good.

Q3- We have groups everyday and we talk about the same thing every group. I know they are busy but they seem to not care. They need to focus more on what our issues are and not talk about what they want to talk about. They need to have their mental health patients on a unit by themselves and their drug and alcohol patients on a unit by themselves and treat us accordingly.

Q3- I am not an active participant in developing my treatment plan and I do not ask questions because of personal reasons.

Q4- The treatment plan here is more like a group work shop applying to everyone participating and less one on one.

Q4- I don't like asking questions but I do because I know I have to.

Q4- Sometimes it's hard to talk about stuff, as we get to know the staff, it gets a little easier. I feel that twenty minutes is not enough time during the sessions.

Q4- An hour for therapy is not enough time.

Q4- I have been here for a month and I have only talked to my counselor one time for twenty minutes. Twenty minutes is not enough time to do anything and we did not create a treatment plan. I don't feel comfortable asking questions because when I do, she gets mad at me for asking.

Q4- I don't feel like I am accomplishing anything.

Q4- I would like to have more time for my sessions.

Q4- I am not sure if we went over a treatment plan.

Q4- I don't have a plan to help with daily problems even though I should. I am autistic and require visuals. I am not talked to, I am talked at. I feel that I don't have enough time with the doctor because he gets you in and right back out.

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.

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

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.

Q3- I do not know if they share information or not.

Q3- Not really, there is no crossover. The CRR also takes care of this.

Q3- Hopefully they will send my medical information over to the psychiatrist.

Q3- They don't really need to right now. It's not necessary right now. They did communicate once with my PCP due to medicine issues, but the PCP was not receptive on their end so it kind of fell back on FBR.

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

Q4- I have no idea if they do or not.

Q4- I don't know, I didn't ask.

Q4- I am not sure if they do or not.

Q4- To be honest, my physical doctor is not a fan of mental health. I noticed that my mental health is clashing with my physical health. I can't have any surgeries while I am here because of the recovery time I would need.

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.

Q3- I live at CRR so they take care of everything I need to do.

Q3- The staff has their favorites and show it. No one told me who I could talk to if I have any issues.

Q4- They have not given me any information of any kind.

Q4- I feel a little degraded with a provider. I know what is going on and they kind of get mad at me for not being more proactive.

Q4- I feel they don't treat me with respect because of me being a health care worker with autism and PTSD.

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.

Q23D-Outcome Literal Comments

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.

Q3- The medication I take helps me deal with daily problems.

Q3- Some days I feel like I am falling apart.

Q3- I am hopeful about the future but it depends on the day.

Q3- I have been doing things on my own in here. It's court ordered that I am here and that is why I have stayed. It is the only reason I have stayed because there is no structure here. They desperately need help with their staff here.

Q3- I do the best I can with daily activities, I take it "one day at a time, one moment at a time."

Q3- I feel more hopeful because I do not EVER want to come back to a place like this. The way they treat people here is unbelievable. There is no compassion from most of them, they make it feel like they are only here for a paycheck.

Q3- I feel hopeful more often and deal with daily problems better.

Q4- I've felt hopeful about the future through everything, so that has not changed.

Q4- I don't have much of a future left at my age.

Q4- What I get from here, I am doing myself. I get my own information or help from other consumers.

Q4- This is my third appointment, so I am not sure how hopeful I feel.

Q4- I don't feel real hopeful for the way things are going.

Q4- Daily problems don't relate to the issues they address with me.

Q4- I am overcoming personal issues, and that's why I don't deal with daily problems very well.

Q4- I can't say things have changed a lot, I've been in treatment for months

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.

Q3- If I miss an appointment, I can not get in right away and I don't get my meds on time.

Q3- They don't talk to any of us about after treatment. Half the people that come here relapse because the staff does not know what they are doing and can not give us the proper steps to stay clean and sober.

Q4- Services not provided when I needed them. Sometimes I waited longer than a month in between appointments so I stopped going because of that. I have no issues with the doctor with the wait time in between appointments for med checks, they work for me.

Q4- Lack of treatment planning and coordination, the services are not provided when I need them. There is poor communication because she gets mad when I ask a question. The staff is constantly changing, therefore I get a lot of cancellations with my counseling.

Q4- There was a schedule mix-up which resulted in them threatening to discharge me, the receptionist had an attitude with me.

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.

Q4- I just kind of stopped going.

Q4- I brought it up, but nothing was done.

Q4- By being mouthy I told the receptionist that I didn't like her attitude.

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.

Q3- I did get an appointment, it was just much later.

Q3- Nothing is going to change. The staff does not care about everyone. They have their favorites and do everything for those people.

Q4- I don't think there is anything that can be done due to scheduling and availability.

Q4- I brought my concerns to another counselor and she was rude about it. She said that my counselor couldn't help it if she was out sick. They could have put me with a different counselor until she was well enough to come back.

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.

Q3- The times with the van is an issue.

Q4- I felt I didn't need help before now.

Q4- It took six months for the doctor to prescribe me medication and it should not have taken that long.

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.

Q3- I struggle some what with the medications, and finding the ones that work adequately.

Q3- We are trying to find the best medication for my blackouts and flashbacks.

Q3- The doctor doesn't want to give me different medicine when I tell him the one I am on is not working.

Q3- I am experiencing problems getting one of my meds for ADHD due to international shortage.

Q3- I am on a lot of medication and I am not stable yet.

Q3- I am still working on it. I have a month left of prescriptions, that's why I am trying to get into therapy.

Q4- They have me on ADHD medicine, the pharmacy is having trouble getting meds. Nulton did resolve the issue though, they switched me to the main brand instead of organic.

Q4- The adderral shortage is terrible. They want you to call around to see who has the medicine, but the pharmacies won't give out that information due to it being a controlled substance.

Q4- I'm not sure my medicine is helping or not, I don't take it like I should. I was still stressed out after I took it so I didn't take it every day.

Q4- We are trying to figure out the mental health right now to see how it goes.

Q4- They work at first, then they stop working after while.

Q4- I have a hard time sleeping. I talked to the doctor about it, but I could not understand what he said.

Q4- I was having trouble, but not now.

Q4- They reduced the amount when I was at the hospital and I am going to see the doctor soon to get everything fixed.

Q4- I had a reaction to one of the medications and I blacked out. I am going to see my family doctor to see why. I stopped taking the medicine until I visit my family doctor.

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.

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.

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

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!

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.

Q3- Everything is going the way it's supposed to, I guess.

Q3- People are wonderful here, it really helps. It is a great program!

Q3- I wish they had coffee in the waiting room, coffee is one of my remedies to chilling.

Q3- I am very satisfied here, I've been helped a lot. I appreciate the people that are here.

Q3- I've been here more than 4 years, they are very friendly and I get my medications on time.

Q3- Everyone is nice here.

Q3- They welcomed me back for the forth time with open arms and I am very grateful.

Q3- They have given me a great outlook on things, They make me open my eyes to my challenges and how to deal with them.

Q3- This is the first I've ever stuck with someone so long. Everyone is nice here, you can tell everyone enjoys being here.

Q3- I can't tell you how much this has helped me. I feel like I have a safe place to live. I love the groups we go to because we can all relate to each other. This place is AMAZING!!

Q3- I think this place is absolutely wonderful! If I ask a question, they will look up the answer right away. They are on top of their game.

Q3- Both of them are excellent.

Q3- They've always taken care of me. I've never been so positive about the future. I'm setting goals now. I can't express how amazing it has been for me!

Q3- They need to give us information packets on the medication they have us taking. We should know about the side effects on the medications. They give us our medicine and we don't know what pill is what. They yell "last call for meds" and them yelling last call could be a trigger for someone there for alcohol. They need more structure on groups and how they help us with our addictions.

Q3- I have no problems with Nulton Diagnostic, they have been absolutely amazing!

Q3- Everybody is just great, I feel so much better. The rest of the week seems to go such much better after I talk to the therapist.

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

Q3- The staff and therapists are compassionate and amazing! They have been so nice to me and I am very grateful to be able to come here for help!

Q4- Every time I come here everyone is nice. I never have to wait past my appointment time and it's an overall good facility.

Q4- I really appreciate the time the nurse takes with us.

Q4- As long as the med-van shows up, I can come to programs.

Q4- I've been very happy with it. I've been very happy with them, they work with my schedule.

Q4- The doctor here is wonderful. They are really helpful, they listen.

Q4- The therapists have way too many clocks in their room. It seems like they are more worried about getting through the hour and focusing on the patient. One hour is not enough time to talk about everything.

Q4- I am not finding ways to cope, just venting. I feel that therapy is not working.

Q4- I really enjoy the doctor and counselor.

Q4- I have a hard time sleeping and I let the doctor know, but I did not understand what he said.

Q4- I think everything is cool!

The staff have been wonderful, knowledgeable and very caring! I really like it here!

Q4- Ever since I started coming here and they prescribed the medications I changed my whole way of thinking. I used to have anger issues and would drink to cope. Twin Lakes recommended I go to PeerStar. Now I don't see problems, I look at them as obstacles.

Q4- The staff and the doctor are amazing!! He actually listens to you and does not want to assume what is wrong with you.

Q4- It's a nice place to come to. I like the group sessions.

Q4- It's been a decent place. I came here a few years ago.

Q4- Everything is going pretty good.

Family Survey Findings

Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 43 family/caregiver surveys completed during the 4th Quarter of 2023 for the period between October to December 2023 and the 116 family/caregiver surveys completed during calendar year 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.

4th Quarter 2023 Family Sample Characteristics versus 2023 3rd Quarter Comparison:

1. Higher percentage of face-to-face surveys – 93% (40 of 43) versus 48% (12 of 25).
2. Lower ratio of male caregivers – 2% (1 of 43) versus 4% (1 of 25).
3. Lower percentage of child members under age 5 - 0% (0 of 43) versus 12% (3 of 25).
4. Higher percentage step/adoptive/grandparent/aunt/uncle – 28% (12 of 43) versus 24% (6 of 25).
5. Higher ratio of male service recipients – 74% (32 of 43) versus 60% (15 of 25).
6. Higher total members receiving IBHS – 28% (12 of 43) versus 8% (2 of 25).
7. Higher percentage 37% (16 of 43) versus 28% (7 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 61% (26 of 43) for the 4th Quarter of 2023. This indicator is 66% year-to-date for calendar year 2023 compared to 60% for calendar year 2022.

Community Care’s complaint and grievance awareness indicators continue to be positive. 93% (40 of 43) of family/caregivers agreed with, *“Are you aware that you can file a complaint and/or grievance if needed.”* This indicator is 93% year-to-date for calendar year 2023 compared to 92% for calendar year 2022.

100% (5 of 5, excluding 38 n/a) of family/caregivers agreed that *“If you contacted Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?”* during the 4th Quarter of 2023 and is 100% year-to-date for 2023 compared to 95% for calendar year 2022.

2. Family/caregivers are generally pleased with **Access** to provider treatment services with satisfaction scores of 100% in all three indicators during the 4th Quarter of 2023 and was 94% to 96% for calendar year 2023. 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 4th Quarter with satisfaction scores of 98% 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 during the 4th Quarter of 2023 and is 98% to 100% for calendar year 2023. 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 95% to 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 95%-99% for calendar year 2023.

6. 0% (0 of 43) of family/caregivers reported having issues or problems with their provider during the 4th Quarter and is just 4% (5 of 116) for calendar year 2023. This indicator was 6% for calendar year 2022.

7. 81% (25 of 31, excluding 12 n/a) of family/caregivers reported no problems in getting the behavioral health medications that work for their child during the 4th Quarter of 2023. This satisfaction is 88% for calendar year 2023 compared to 98% for calendar year 2022.

Family/Caregiver – Member Request for Assistance

Upon completing the survey, 0% (0 of 43) 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 4th Quarter, 7 family/caregiver quality audits were performed. 100% (7 of 7) of family/caregivers felt the length of the survey and number of questions were satisfactory. 100% (7 of 7) of family/caregivers were satisfied with the survey process and 100% (7 of 7) of family/caregivers felt ok or good about being contacted.

Member comments,

"My doctor is amazing, and I can tell they care."

"I will do anything for my son, so doing a survey was not a big deal."

I was shocked that I was being contacted at first, but then I was OK with doing the survey because it was for a good reason."

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
	116	25	23	25	43
Q4-What kind of survey is it?					
Phone	35 30.2%	9 36.0%	10 43.5%	13 52.0%	3 7.0%
Face to Face	81 69.8%	16 64.0%	13 56.5%	12 48.0%	40 93.0%

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
	116	25	23	25	43
Q5-What county does the member live in?					
Somerset	62 53.4%	12 48.0%	12 52.2%	16 64.0%	22 51.2%
Bedford	54 46.6%	13 52.0%	11 47.8%	9 36.0%	21 48.8%

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
	116	25	23	25	43
Q6-What is your gender?					
Male	8 6.9%	4 16.0%	2 8.7%	1 4.0%	1 2.3%
Female	108 93.1%	21 84.0%	21 91.3%	24 96.0%	42 97.7%
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
	116	25	23	25	43
Q7-What is your child's gender?					
Male	83 71.6%	20 80.0%	16 69.6%	15 60.0%	32 74.4%
Female	33 28.4%	5 20.0%	7 30.4%	10 40.0%	11 25.6%
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
	116	25	23	25	43
Q8-How old is the child who is receiving the services?					
5 years or younger	9 7.8%	4 16.0%	2 8.7%	3 12.0%	- -
6-8 years	38 32.8%	7 28.0%	9 39.1%	6 24.0%	16 37.2%
9-13 years	63 54.3%	14 56.0%	11 47.8%	16 64.0%	22 51.2%
14 years and older	6 5.2%	- -	1 4.3%	- -	5 11.6%

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
	116	25	23	25	43
Q9-What is your relationship to this child?					
Parent	83 71.6%	20 80.0%	13 56.5%	19 76.0%	31 72.1%
Grandparent	20 17.2%	4 16.0%	1 4.3%	6 24.0%	9 20.9%
Aunt/Uncle	1 0.9%	- -	1 4.3%	- -	- -
Brother/Sister	-	-	-	-	-
Foster parent	-	-	-	-	-
Adoptive parent	6 5.2%	- -	5 21.7%	- -	1 2.3%
Step-parent	6 5.2%	1 4.0%	3 13.0%	- -	2 4.7%

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
	116	25	23	25	43
Q10-What do you consider the child's race to be?					
Caucasian	108 93.1%	21 84.0%	20 87.0%	25 100.0%	42 97.7%
African American	-	-	-	-	-
Hispanic American	-	-	-	-	-
American Indian/Alaskan Native	-	-	-	-	-
Asian/Pacific Islander	-	-	-	-	-
Multi-racial	6 5.2%	2 8.0%	3 13.0%	-	1 2.3%
Other	2 1.7%	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
	115	25	22	25	43
Q11-Is your child receiving services for:					
Mental Health Services	115 100.0%	25 100.0%	22 100.0%	25 100.0%	43 100.0%
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
	116	25	23	25	43
Q12A-Do you know where to find the number to call Community Care with questions or concerns?					
Yes	95 81.9%	15 60.0%	17 73.9%	23 92.0%	40 93.0%
No	21 18.1%	10 40.0%	6 26.1%	2 8.0%	3 7.0%

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	116	25	23	25	43
Q12B-Are you aware that you can file a complaint and/or grievance if needed?					
Yes	108 93.1%	25 100.0%	20 87.0%	23 92.0%	40 93.0%
No	8 6.9%	-	3 13.0%	2 8.0%	3 7.0%

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	116	25	23	25	43
Q12C-Have you reviewed your insurance benefits and treatment options through Community Care?					
Yes	76 65.5%	19 76.0%	12 52.2%	19 76.0%	26 60.5%
No	40 34.5%	6 24.0%	11 47.8%	6 24.0%	17 39.5%

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
NA responses reduce total					
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?					
Yes	18 100.0%	3 100.0%	4 100.0%	6 100.0%	5 100.0%
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					
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?					
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	116	25	23	25	43
Q15-What is the name of your child's treatment provider?					
ACRP	38 32.8%	11 44.0%	6 26.1%	6 24.0%	15 34.9%
Adelphoi Village	-	-	-	-	-
Beal Counseling and Consulting	-	-	-	-	-
Bedford DBHS	9 7.8%	2 8.0%	-	2 8.0%	5 11.6%
Blair Family Solutions	1 0.9%	-	-	1 4.0%	-
Children's Aid Home	-	-	-	-	-
Children's Behavioral Health (CBH)	4 3.4%	-	-	2 8.0%	2 4.7%
Family Behavioral Resources	8 6.9%	2 8.0%	6 26.1%	-	-
Footsteps	-	-	-	-	-
The Meadows	-	-	-	-	-
Merakey	-	-	-	-	-
Nulton Diagnostic and Treatment Center	14 12.1%	3 12.0%	3 13.0%	4 16.0%	4 9.3%
Pediatric Care Specialists	7 6.0%	1 4.0%	2 8.7%	2 8.0%	2 4.7%
Rhonda J Clark	-	-	-	-	-
Somerset Community Hospital	-	-	-	-	-
Somerset DBHS	17 14.7%	2 8.0%	3 13.0%	8 32.0%	4 9.3%
Youth Advocate Programs (YAP)	13 11.2%	4 16.0%	-	-	9 20.9%
Other	5 4.3%	-	3 13.0%	-	2 4.7%

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	116	25	23	25	43
Q16-Which mental health service does your child receive from this provider to focus the survey on?					
After School Treatment	-	-	-	-	-
IBHS: (BHT, BC, MT, ABA)	23 19.8%	6 24.0%	3 13.0%	2 8.0%	12 27.9%
Crisis	-	-	-	-	-
MH CRR Host Home	-	-	-	-	-
Family Based MH Services	2 1.7%	-	-	2 8.0%	-
Peer Support	-	-	-	-	-
Medication/Psychiatry/Telepsychiatry	50 43.1%	11 44.0%	9 39.1%	10 40.0%	20 46.5%
MH Inpatient Hospitalization	-	-	-	-	-
MH Partial Hospitalization	-	-	-	-	-
MH BCM (Blended Case Management)	6 5.2%	-	2 8.7%	3 12.0%	1 2.3%
MH Outpatient Therapy/Counseling	35 30.2%	8 32.0%	9 39.1%	8 32.0%	10 23.3%
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
Base	116	25	23	25	43
Q17-How long has your child currently been receiving services from (provider)?					
6 months or less	21 18.1%	4 16.0%	4 17.4%	5 20.0%	8 18.6%
6 months to 1 year	19 16.4%	7 28.0%	6 26.1%	3 12.0%	3 7.0%
1 to 2 years	28 24.1%	9 36.0%	7 30.4%	4 16.0%	8 18.6%
2 to 4 years	23 19.8%	4 16.0%	5 21.7%	6 24.0%	8 18.6%
4 or more years	25 21.6%	1 4.0%	1 4.3%	7 28.0%	16 37.2%

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	69	12	13	22	22
Q18-If your child received services by video or telephone, how satisfied were you with the services your child received?					
Very Satisfied/Satisfied	65 94.2%	10 83.3%	12 92.3%	22 100.0%	21 95.5%
Very Dissatisfied/Dissatisfied	4 5.8%	2 16.7%	1 7.7%	-	1 4.5%

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	115	25	23	25	42
Q19A-Services are available at times that are convenient.					
Strongly Agree/Agree	110 95.7%	25 100.0%	18 78.3%	25 100.0%	42 100.0%
Strongly Disagree/Disagree	5 4.3%	- -	5 21.7%	- -	- -

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	111	24	20	24	43
Q19B-I was made aware of the availability of different providers for this service and given a choice.					
Strongly Agree/Agree	104 93.7%	21 87.5%	17 85.0%	23 95.8%	43 100.0%
Strongly Disagree/Disagree	7 6.3%	3 12.5%	3 15.0%	1 4.2%	- -

93.7% 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	111	25	21	23	42
Q19C-I feel like my child was able to get the help he/she needed within a reasonable amount of time.					
Strongly Agree/Agree	107 96.4%	24 96.0%	18 85.7%	23 100.0%	42 100.0%
Strongly Disagree/Disagree	4 3.6%	1 4.0%	3 14.3%	- -	- -

96.4% 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	112	24	22	23	43
Q20A-Provider helped us create a plan to deal with any problems my child has.					
Strongly Agree/Agree	110 98.2%	22 91.7%	22 100.0%	23 100.0%	43 100.0%
Strongly Disagree/Disagree	2 1.8%	2 8.3%	-	-	-

98.2% 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	115	25	22	25	43
Q20B-We are active participants in developing a treatment plan that is a good fit for my child and family.					
Strongly Agree/Agree	113 98.3%	23 92.0%	22 100.0%	25 100.0%	43 100.0%
Strongly Disagree/Disagree	2 1.7%	2 8.0%	-	-	-

98.3% 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	116	25	23	25	43
Q20C-I feel comfortable asking questions about my child's treatment.					
Strongly Agree/Agree	116 100.0%	25 100.0%	23 100.0%	25 100.0%	43 100.0%
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	116	25	23	25	43
Q20D-I feel my child has enough time wiith staff during most sessions.					
Strongly Agree/Agree	114 98.3%	25 100.0%	23 100.0%	24 96.0%	42 97.7%
Strongly Disagree/Disagree	2 1.7%	- -	- -	1 4.0%	1 2.3%

98.3% 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	107	23	21	24	39
Q21-As appropriate, my providers (physical and behavioral health) work together and share information to provide my child the best care possible.					
Strongly Agree/Agree	104 97.2%	21 91.3%	21 100.0%	23 95.8%	39 100.0%
Strongly Disagree/Disagree	3 2.8%	2 8.7%	- -	1 4.2%	- -

97.2% 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	109	24	20	24	41
Q22-My child's provider has talked with us about community resources and other supports, if needed.					
Strongly Agree/Agree	106 97.2%	24 100.0%	18 90.0%	23 95.8%	41 100.0%
Strongly Disagree/Disagree	3 2.8%	- -	2 10.0%	1 4.2%	- -

97.2% 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	107	23	19	23	42
Q23-If meetings are held, I am always informed with enough advance notice that I can make arrangements to attend.					
Strongly Agree/Agree	106 99.1%	23 100.0%	19 100.0%	23 100.0%	41 97.6%
Strongly Disagree/Disagree	1 0.9%	-	-	-	1 2.4%

99.1% 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	116	25	23	25	43
Q24A-Staff treats us with respect and sees us as equal partners in my child's treatment program.					
Strongly Agree/Agree	116 100.0%	25 100.0%	23 100.0%	25 100.0%	43 100.0%
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	116	25	23	25	43
Q24B-I have been given clear information on who to contact if my child needs immediate help between appointments.					
Strongly Agree/Agree	114 98.3%	23 92.0%	23 100.0%	25 100.0%	43 100.0%
Strongly Disagree/Disagree	2 1.7%	2 8.0%	-	-	-

98.3% 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	99	25	15	20	39
Q25A-My child deals better with daily problems.					
Strongly Agree/Agree	94 94.9%	22 88.0%	15 100.0%	20 100.0%	37 94.9%
Strongly Disagree/Disagree	5 5.1%	3 12.0%	- -	- -	2 5.1%

94.9% 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	99	23	15	23	38
Q25B-Our family has improved since my child started treatment.					
Strongly Agree/Agree	98 99.0%	22 95.7%	15 100.0%	23 100.0%	38 100.0%
Strongly Disagree/Disagree	1 1.0%	1 4.3%	- -	- -	- -

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 Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	105	25	18	24	38
Q25C-I feel my child's behavioral health is improving.					
Strongly Agree/Agree	104 99.0%	25 100.0%	18 100.0%	24 100.0%	37 97.4%
Strongly Disagree/Disagree	1 1.0%	- -	- -	- -	1 2.6%

99.0% 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	116	25	23	25	43
Q26-Have you had any issues or problems with this (provider)?					
Yes	5 4.3%	3 12.0%	2 8.7%	- -	- -
No	111 95.7%	22 88.0%	21 91.3%	25 100.0%	43 100.0%

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	3	3	-	-
Q27-If you have had issues or problems with provider, what were they?					
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	-	-
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?					
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	-	-	-	-	-
Q29-If you chose to not take any action, why?					
The problem was not that serious	-	-	-	-	-
I was concerned with how the provider would react	-	-	-	-	-
I didn't know how to file a formal complaint	-	-	-	-	-
Other	-	-	-	-	-

- 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	116	25	23	25	43
Q30-What effect has the treatment your child received had on the quality of your child's life?					
Much better	57 49.1%	14 56.0%	14 60.9%	8 32.0%	21 48.8%
A little better	52 44.8%	8 32.0%	7 30.4%	16 64.0%	21 48.8%
About the same	7 6.0%	3 12.0%	2 8.7%	1 4.0%	1 2.3%
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	116	25	23	25	43
Q31-Were you and your child given the chance to make treatment decisions?					
Yes	114 98.3%	25 100.0%	21 91.3%	25 100.0%	43 100.0%
No	-	-	-	-	-
Sometimes	2 1.7%	-	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	116	25	23	25	43
Q32-In the last twelve months did you have problems getting your child the help they needed?					
Yes	10 8.6%	2 8.0%	4 17.4%	2 8.0%	2 4.7%
No	101 87.1%	23 92.0%	16 69.6%	23 92.0%	39 90.7%
Sometimes	5 4.3%	-	3 13.0%	-	2 4.7%

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	10	1	5	1	3
Q33-If you weren't able to get behavioral health help for your child in the last 12 months, what stopped you?					
Money issues	1 10.0%	-	1 20.0%	-	-
Transportation issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Childcare issues	-	-	-	-	-
Long waiting list	5 50.0%	-	3 60.0%	-	2 66.7%
Didn't know where to get help	-	-	-	-	-
Services denied	-	-	-	-	-
Process was overwhelming	-	-	-	-	-
Process was too confusing	-	-	-	-	-
Other	4 40.0%	1 100.0%	1 20.0%	1 100.0%	1 33.3%

* 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	84	18	15	20	31
Q35-If your child is taking behavioral health medications, are you experiencing any problems getting behavioral health medications that work for your child?					
Yes	10 11.9%	- -	3 20.0%	1 5.0%	6 19.4%
No	74 88.1%	18 100.0%	12 80.0%	19 95.0%	25 80.6%

*** 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	-	-
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?					
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

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

Conemaugh Memorial Counseling Association

Q4- New Hope and Revelation Counseling

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.

Q3- We are only in our second session and we came specifically to see a certain doctor.

Q3- We were referred here by her counselor.

Q4- We are on a waiting list for mobile therapy.

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.

Q3- No we do not have enough time, the time I have with the doctor is very short.

Q4- They rushed and did not get enough of a back story for the treatment plan.

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.

Q3- It is not because of the services but her ability to get better as to why she can not deal with daily problems.

Q3- This is only our second session so it is hard to tell if anything is working yet.

Q3- We are still waiting to see some improvement.

Q4- My schedule affects her routine.

Q4- We are working on his behavior, mainly at school.

Q4- My child listens but there is no follow through. She is learning on how to improve her behavior.

Q4- There are a lot of things that stress me out and I regress a little.

Q4- Our family was good before he started treatment, so it wasn't something we needed help on.

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.

Q3- We are here because of behavior and anxiety issues.

Q4- There is a long waiting list for a TSS and a therapist.

Q4- FBR denied services and kicked him out. We had to switch the medicine doctor and the therapist.

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.

Q3- I am in need of a school advocate.

Q3- Right now we are trying to get her diagnosed, we are not sure of the next step yet.

Q4- To get us set up with a TSS and a therapist ASAP.

Q4- He is not receiving counseling because he feels he does not need it right now. The counselor said if anything ever changes, they will get him back in right away.

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.

Q3- There is a supply shortage.

Q4- National back ORDER, it's a controlled substance and we have to wait longer to pick it up. It is difficult to find a pharmacy that has it in stock.

Q4- The pharmacy does not always have the medication.

Q4- We have to wait for it to get in stock at the pharmacy. People depend on medications and it's scary when they can not get them.

Q4- We changed pharmacies and the medication they gave him did not work. Now he is on a different medication with a different pharmacy.

Q4- A shortage at the pharmacy.

Q4- They are always out of stock on the medicine and can not get it

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.

Q3- These services are vital for my child's care.

Q3- The providers have a hard time connecting to share information.

Q3- The therapist is doing a wonderful job. I have no complaints at all!

Q4- They do well with me, I am very pleased.

Q4- The doctor is a great, personable, and caring person.

Q4- They are great so far.

Q4- They are stuck with me! I'm not leaving!

Q4- I think he has done well. I just have to go to the school periodically to talk to the teachers and counselors. They say he is doing well.

Q4- I wish that they would allow younger children to come here. My son is at Nulton Diagnostics and we do not like it there.

Q4- To have shorter waiting lists. I know it's not their fault as to why they are so long, but it would be nice to not have such a long waiting list.

Q4- They do a wonderful job and we have not had any issues with them.

Q4- They are amazing!

Q4- They should keep up the good work. They help my kids a lot!

Youth Survey Findings

Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 13 youth (Ages 14 to 20) surveys completed during the 4th Quarter of Calendar Year 2023 for the period from October to December 2023 and the 93 youth surveys completed during calendar year 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.

4th Quarter 2023 Youth Sample Characteristics versus the 2023 3rd Quarter Comparison:

1. Lower percent of face-to-face – 39% (5 of 13) versus 43% (13 of 30).
2. Higher ratio of male treatment recipients – 39% (5 of 13) versus 20% (6 of 30).
3. Lower percentage of youth members aged 14-15 – 0% (0 of 13) versus 50% (15 of 30).
4. Lower total youth members receiving IBHS – 0% (0 of 13) versus 3% (1 of 30).
5. Lower ratio of youths receiving treatment from same provider four (4) years or longer – 23% (3 of 13) versus 43% (13 of 30).

Findings Overview

1. Just 8% (1 of 13) of youths interviewed during the 4th Quarter of 2023 agreed with, *“Have you reviewed your insurance benefits and treatment options through Community Care?”* 0% (0 of 13) of the youth interviewed were within the age range of 14 and 15. This indicator is 18% year-to-date for calendar year 2023 compared to 33% for calendar year 2022.

85% (11 of 13) of youths in the 4th Quarter were, *“aware they could file a complaint and/or grievance with Community Care.”* This indicator is 79% year-to-date for calendar year 2023 and 68% for calendar year 2022.

46% (6 of 13) of youths interviewed during the 4th Quarter of 2023, *“knew where to find the number to call Community Care with questions or concerns.”* This indicator is 27% year-to-date for calendar year 2023 compared to 42% for calendar year 2022.

100% (4 of 4, excluding 9 “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 2023 and 100% for calendar year 2022.

0% (0 of 13) youths reported using Community Care’s complaint or grievance processes during the 4th Quarter of 2023.

2. Youths surveyed on **Access** to provider treatment services rated the three indicators 100% in the 4th 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 92% to 100% in the 4th 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 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 100% 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 93% to 98% for calendar year 2023 compared to 94% to 98% for calendar year 2022.

6. 0% (0 of 10, excluding 3 n/a) of youths taking behavioral health medications reported problems in getting the medications that work for them. This indicator was 5% for calendar year 2023 compared to 19% for calendar year 2022.

7. 8% (1 of 13) of youths reported having issues or problems with their provider during the 4th Quarter of 2023. This indicator was 7% for calendar year 2023 compared to 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 13) 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 4th Quarter, no youth quality audits were performed.

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
Q4-What type of survey is it?	93	26	24	30	13
Phone	65 69.9%	21 80.8%	19 79.2%	17 56.7%	8 61.5%
Face to Face	28 30.1%	5 19.2%	5 20.8%	13 43.3%	5 38.5%

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
Q5-What county does the member live in?	93	26	24	30	13
Somerset	53 57.0%	13 50.0%	13 54.2%	20 66.7%	7 53.8%
Bedford	40 43.0%	13 50.0%	11 45.8%	10 33.3%	6 46.2%

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
Q6-What is your gender?	93	26	24	30	13
Male	32 34.4%	12 46.2%	9 37.5%	6 20.0%	5 38.5%
Female	54 58.1%	9 34.6%	15 62.5%	24 80.0%	6 46.2%
Does not identify with either gender	7 7.5%	5 19.2%	-	-	2 15.4%
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
Q7-How old are you?	93	26	24	30	13
14-15 years	34 36.6%	12 46.2%	7 29.2%	15 50.0%	-
16-17 years	18 19.4%	-	1 4.2%	11 36.7%	6 46.2%
18-20 years	29 31.2%	6 23.1%	13 54.2%	4 13.3%	6 46.2%
over 20 years	12 12.9%	8 30.8%	3 12.5%	-	1 7.7%

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
	93	26	24	30	13
Q8-What do you consider your race to be?					
Caucasian	86 92.5%	22 84.6%	23 95.8%	28 93.3%	13 100.0%
African American	-	-	-	-	-
Hispanic American	1 1.1%	- -	1 4.2%	-	-
American Indian/Alaskan Native	1 1.1%	1 3.8%	-	-	-
Asian American	1 1.1%	-	-	1 3.3%	-
Multi-Racial	1 1.1%	-	-	1 3.3%	-
Other	3 3.2%	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
	93	26	24	30	13
Q9-Are you receiving services primarily for:					
Mental Health	93 100.0%	26 100.0%	24 100.0%	30 100.0%	13 100.0%
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	93	26	24	30	13
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.)					
Yes	25 26.9%	2 7.7%	8 33.3%	9 30.0%	6 46.2%
No	68 73.1%	24 92.3%	16 66.7%	21 70.0%	7 53.8%

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	93	26	24	30	13
Q10B-Are you aware that you can file a complaint and/or grievance if needed?					
Yes	73 78.5%	14 53.8%	19 79.2%	29 96.7%	11 84.6%
No	20 21.5%	12 46.2%	5 20.8%	1 3.3%	2 15.4%

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	93	26	24	30	13
Q10C-Have you reviewed your insurance benefits and treatment options through Community Care?					
Yes	17 18.3%	4 15.4%	9 37.5%	3 10.0%	1 7.7%
No	76 81.7%	22 84.6%	15 62.5%	27 90.0%	12 92.3%

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	13	2	4	3	4
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?					
Yes	13 100.0%	2 100.0%	4 100.0%	3 100.0%	4 100.0%
No	-	-	-	-	-

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...
N/A responses reduce total	2	2	-	-	-
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?					
Yes	2 100.0%	2 100.0%	-	-	-
No	-	-	-	-	-

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
Base	93	26	24	30	13
Q13-What is the name of your treatment provider?					
ACRP	7 7.5%	4 15.4%	1 4.2%	1 3.3%	1 7.7%
Adelphoi Village	-	-	-	-	-
Beal Counseling	-	-	-	-	-
Bedford DBHS	20 21.5%	7 26.9%	2 8.3%	7 23.3%	4 30.8%
Blair Family Solutions	1 1.1%	-	-	1 3.3%	-
Children's Aid Home	1 1.1%	-	-	1 3.3%	-
Children's Behavioral Health (CBH)	3 3.2%	1 3.8%	1 4.2%	1 3.3%	-
Croyle Nielson	-	-	-	-	-
Dolminis (Pyramid)	-	-	-	-	-
Family Behavioral Resources (FBR)	7 7.5%	-	7 29.2%	-	-
Footsteps	-	-	-	-	-
Hyndman Area Health Center	-	-	-	-	-
Mary Berge and Associates	1 1.1%	-	-	-	1 7.7%
The Meadows	-	-	-	-	-
Merakey	-	-	-	-	-
Nulton Diagnostic and Treatment Center	25 26.9%	8 30.8%	7 29.2%	6 20.0%	4 30.8%
Pediatric Care Specialists	4 4.3%	2 7.7%	1 4.2%	1 3.3%	-
Pyramid HealthCare	-	-	-	-	-
Somerset DBHS	14 15.1%	1 3.8%	2 8.3%	9 30.0%	2 15.4%
Somerset Hospital	-	-	-	-	-
Twin Lakes	-	-	-	-	-
Youth Advocate Programs (YAP)	2 2.2%	1 3.8%	-	1 3.3%	-
Other	8 8.6%	2 7.7%	3 12.5%	2 6.7%	1 7.7%

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
Base	93	26	24	30	13
Q14-What service are you receiving from this provider?					
After School Treatment Program	-	-	-	-	-
IBHS (BHT, BC, MT, ABA)	4 4.3%	2 7.7%	1 4.2%	1 3.3%	-
MH CRR Home	-	-	-	-	-
Family Based MH Services	2 2.2%	-	1 4.2%	1 3.3%	-
Peer Support	2 2.2%	1 3.8%	1 4.2%	-	-
MH Inpatient Hospitalization	-	-	-	-	-
Medication/Psychiatric/Telepsychiatry	45 48.4%	12 46.2%	10 41.7%	15 50.0%	8 61.5%
MH (BCM) Blended Case Management	3 3.2%	2 7.7%	1 4.2%	-	-
MH Outpatient Therapy/Counseling (individual or group)	36 38.7%	9 34.6%	10 41.7%	12 40.0%	5 38.5%
MH Partial Hospitalization	1 1.1%	-	-	1 3.3%	-
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
Base	93	26	24	30	13
Q15-How long have you currently been receiving services from this provider?					
Less than 6 months	6 6.5%	- -	1 4.2%	3 10.0%	2 15.4%
6-11 months	11 11.8%	2 7.7%	3 12.5%	5 16.7%	1 7.7%
1 to 2 years	34 36.6%	14 53.8%	11 45.8%	4 13.3%	5 38.5%
2 to 4 years	17 18.3%	4 15.4%	6 25.0%	5 16.7%	2 15.4%
4 + years	25 26.9%	6 23.1%	3 12.5%	13 43.3%	3 23.1%

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
NA responses reduce total	91	26	24	29	12
Q16-Were you put on a waiting list to be seen by (provider)?					
Yes	20 22.0%	5 19.2%	5 20.8%	7 24.1%	3 25.0%
No	71 78.0%	21 80.8%	19 79.2%	22 75.9%	9 75.0%

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...
NA responses reduce total	80	26	23	21	10
Q17-If you received services by video or telephone, were you satisfied with the services you received?					
Yes	80 100.0%	26 100.0%	23 100.0%	21 100.0%	10 100.0%
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	89	24	22	30	13
Q18A-We meet at times that are convenient for me.					
Strongly Agree/Agree	87 97.8%	24 100.0%	22 100.0%	28 93.3%	13 100.0%
Strongly Disagree/Disagree	2 2.2%	- -	- -	2 6.7%	- -

97.8% 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	88	25	24	27	12
Q18B-I was made aware of the availability of different providers for this service and given a choice.					
Strongly Agree/Agree	85 96.6%	25 100.0%	24 100.0%	24 88.9%	12 100.0%
Strongly Disagree/Disagree	3 3.4%	- -	- -	3 11.1%	- -

96.6% 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	91	26	22	30	13
Q18C-I feel I was able to get the help I needed within a reasonable amount of time.					
Strongly Agree/Agree	90 98.9%	26 100.0%	22 100.0%	29 96.7%	13 100.0%
Strongly Disagree/Disagree	1 1.1%	- -	- -	1 3.3%	- -

98.9% 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	87	22	22	30	13
Q19A-(Provider) helped me create a plan to deal with any problems I have.					
Strongly Agree/Agree	85 97.7%	22 100.0%	20 90.9%	30 100.0%	13 100.0%
Strongly Disagree/Disagree	2 2.3%	- -	2 9.1%	- -	- -

97.7% 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	89	24	23	30	12
Q19B-I am an active participant in developing a treatment plan that is a good fit for me.					
Strongly Agree/Agree	86 96.6%	24 100.0%	21 91.3%	29 96.7%	12 100.0%
Strongly Disagree/Disagree	3 3.4%	- -	2 8.7%	1 3.3%	- -

96.6% 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	87	24	22	29	12
Q19C-I feel comfortable asking questions about my treatment.					
Strongly Agree/Agree	87 100.0%	24 100.0%	22 100.0%	29 100.0%	12 100.0%
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	89	26	23	27	13
Q20-I am included in meetings about my treatment.					
Strongly Agree/Agree	88 98.9%	26 100.0%	23 100.0%	26 96.3%	13 100.0%
Strongly Disagree/Disagree	1 1.1%	- -	- -	1 3.7%	- -

98.9% 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	83	24	23	23	13
Q21-My provider has talked with me about community resources and other supports, if needed.					
Strongly Agree/Agree	79 95.2%	24 100.0%	21 91.3%	21 91.3%	13 100.0%
Strongly Disagree/Disagree	4 4.8%	- -	2 8.7%	2 8.7%	- -

95.2% 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	91	24	24	30	13
Q22-As appropriate, my providers (physical and behavioral health) work together and share information to provide me the best care possible.					
Strongly Agree/Agree	87 95.6%	24 100.0%	22 91.7%	29 96.7%	12 92.3%
Strongly Disagree/Disagree	4 4.4%	- -	2 8.3%	1 3.3%	1 7.7%

95.6% 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	93	26	24	30	13
Q23A-I have been given clear information on who to contact if I need immediate help between sessions.					
Always, Almost Always, Often	89 95.7%	24 92.3%	23 95.8%	29 96.7%	13 100.0%
Sometimes	2 2.2%	2 7.7%	-	-	-
Rarely/Never	2 2.2%	-	1 4.2%	1 3.3%	-

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 Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	93	26	24	30	13
Q23B-Staff treats me with respect and see me as an equal partner in my treatment program.					
Always, Almost Always, Often	92 98.9%	26 100.0%	24 100.0%	29 96.7%	13 100.0%
Sometimes	1 1.1%	-	-	1 3.3%	-
Rarely/Never	-	-	-	-	-

98.9% 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	74	17	23	23	11
Q24A-I manage strong feelings better. (Anger, sadness, etc.)					
Strongly Agree/Agree	69 93.2%	17 100.0%	21 91.3%	20 87.0%	11 100.0%
Strongly Disagree/Disagree	5 6.8%	-	2 8.7%	3 13.0%	-

93.2% 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	78	23	18	24	13
Q24B-I make better choices about how to deal with day to day life.					
Strongly Agree/Agree	76 97.4%	23 100.0%	16 88.9%	24 100.0%	13 100.0%
Strongly Disagree/Disagree	2 2.6%	- -	2 11.1%	- -	- -

97.4% 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	82	21	23	25	13
Q24C-I believe treatment is working because I feel better.					
Strongly Agree/Agree	80 97.6%	21 100.0%	21 91.3%	25 100.0%	13 100.0%
Strongly Disagree/Disagree	2 2.4%	- -	2 8.7%	- -	- -

97.6% 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 Jan-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Base	93	26	24	30	13
Q25-Have you had any issues or problems with services from (provider)?					
Yes	6 6.5%	2 7.7%	1 4.2%	2 6.7%	1 7.7%
No	87 93.5%	24 92.3%	23 95.8%	28 93.3%	12 92.3%

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	6	2	1	2	1
Q26-If yes, what were the issues or problems with services from (provider)?					
Lack of treatment planning and coordination	-	-	-	-	-
Services not provided when I needed them	1 16.7%	-	1 100.0%	-	-
Poor communication	1 16.7%	-	-	1 50.0%	-
Frequent staff changes	-	-	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	4 66.7%	2 100.0%	-	1 50.0%	1 100.0%

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	6	2	1	2	1
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?					
I resolved the problem with the program manager	2 33.3%	1 50.0%	1 100.0%	-	-
I chose not to take any action	-	-	-	-	-
I filed a formal complaint	-	-	-	-	-
Other	4 66.7%	1 50.0%	-	2 100.0%	1 100.0%

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
N/A responses reduce total	-	-	-	-	-
Q28-If you chose to not take any actions, why?					
The problem was not that serious	-	-	-	-	-
I was concerned with how the provider would react	-	-	-	-	-
I didn't know how to file a formal complaint	-	-	-	-	-
Other	-	-	-	-	-

- 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
Base	93	26	24	30	13
Q29-What effect has the treatment you've received had on the overall quality of your life?					
Much better	39 41.9%	8 30.8%	10 41.7%	12 40.0%	9 69.2%
A little better	50 53.8%	18 69.2%	13 54.2%	15 50.0%	4 30.8%
About the same	4 4.3%	- -	1 4.2%	3 10.0%	- -
A little worse	-	-	-	-	-
Much worse	-	-	-	-	-

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	93	26	24	30	13
Q30-Were you given the chance to make treatment decisions?					
Yes	84 90.3%	26 100.0%	21 87.5%	25 83.3%	12 92.3%
No	4 4.3%	- -	2 8.3%	2 6.7%	- -
Sometimes	5 5.4%	- -	1 4.2%	3 10.0%	1 7.7%

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	93	26	24	30	13
Q31-In the last twelve months, did you have problems getting the help you needed?					
Yes	1 1.1%	- -	- -	1 3.3%	- -
No	88 94.6%	26 100.0%	22 91.7%	28 93.3%	12 92.3%
Sometimes	4 4.3%	- -	2 8.3%	1 3.3%	1 7.7%

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	5	-	2	2	1
Q32-If yes, why weren't you able to get the behavioral health help in the last 12 months?					
Money issues	1 20.0%	-	1 50.0%	-	-
Transportation Issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Long waiting list	2 40.0%	-	-	1 50.0%	1 100.0%
Didn't know where to get help	-	-	-	-	-
Money issues	-	-	-	-	-
Other	2 40.0%	-	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	78	25	20	23	10
Q33-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you?					
Yes	4 5.1%	2 8.0%	1 5.0%	1 4.3%	-
No	74 94.9%	23 92.0%	19 95.0%	22 95.7%	10 100.0%

***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	6	2	1	2	1
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?					
Yes	1 16.7%	-	-	1 50.0%	-
No	5 83.3%	2 100.0%	1 100.0%	1 50.0%	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

Q1- Bi-Racial

Q1- Bi-Racial

Q1- Bi-Racial

Q10D-Community Care questions. Literal Comments

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.

Q3- I do not deal much with Community Care.

Q3- My mom does all of this.

Q3- I have never really had to call them.

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

Q1- Brianne Wagner

Q1- Peerstar

Q1- Ryan Dunne Conemaugh Physician Practice

Q2- Horizon Behavioral Health

Q2- PeerStar

University of Pittsburg Medical Center

Q3- Cen-Clear Child Services

Q3- Pressley Ridge School

Q4- Pressley Ridge Schools

Q18D- Access Literals

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.

Q3- There was a divorce and they do not schedule around both parents schedule and school. They just put us with someone because the husband is abusive, we did not choose the provider. The provider refuses to do paperwork for the courthouse.

Q3- I do not recall them telling me about any other providers for me to go to.

Q3- They did not let me know the availability of other providers.

Q3- Times are not convenient because I have to take her out of school for the appointments.

Q3- My services started when I was in fifth grade so I don't know if we were made aware of other providers for this services.

Q4- I do not know if they mentioned other providers I could go to.

Q19D-Treatment Experiences Literal Comments

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.

Q3- I do not ask questions.

Q23C-Recovery Oriented Practices Literal Comments

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

Q3- We have not been given clear information on who to contact if we ever need help. The staff treats us with respect once in awhile.

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.

Q3- I still have a hard time managing my feelings but I am trying to make better choices everyday.

I am taking everything one day at a time trying to work on myself.

Q3- I am still the same person as I was when I started. Treatment has not helped at all yet.

Q3- I still deal with managing my feelings.

Q3- I am still working on managing my feelings.

Q4- I am still working on how to manage my feelings better.

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

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

Q1- I had problems with my first therapist.

Q3- Lack of treatment planning and coordination. Services not provided when needed and poor communication. They did not do the paperwork for the courts or try contacting child and youth services.

Q3- There is poor communication and the case manager does the bare minimum.

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? Lital Comments

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.

Q3- We tried to resolve this with the program manager and we got denied.

Q3- The case manager is also the supervisor.

Q4- I am still waiting.

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

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

Q3- Appointments are at inconvenient times and there are long waiting lists. I have transportation issues and I do not know where else to get help.

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.

Q3- The medication I take is generic adderall and it is on back order so I had to take a medicine that is a lower dose of it.

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.

Q3- It was great.

Q3- We are extremely happy with them.

Q3- DBHS helped me find coping skills to manage my feelings.

Q3- They do a pretty good job.

Q3- The nursing staff was refusing to message the doctor for medication refills. They told us to wait until the next visit because we had our time with the doctor already.

Q3- They do really well and they go above and beyond in helping with all the services.

Q3- Make doctor appointments after school.

Q3- Scheduling is difficult sometimes.

Q4- Things have been going pretty good.

Q4- The counseling has not been productive at all with the tele-counseling. Things are going good with the medicine doctor.

Q4- I like it here a lot.

Q4- They are an all around good place.

Provider Responses

Provider Responses to 3rd Quarter (July – September)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.

One provider response was due for the 3rd Quarter C/FST data.

“(Provider) appreciates the opportunity to review and respond to the results of the C/FST survey. The feedback assists our program in identifying areas of growth and progress, as well as identify areas of opportunity. Upon review of (Provider’s) 3rd quarter survey results for Behavioral Health Services of Bedford and Somerset Counties, it appears we fell below the 80% benchmark and received “Requires Action” for the questions outlined below. The responses below are inclusive of all levels of care offered to members in this region as we are unable to determine which facility and level of care these responses are reflective of”.

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

- “The frequency/type of services is individualized to the client and dependent upon their needs. The clinician works with the client to develop their treatment plan, which affords the client the opportunity to voice what their goals for treatment are and connects the client to the services that would help them meet these goals. This includes any additional services/referrals the client would benefit from either during treatment or post-discharge as part of the client’s aftercare plan.”*
- “In addition, staff provide education to each client during the admission process regarding their right to file a grievance, should they be dissatisfied with services and have feedback for the program. Clients are educated on the procedure of filing a grievance at the time of admission, as well. (Provider)takes all grievances seriously and will work with clients to address their concerns”.*
- “(Provider) will continue to review CFST Survey Data with sites in an effort to create a more meaningful client experience.”*

“Thank you again for the opportunity to provide a response to the results of the C/FST survey.”

MCO Responses

Community Care Response to 3rd Quarter (July – September) 2023 C/FST Report

No MCO (Community Care) response was due for the 3rd 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.