

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

Behavioral Health Services of Bedford and Somerset Counties

1st Quarter Report January-March 2024

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

Detailed Report of Survey Findings
April 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 – 2024 1st Quarter Report

This 1st Quarter Bedford-Somerset C/FST Report provides details on the 100 adult, 29 family and 24 youth (153 total) interviews that were completed between January and March 2024.

Adult Survey Process & Findings

This 1st Quarter Bedford-Somerset Counties C/FST Report covers the period between January and March 2024 and provides detail on the 100 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.

1st Quarter 2024 Adult Sample Characteristics versus 2023 4th Quarter Comparison:

1. Lower percentage of face-to-face – 88% (88 of 100) versus 95% (82 of 86).
2. Lower percentage of female respondents – 49% (49 of 100) versus 61% (52 of 86).
3. Similar percentage of respondents in the age range of 55-64 – 11% (11 of 100) versus 12% (10 of 86).
4. Lower percent of MH only (includes medication mgt) – 71% (71 of 100) versus 81% (70 of 86).
5. Higher ratio of respondents receiving less than six months of treatment from provider – 38% (38 of 100) versus 36% (31 of 86).
6. Lower percentage of respondents receiving treatment services over 4 years with the same provider – 21% (21 of 100) versus 28% (24 of 86).

Findings Overview

1. Adult overall satisfaction with Community Care continues to be good with 90% (9 of 10, excludes 90 “not applicable”) of adults agreeing with, *“If you had contact with Community Care over the past 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you.”* This indicator was 99% for calendar year 2023 compared to 95% for calendar year 2022.
2. Community Care’s complaint and grievance awareness indicators remained consistent during the 1st Quarter. The indicator, *“Are you aware that you can file a complaint and/or grievance if needed?”* is 77% (77 of 100) and was 82% for calendar year 2023. In the 1st Quarter 2023, three adult members reported using either Community Care’s complaint and/or grievance process within the last 12 months and 100% (3 of 3) were satisfied with how the complaint/grievance was handled.
3. The lowest awareness indicator during the 1st Quarter was, *“Have you reviewed your insurance benefits and treatment options available through Community Care,”* at 41% (41 of 100). This indicator was 39% for calendar year 2023 and was 39% for calendar year 2022.
4. Surveyed adults are generally pleased with **Access** to provider treatment services having 93% 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 six indicators of satisfaction from 95% to 100%. These include, *“(Provider) helped me create a plan to deal with any problems I have,” “I am an active participant in developing a treatment plan that is a good fit for me,” “I feel comfortable asking questions about my treatment,” “I feel I have enough time with staff during most sessions,” “My provider has talked with me about community resources and other supports, if needed,”* and *“As appropriate, my providers work together and share information to provide me the best care possible.”* These indicators were rated 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% (97 of 100) and “*I have been given clear information on who to contact if I need immediate help between appointments,*” at 99% (99 of 100).

7. Adult perception of **Treatment Outcomes** was 98% to 99% 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% (4 of 100) of interviewed adults reported having issues or problems with their provider during the 1st Quarter of 2024. Two members reported “poor communications and two members reported “other” as the reasons.” See Page 24 Literal Comments regarding member provider related problems.

Adult – Member Request for Assistance (MRAs)

Upon completing the survey, 1% (1 of 100 members surveyed overall) representing 25% (1 of the 4 of adult members that reported having problems) expressed interest in having a provider or MCO 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 1st Quarter, 17 adult quality audits were performed. Six adults did not remember participating in the survey process. 100% (17 of 17) of adults felt the length of the survey and number of questions were satisfactory. 100% (17 of 17) of adults were satisfied with the survey process and 100% (17 of 17) of adults felt ok or good about being contacted.

Member comments,

“She (surveyor) can keep up the good work.”

“I would be glad to do another survey with her (the surveyor).”

“She (surveyor) was very nice, and she was very efficient.”

“A little unsettled but I know my provider does this.”

“She (surveyor) was polite, soft spoken, and she knew exactly what she was doing.”

“She (surveyor) was very sweet. I enjoyed talking to her.”

Adult Demographics

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	100	100	-	-	-
Q4-What type of survey is it?					
Phone	12 12.0%	12 12.0%	-	-	-
Face to Face	88 88.0%	88 88.0%	-	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	100	100	-	-	-
Q5-What county does the member live in?					
Somerset	55 55.0%	55 55.0%	-	-	-
Bedford	45 45.0%	45 45.0%	-	-	-

Counts Break % Respondents	2024 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	100	100	-	-	-
Q6-What is your gender?					
Male	49 49.0%	49 49.0%	-	-	-
Female	49 49.0%	49 49.0%	-	-	-
Does not identify with either gender	2 2.0%	2 2.0%	-	-	-
Refused to answer	-	-	-	-	-

Adult Demographics

Counts Break % Respondents	2024 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	100	100	-	-	-
Q7-How old are you?					
21-24	12 12.0%	12 12.0%	-	-	-
25-34	24 24.0%	24 24.0%	-	-	-
35-44	34 34.0%	34 34.0%	-	-	-
45-54	18 18.0%	18 18.0%	-	-	-
55-64	11 11.0%	11 11.0%	-	-	-
65 and older	1 1.0%	1 1.0%	-	-	-

Counts Break % Respondents	2024 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	100	100	-	-	-
Q8-What do you consider your race to be?					
Caucasian	96 96.0%	96 96.0%	-	-	-
African American	3 3.0%	3 3.0%	-	-	-
Hispanic American	-	-	-	-	-
American Indian/Alaskan Native	-	-	-	-	-
Asian American	-	-	-	-	-
Multi-racial	1 1.0%	1 1.0%	-	-	-
Other	-	-	-	-	-

Counts Break % Respondents	2024 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	100	100	-	-	-
Q9-Are you receiving services primarily for:					
Mental Health	71 71.0%	71 71.0%	-	-	-
Drug and Alcohol Services	29 29.0%	29 29.0%	-	-	-
Both Mental Health and Drug and Alcohol Services	-	-	-	-	-

Adult Satisfaction with Community Care

Counts Break % Respondents	2024 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	100	100	-	-	-
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	55 55.0%	55 55.0%	-	-	-
No	45 45.0%	45 45.0%	-	-	-

Counts Break % Respondents	2024 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	100	100	-	-	-
Q10B-Are you aware that you can file a complaint and/or grievance if needed?					
Yes	77 77.0%	77 77.0%	-	-	-
No	23 23.0%	23 23.0%	-	-	-

Counts Break % Respondents	2024 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	100	100	-	-	-
Q10C-Have you reviewed your insurance benefits and treatment options through Community Care?					
Yes	41 41.0%	41 41.0%	-	-	-
No	59 59.0%	59 59.0%	-	-	-

Adult Satisfaction with Community Care

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
NA reduces totals	10	10	-	-	-
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	9 90.0%	9 90.0%	-	-	-
No	1 10.0%	1 10.0%	-	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
NA reduces totals	3	3	-	-	-
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	3 100.0%	3 100.0%	-	-	-
No	-	-	-	-	-

Adult Treatment Provider Level Analysis

Counts Break % Respondents	2024 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	100	100	-	-	-
Q13-What is the name of your treatment provider?					
ACRP	2 2.0%	2 2.0%	-	-	-
Allegiance Rehabilitation	-	-	-	-	-
Alliance Medical Services	-	-	-	-	-
Beal Counseling and Consulting	1 1.0%	1 1.0%	-	-	-
Bedford DBHS	18 18.0%	18 18.0%	-	-	-
Cambria-Somerset Counseling	-	-	-	-	-
Cen-Clear	-	-	-	-	-
Croyle-Nielson	-	-	-	-	-
Discovery House	1 1.0%	1 1.0%	-	-	-
Family Behavioral Resources	3 3.0%	3 3.0%	-	-	-
Hyndman Area Health Center	-	-	-	-	-
Mary Berge and Associates	-	-	-	-	-
Nulton Diagnostic and Treatment Center	19 19.0%	19 19.0%	-	-	-
Peerstar	-	-	-	-	-
Primary Health Network	-	-	-	-	-
Pyramid HealthCare	17 17.0%	17 17.0%	-	-	-
Somerset DBHS	26 26.0%	26 26.0%	-	-	-
Somerset Hospital	-	-	-	-	-
Twin Lakes	4 4.0%	4 4.0%	-	-	-
UPMC Western Behavioral Health of the Alleghenies (UPMC WBHA)	1 1.0%	1 1.0%	-	-	-
White Deer Run/Cove Forge	5 5.0%	5 5.0%	-	-	-
Other	3 3.0%	3 3.0%	-	-	-

Adult Treatment Provider Level Analysis

Counts Break % Respondents	2024 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	100	100	-	-	-
Q14-What service are you receiving from this (name of provider)?					
MH BCM (Blended Case Management)	7 7.0%	7 7.0%	-	-	-
Crisis Intervention	-	-	-	-	-
Medication/Psychiatry/Telepsychiatry	30 30.0%	30 30.0%	-	-	-
MH Inpatient Hospitalization	-	-	-	-	-
MH Outpatient Therapy/EOP	21 21.0%	21 21.0%	-	-	-
MH Partial Hospitalization	2 2.0%	2 2.0%	-	-	-
Peer Support Services	-	-	-	-	-
Psych Rehab	11 11.0%	11 11.0%	-	-	-
Substance Use (SU) Inpatient/Rehabilitation	8 8.0%	8 8.0%	-	-	-
SU-ICM (Intensive Case Management)	2 2.0%	2 2.0%	-	-	-
SU Intensive Outpatient Therapy	1 1.0%	1 1.0%	-	-	-
SU Detox	2 2.0%	2 2.0%	-	-	-
Naltrexone Maintenance	1 1.0%	1 1.0%	-	-	-
Buprenorphine Maintenance	5 5.0%	5 5.0%	-	-	-
SU Certified Recovery Specialist	-	-	-	-	-
SU Outpatient Therapy	2 2.0%	2 2.0%	-	-	-
SU Partial Hospitalization	6 6.0%	6 6.0%	-	-	-
Methadone Maintenance	2 2.0%	2 2.0%	-	-	-
Other	-	-	-	-	-
Do Not Know	-	-	-	-	-

Adult Treatment Provider Level Analysis

Counts Break % Respondents	2024 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	100	100	-	-	-
Q15-How long have you been receiving services from this provider?					
Less than 6 months	38 38.0%	38 38.0%	-	-	-
6-11 months	10 10.0%	10 10.0%	-	-	-
1 to 2 years	19 19.0%	19 19.0%	-	-	-
2 to 3 years	12 12.0%	12 12.0%	-	-	-
4 + years	21 21.0%	21 21.0%	-	-	-

Counts Break % Respondents	2024 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.
NA responses reduce total	92	92	-	-	-
Q16-Were you put on a waiting list to be seen by (provider)?					
Yes	18 19.6%	18 19.6%	-	-	-
No	74 80.4%	74 80.4%	-	-	-

Adult Teleheath Services

Counts Break % Respondents	2024 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.
Neutral responses reduce totals	63	63	-	-	-
Q17-If you've received services by video or telephone, were you satisfied with the services you received?					
Very Satisfied/Satisfied	62 98.4%	62 98.4%	-	-	-
Very dissatisfied/Dissatisfied	1 1.6%	1 1.6%	-	-	-

Adult Access to Services

Counts Break % Respondents	2024 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	98	98	-	-	-
Q18A-I feel I was able to get the help I needed within a reasonable amount of time.					
Strongly Agree/Agree	96 98.0%	96 98.0%	-	-	-
Strongly Disagree/Disagree	2 2.0%	2 2.0%	-	-	-

98.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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	97	97	-	-	-
Q18B-I was made aware of the availability of different providers for this service and given a choice.					
Strongly Agree/Agree	90 92.8%	90 92.8%	-	-	-
Strongly Disagree/Disagree	7 7.2%	7 7.2%	-	-	-

92.8% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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	100	100	-	-	-
Q18C-Services are available at times that are convenient.					
Strongly Agree/Agree	98 98.0%	98 98.0%	-	-	-
Strongly Disagree/Disagree	2 2.0%	2 2.0%	-	-	-

98.0% of target rate Y-T-D

Meets Expectations

Adult Treatment Experiences

Counts Break % Respondents	2024 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	99	99	-	-	-
Q19A-(Provider) helped me create a plan to deal with any problems I have.					
Strongly Agree/Agree	98 99.0%	98 99.0%	-	-	-
Strongly Disagree/Disagree	1 1.0%	1 1.0%	-	-	-

99.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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	100	100	-	-	-
Q19B-I am an active participant in developing a treatment plan that is a good fit for me.					
Strongly Agree/Agree	100 100.0%	100 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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	100	100	-	-	-
Q19C-I feel comfortable asking questions about my treatment.					
Strongly Agree/Agree	100 100.0%	100 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Adult Treatment Experiences

Counts Break % Respondents	2024 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	100	100	-	-	-
Q19D-I feel I have enough time with staff during most sessions.					
Strongly Agree/Agree	99 99.0%	99 99.0%	-	-	-
Strongly Disagree/Disagree	1 1.0%	1 1.0%	-	-	-

99.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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/NA responses reduce totals	97	97	-	-	-
Q20-My provider has talked with me about community resources and other supports, if needed.					
Strongly Agree/Agree	92 94.8%	92 94.8%	-	-	-
Strongly Disagree/Disagree	5 5.2%	5 5.2%	-	-	-

94.8% of target rate Y-T-D

Meets Expectations

Adult Providers Share Information

Counts Break % Respondents	2024 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/NA responses reduce totals	93	93	-	-	-
Q21-As appropriate, my providers (physical and behavioral health) work together and share information to provide me the best care possible.					
Strongly Agree/Agree	93 100.0%	93 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Adult Recovery Oriented Practices

Counts Break % Respondents	2024 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	100	100	-	-	-
Q22A-Staff treat me with respect and sees me as an equal partner in my treatment program.					
Always /Almost Always/Often	97 97.0%	97 97.0%	-	-	-
Sometimes	-	-	-	-	-
Rarely/Never	3 3.0%	3 3.0%	-	-	-

97.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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	100	100	-	-	-
Q22B-I have been given clear information on who to contact if I need immediate help between appointments.					
Always,Almost Always, Often	99 99.0%	99 99.0%	-	-	-
Sometimes	-	-	-	-	-
Rarely/Never	1 1.0%	1 1.0%	-	-	-

99.0% of target rate Y-T-D

Meets Expectations

Adult Outcomes

Counts Break % Respondents	2024 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	98	98	-	-	-
Q23A-I deal better with daily problems.					
Strongly Agree/Agree	97 99.0%	97 99.0%	-	-	-
Strongly Disagree/Disagree	1 1.0%	1 1.0%	-	-	-

99.0% of target rate Y-T-D

Meets Expectations

Adult Outcomes

Counts Break % Respondents	2024 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.
Neutral responses reduce totals	97	97	-	-	-
Q23B-I feel more hopeful about the future.					
Strongly Agree/Agree	96 99.0%	96 99.0%	-	-	-
Strongly Disagree/Disagree	1 1.0%	1 1.0%	-	-	-

99.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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.
Neutral responses reduce totals	99	99	-	-	-
Q23C-I feel treatment is working.					
Strongly Agree/Agree	97 98.0%	97 98.0%	-	-	-
Strongly Disagree/Disagree	2 2.0%	2 2.0%	-	-	-

98.0% of target rate Y-T-D

Meets Expectations

Adult Provider Issues or Problems

Counts Break % Respondents	2024 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	100	100	-	-	-
Q24-Have you had any issues or problems with services from (name of provider)?					
Yes	4 4.0%	4 4.0%	-	-	-
No	96 96.0%	96 96.0%	-	-	-

Adult Provider Issues or Problems

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
NA responses reduce total	4	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	2 50.0%	2 50.0%	-	-	-
Frequent staff changes	-	-	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	2 50.0%	2 50.0%	-	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	4	4	-	-	-
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 25.0%	1 25.0%	-	-	-
I chose not to take any action	1 25.0%	1 25.0%	-	-	-
I filed a formal complaint	-	-	-	-	-
Other	2 50.0%	2 50.0%	-	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	1	1	-	-	-
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	1 100.0%	1 100.0%	-	-	-

Adult Department of Human Services Questions

Counts Break % Respondents	2024 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	100	100	-	-	-
Q28-What effect has the treatment you've received had on the overall quality of your life?					
Much better	68 68.0%	68 68.0%	-	-	-
A little better	17 17.0%	17 17.0%	-	-	-
About the same	14 14.0%	14 14.0%	-	-	-
A little worse	-	-	-	-	-
Much worse	1 1.0%	1 1.0%	-	-	-

Counts Break % Respondents	2024 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	100	100	-	-	-
Q29-Were you given the chance to make treatment decisions?					
Yes	89 89.0%	89 89.0%	-	-	-
No	-	-	-	-	-
Sometimes	11 11.0%	11 11.0%	-	-	-

Counts Break % Respondents	2024 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	100	100	-	-	-
Q30-In the last twelve months, were you able to get the help you needed?					
Yes	94 94.0%	94 94.0%	-	-	-
No	-	-	-	-	-
Sometimes	6 6.0%	6 6.0%	-	-	-

Adult Department of Human Services Questions

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
N/A's reduce total	1	1	-	-	-
Q31-If you were not able to get behavioral health services in the last twelve months, what stopped you?					
Money issues	-	-	-	-	-
Transportation issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Childcare issues	-	-	-	-	-
Long waiting list	-	-	-	-	-
Didn't know where to get help	-	-	-	-	-
Other	1 100.0%	1 100.0%	-	-	-

Adult Behavioral Health Medications

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
N/A's reduce total	89	89	-	-	-
Q32-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you?					
Yes	2 2.2%	2 2.2%	-	-	-
No	87 97.8%	87 97.8%	-	-	-

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

Counts Break % Respondents	2024 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	4	4	-	-	-
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 25.0%	1 25.0%	-	-	-
No	3 75.0%	3 75.0%	-	-	-

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

Literal Comments

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

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

Q11A-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? Literal Comments

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- Dolminis

Q1- DLP Conemaugh Physician Practices, LLC

Q1- PATHWAYS

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

Q18D-Access Literal Comments

Q1- The staff asks me if I am drunk everyday, they say if I don't have services I will lose services, if I'm not on medication.

Q1- The caseworker has huge caseloads and limited services.

Q1- I don't remember if I was given a choice to come here or not.

Q1- I was not given a choice and if it was up to me, I would choose less than five days a week.

Q1- I was told this doctor was the only one I could have.

Q1- I feel the doctor is judgemental and he looks at me like I am an addicts. Makes me feel uncomfortable. I expressed my anxiety and he told me to lift heavier weights and exercise.

Q1- I don't feel like I was able to get the right amount of help the first time, I called for 8 months. When I got here, it was a different story because I got in right away, I came from rehab.

Q1- They did not give me a choice.

Q19E-Treatment Experiences Literal Comments

Q1- My health plan works sometimes and other times it feels like it doesn't.

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

Q1- I have no idea if they do or not.

Q1- They do not, but it is not needed.

Q1- As far as I know my providers work together.

Q1- I don't really know but I would imagine since it's all UPMC.

Q22C-Recovery Oriented Practices Literal Comments.

Q1- I feel like less of a person when I leave.

Q1- I have not been given clear information on who to contact if I need immediate help, but I am sure I can figure it out on my own.

Q23D-Outcome Literal Comments

Q1- When they constantly ask me if I'm drunk or high everyday it's disrespectful. They embarrass me in front of the other people that are around.

Q1- I use self help rather than, or more so than treatment.

Q1- I am still working on coping skills to feel more hopeful about the future.

Q1- Some things the doctor just can't help me with.

Q1- I am not satisfied with my treatment. I had a panic attack at the office and the CRR told me to calm down and go see the doctor. I explained the situation to him and he just said "oh, that's not good" and then went on to tell me to lift heavier weights and workout more.

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

Q1- Poor communication and severe disrespect and issues from the staff.

Q1- Issues with the doctor not treating people as humans and he doesn't want to listen to 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 am going to go to another doctor, they gave me another option.

Q1- I switched doctors, things are much better now.

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

Q1- I don't think it will do any good.

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

Q1- The staff bashes me about my past.

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

Q1- It's hard finding the right medication for me.

Q1- My one medicine got back ordered and I had to go to five pharmacies to get it.

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

Q1- The way the staff present themselves is disrespectful. They always ask me if I am drunk or high and don't care if anyone else is around. That could be a trigger for people and push them to go get drunk or high. They need to stop asking and start being respectful about how they make people feel.

Q1- I've only met him once at my intake, but I like him so far.

Q1- She is an awesome caseworker, she needs smaller caseloads so she can pay attention to the ones she has.

Q1- Everything is going good here.

Q1- My therapist is very kind and knowledgeable.

Q1- They don't give us enough food, the portions are really small. They should have someone check on you once in awhile to see how things are going. I was in detox for almost a whole day before someone asked how things were going.

Q1- The staff goes above and beyond in most cases.

Q1- I feel it would be great for me if they continued the telehealth. Nultons has been amazing!

Q1- Things have gone well with me when dealing with them.

Q1- The doctors thinks and acts like she's better than me. She talks down to me and snobby like.

Q1- I wish there was a further outreach, because I know people who could use the help I get here.

Q1- I got approved for 3 Boost drinks a day and when I did they stopped giving them to me. She told me they had to put in a paper for approval. That makes no sense because I was already getting them and I already got approved to start getting 3 day.

Q1- This is working, it's really good to come listen to others talk. Listening to others will enlighten something in me.

Q1- It is great here, keep up the excellent work!

Q1- I enjoy the services and learn from them.

Q1- This is a nice place.

Q1- They deserve more money for putting up with people like me.

Q1- Thank staff for all they do for me

Family Survey Findings

Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 29 family/caregiver surveys completed during the 1st Quarter of 2024 for the period between January to March 2024.

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.

1st Quarter 2024 Family Sample Characteristics versus 4th 2023 Quarter Comparison:

1. Higher percentage of face-to-face surveys – 100% (29 of 29) versus 93% (40 of 43).
2. Higher ratio of male caregivers – 7% (2 of 29) versus 2% (1 of 43).
3. Higher percentage of child members under age 5 - 10% (3 of 29) versus 0% (0 of 43).
4. Same percentage step/adoptive/grandparent/aunt/uncle – 28% (8 of 29) versus 28% (12 of 43).
6. Lower ratio of male service recipients – 72% (21 of 29) versus 74% (32 of 43).
7. Lower total members receiving IBHS – 10% (3 of 29) versus 28% (12 of 43).
8. Lower percentage 10% (3 of 29) versus 37% (16 of 43) 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 45% (13 of 29) for the 1st Quarter of 2024. This indicator was 66% for calendar year 2023 compared to 60% for calendar year 2022.

Community Care’s complaint and grievance awareness indicators continue to be positive. 100% (29 of 29) of family/caregivers agreed with, *“Are you aware that you can file a complaint and/or grievance if needed.”* This indicator was 93% for calendar year 2023 compared to 92% for calendar year 2022.

100% (2 of 2, excluding 27 n/a) of family/caregivers agreed that *“If you contacted Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?”* during the 1st Quarter of 2024 and was 100% 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 90% to 100% in all three indicators during the 1st Quarter of 2024 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 1st Quarter with satisfaction scores of 93% 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 93% to 100% in both indicators during the 1st Quarter of 2024 and was 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 88% to 89% 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. 3% (1 of 29) of family/caregivers reported having issues or problems with their provider during the 1st Quarter and was 4% (5 of 116) for calendar year 2023. This indicator was 6% for calendar year 2022.

7. 77% (20 of 26, excluding 3 n/a) of family/caregivers reported no problems in getting the behavioral health medications that work for their child during the 1st Quarter of 2024. This indicator was 88% for calendar year 2023 compared to 98% for calendar year 2022.

Family/Caregiver – Member Request for Assistance

Upon completing the survey, 3% (1 of 29) 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 1st Quarter 2024, 6 family/caregiver quality audits were performed. 100% (6 of 6) of family/caregivers felt the length of the survey and number of questions were satisfactory. 100% (6 of 6) of family/caregivers were satisfied with the survey process and 100% (6 of 6) of family/caregivers felt ok or good about being contacted.

Member comments,

“I do not mind being contacted as long as it benefits the people in my home.”

“I was not thrilled about being contacted (survey). I did not know anyone was going to be contacting me.”

“I have no problem being contacted at all. She (surveyor) is very nice.”

“I voiced my concerns to the surveyor.”

Family Demographics

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	29	29	-	-	-
Q4-What kind of survey is it?					
Phone	-	-	-	-	-
Face to Face	29 100.0%	29 100.0%	-	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	29	29	-	-	-
Q5-What county does the member live in?					
Somerset	9 31.0%	9 31.0%	-	-	-
Bedford	20 69.0%	20 69.0%	-	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	29	29	-	-	-
Q6-What is your gender?					
Male	2 6.9%	2 6.9%	-	-	-
Female	27 93.1%	27 93.1%	-	-	-
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Family Demographics

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	29	29	-	-	-
Q7-What is your child's gender?					
Male	21 72.4%	21 72.4%	-	-	-
Female	8 27.6%	8 27.6%	-	-	-
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	29	29	-	-	-
Q8-How old is the child who is receiving the services?					
5 years or younger	3 10.3%	3 10.3%	-	-	-
6-8 years	9 31.0%	9 31.0%	-	-	-
9-13 years	14 48.3%	14 48.3%	-	-	-
14 years and older	3 10.3%	3 10.3%	-	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	29	29	-	-	-
Q9-What is your relationship to this child?					
Parent	21 72.4%	21 72.4%	-	-	-
Grandparent	7 24.1%	7 24.1%	-	-	-
Aunt/Uncle	-	-	-	-	-
Brother/Sister	-	-	-	-	-
Foster parent	-	-	-	-	-
Adoptive parent	-	-	-	-	-
Step-parent	-	-	-	-	-
Other	1 3.4%	1 3.4%	-	-	-

Family Demographics

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	29	29	-	-	-
Q10-What do you consider the child's race to be?					
Caucasian	29 100.0%	29 100.0%	-	-	-
African American	-	-	-	-	-
Hispanic American	-	-	-	-	-
American Indian/Alaskan Native	-	-	-	-	-
Asian/Pacific Islander	-	-	-	-	-
Multi-racial	-	-	-	-	-
Other	-	-	-	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	29	29	-	-	-
Q11-Is your child receiving services for:					
Mental Health Services	29 100.0%	29 100.0%	-	-	-
Drug and Alcohol Services	-	-	-	-	-
Both Mental Health and Drug and Alcohol Services	-	-	-	-	-

Family Satisfaction with Community Care

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	29	29	-	-	-
Q12A-Do you know where to find the number to call Community Care with questions or concerns?					
Yes	19 65.5%	19 65.5%	-	-	-
No	10 34.5%	10 34.5%	-	-	-

Family Satisfaction with Community Care

Counts Break % Respondents	2024 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	29	29	-	-	-
Q12B-Are you aware that you can file a complaint and/or grievance if needed?					
Yes	29 100.0%	29 100.0%	-	-	-
No	-	-	-	-	-

Counts Break % Respondents	2024 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	29	29	-	-	-
Q12C-Have you reviewed your insurance benefits and treatment options through Community Care?					
Yes	13 44.8%	13 44.8%	-	-	-
No	16 55.2%	16 55.2%	-	-	-

Counts Break % Respondents	2024 Y-T-D 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	2	2	-	-	-
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	2 100.0%	2 100.0%	-	-	-
No	-	-	-	-	-

Counts Break % Respondents	2024 Y-T-D 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	2024 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	29	29	-	-	-
Q15-What is the name of your child's treatment provider?					
ACRP	11 37.9%	11 37.9%	-	-	-
Adelphoi Village	-	-	-	-	-
Beal Counseling	-	-	-	-	-
Bedford DBHS	2 6.9%	2 6.9%	-	-	-
Blair Family Solutions	-	-	-	-	-
Children's Aid Home	-	-	-	-	-
Children's Behavioral Health (CBH)	-	-	-	-	-
Croyle-Nielson	-	-	-	-	-
Family Behavioral Resources	1 3.4%	1 3.4%	-	-	-
Footsteps	-	-	-	-	-
Hyndman Area Health Center	-	-	-	-	-
Mary Berge and Associates	-	-	-	-	-
The Meadows	-	-	-	-	-
Merakey	-	-	-	-	-
Nulton Diagnostic and Treatment Center	12 41.4%	12 41.4%	-	-	-
Pediatric Care Specialists	-	-	-	-	-
Pyramid HealthCare	-	-	-	-	-
Somerset DBHS	1 3.4%	1 3.4%	-	-	-
Twin Lakes	-	-	-	-	-
Youth Advocate Programs (YAP)	2 6.9%	2 6.9%	-	-	-
Other	-	-	-	-	-

Family Treatment Provider Level Analysis

Counts Break % Respondents	2024 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	29	29	-	-	-
Q16-Which mental health service does your child receive from this provider to focus the survey on?					
IBHS: (BHT, BC, MT, ABA)	3 10.3%	3 10.3%	-	-	-
Crisis Intervention	-	-	-	-	-
Family Based MH Services	-	-	-	-	-
Functional Family Therapy (FFT)	-	-	-	-	-
Peer Support	-	-	-	-	-
Medication/Psychiatry/Telepsychiatry	19 65.5%	19 65.5%	-	-	-
MH Inpatient Hospitalization	-	-	-	-	-
MH Partial Hospitalization	-	-	-	-	-
MH BCM (Blended Case Management)	-	-	-	-	-
MH Outpatient Therapy/Counseling	7 24.1%	7 24.1%	-	-	-
Multi Systemic Therapy (MST)	-	-	-	-	-
Transitional-Age Youth Assertive Community Treatment (TAY-ACT)	-	-	-	-	-
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	2024 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	29	29	-	-	-
Q17-How long has your child currently been receiving services from (provider)?					
6 months or less	10 34.5%	10 34.5%	-	-	-
6 months to 1 year	1 3.4%	1 3.4%	-	-	-
1 to 2 years	6 20.7%	6 20.7%	-	-	-
2 to 4 years	9 31.0%	9 31.0%	-	-	-
4 or more years	3 10.3%	3 10.3%	-	-	-

Family Telehealth Services

Counts Break % Respondents	2024 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	13	13	-	-	-
Q18-If your child received services by video or telephone, how satisfied were you with the services your child received?					
Very Satisfied/Satisfied	12 92.3%	12 92.3%	-	-	-
Very Dissatisfied/Dissatisfied	1 7.7%	1 7.7%	-	-	-

Family Access to Services

Counts Break % Respondents	2024 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 responses reduce totals	29	29	-	-	-
Q19A-Services are available at times that are convenient.					
Strongly Agree/Agree	28 96.6%	28 96.6%	-	-	-
Strongly Disagree/Disagree	1 3.4%	1 3.4%	-	-	-

96.6% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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 responses reduce totals	29	29	-	-	-
Q19B-I was made aware of the availability of different providers for this service and given a choice.					
Strongly Agree/Agree	26 89.7%	26 89.7%	-	-	-
Strongly Disagree/Disagree	3 10.3%	3 10.3%	-	-	-

89.7% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2024 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 responses reduce totals	26	26	-	-	-
Q19C-I feel like my child was able to get the help he/she needed within a reasonable amount of time.					
Strongly Agree/Agree	26 100.0%	26 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Family Treatment Experience

Counts Break % Respondents	2024 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 responses reduce totals	28	28	-	-	-
Q20A-Provider helped us create a plan to deal with any problems my child has.					
Strongly Agree/Agree	26 92.9%	26 92.9%	-	-	-
Strongly Disagree/Disagree	2 7.1%	2 7.1%	-	-	-

92.9% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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 responses reduce totals	28	28	-	-	-
Q20B-We are active participants in developing a treatment plan that is a good fit for my child and family.					
Strongly Agree/Agree	27 96.4%	27 96.4%	-	-	-
Strongly Disagree/Disagree	1 3.6%	1 3.6%	-	-	-

96.4% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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 responses reduce totals	29	29	-	-	-
Q20C-I feel comfortable asking questions about my child's treatment.					
Strongly Agree/Agree	29 100.0%	29 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Family Treatment Experience

Counts Break % Respondents	2024 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 responses reduce totals	29	29	-	-	-
Q20D-I feel my child has enough time with staff during most sessions.					
Strongly Agree/Agree	29 100.0%	29 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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	26	26	-	-	-
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	26 100.0%	26 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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 and N/A's reduce total	27	27	-	-	-
Q22-My child's provider has talked with us about community resources and other supports, if needed.					
Strongly Agree/Agree	26 96.3%	26 96.3%	-	-	-
Strongly Disagree/Disagree	1 3.7%	1 3.7%	-	-	-

96.3% of target rate Y-T-D

Meets Expectations

Family Treatment Experience

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral/NA's responses reduce totals	25	25	-	-	-
Q23-If meetings are held, I am always informed with enough advance notice that I can make arrangements to attend.					
Strongly Agree/Agree	25 100.0%	25 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Family Recovery Oriented Practices

Counts Break % Respondents	2024 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 responses reduce totals	29	29	-	-	-
Q24A-Staff treats us with respect and sees us as equal partners in my child's treatment program.					
Strongly Agree/Agree	29 100.0%	29 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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 responses reduce totals	29	29	-	-	-
Q24B-I have been given clear information on who to contact if my child needs immediate help between appointments.					
Strongly Agree/Agree	27 93.1%	27 93.1%	-	-	-
Strongly Disagree/Disagree	2 6.9%	2 6.9%	-	-	-

93.1% of target rate Y-T-D

Meets Expectations

Family Outcomes

Counts Break % Respondents	2024 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 responses reduce totals	24	24	-	-	-
Q25A-My child deals better with daily problems.					
Strongly Agree/Agree	21 87.5%	21 87.5%	-	-	-
Strongly Disagree/Disagree	3 12.5%	3 12.5%	-	-	-

87.5% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2024 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 responses reduce totals	26	26	-	-	-
Q25B-Our family has improved since my child started treatment.					
Strongly Agree/Agree	23 88.5%	23 88.5%	-	-	-
Strongly Disagree/Disagree	3 11.5%	3 11.5%	-	-	-

88.5% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2024 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 responses reduce totals	28	28	-	-	-
Q25C-I feel my child's behavioral health is improving.					
Strongly Agree/Agree	25 89.3%	25 89.3%	-	-	-
Strongly Disagree/Disagree	3 10.7%	3 10.7%	-	-	-

89.3% of target rate Y-T-D

Satisfactory

Family Provider Issues or Problems

Counts Break % Respondents	2024 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
Base	29	29	-	-	-
Q26-Have you had any issues or problems with this (provider)?					
Yes	1 3.4%	1 3.4%	-	-	-
No	28 96.6%	28 96.6%	-	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	1	1	-	-	-
Q27-If you have had issues or problems with provider, what were they?					
Lack of treatment planning and coordination	-	-	-	-	-
Poor communication	-	-	-	-	-
Frequent staff changes	-	-	-	-	-
Services not provided when my child needs them	-	-	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	1 100.0%	1 100.0%	-	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	1	1	-	-	-
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	-	-	-	-	-
I filed a formal complaint	-	-	-	-	-
I chose not to take any action	-	-	-	-	-
Other	1 100.0%	1 100.0%	-	-	-

Family Provider Issues or Problems

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	-	-	-	-	-
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	2024 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	29	29	-	-	-
Q30-What effect has the treatment your child received had on the quality of your child's life?					
Much better	12 41.4%	12 41.4%	-	-	-
A little better	11 37.9%	11 37.9%	-	-	-
About the same	6 20.7%	6 20.7%	-	-	-
A little worse	-	-	-	-	-
Much worse	-	-	-	-	-

Family Department of Human Services Questions

Counts Break % Respondents	2024 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	29	29	-	-	-
Q31-Were you and your child given the chance to make treatment decisions?					
Yes	27 93.1%	27 93.1%	-	-	-
No	2 6.9%	2 6.9%	-	-	-
Sometimes	-	-	-	-	-

Counts Break % Respondents	2024 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	29	29	-	-	-
Q32-In the last twelve months did you have problems getting your child the help they needed?					
Yes	2 6.9%	2 6.9%	-	-	-
No	27 93.1%	27 93.1%	-	-	-
Sometimes	-	-	-	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	2	2	-	-	-
Q33-If you weren't able to get behavioral health help for your child in the last 12 months, what stopped you?					
Money issues	-	-	-	-	-
Transportation issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Childcare issues	-	-	-	-	-
Long waiting list	-	-	-	-	-
Didn't know where to get help	-	-	-	-	-
Services denied	-	-	-	-	-
Process was overwhelming	-	-	-	-	-
Process was too confusing	-	-	-	-	-
Other	2 100.0%	2 100.0%	-	-	-

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

Family Behavioral Health Medications

Counts Break % Respondents	2024 Y-T-D 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	26	26	-	-	-
Q35-If your child is taking behavioral health medications, are you experiencing any problems getting behavioral health medications that work for your child?					
Yes	6 23.1%	6 23.1%	-	-	-
No	20 76.9%	20 76.9%	-	-	-

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

Counts Break % Respondents	2024 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	1	1	-	-	-
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	1 100.0%	1 100.0%	-	-	-
No	-	-	-	-	-

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

Family Literal Comments

Q9A-What is your relationship to this child? Literal Comments

Q1- Guardian

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

Q12D-Community Care Literal Comments

Q13A-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

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

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

Q19D-Access to Services Literal Comments

Q1- I was told this is the only place that deals with children his age.

Q1- For me it's hard, it's going to be very hard for me to come when summer gets here. He has counseling at school during the year but I don't know what we are going to do over the summer. Are we going to meet at the school for him to do counseling or the doctor's office. I have no clue. I don't feel any of it is working right now.

Q20E-Treatment Experiences Literal Comments

Q1- I created a plan myself. I feel like he has more than enough time with staff, it's more like an hour long babysitter than him being treated.

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

Q24C-Recovery Oriented Practices Literal Comments

Q25D-Outcomes Literal Comments

Q1- He is exactly the same, she doesn't do anything different than we do at home with him. It feels like she is his babysitter.

Q1- It's more him than what Nulton does for him. Sometimes what they come up with clashes with parents because we all have different views on things.

Q1- He has good days and bad days.

Q1- He is at the age where puberty is effecting previous treatment plans.

Q1- We are working on everything.

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

Q1- The doctor is very quick to prescribe narcotics, as opposed to a medicine to help the child calm down. Withdrawal from the medicine was pretty severe and he had a lot of meltdowns.

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- Quite honestly yes, I took him to my PCP, and she gave him another medication that works much better. I quit seeing the doctor and let them my PCP would be taking care of meds.

Q29A-If you chose to not take any action, why? Literal Comments**Q33A-If you weren't able to get behavioral health help for your child in the last twelve months, what stopped you?**

Q1- Everyone is short staffed

Q1- They are short staffed

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

Q1- We are waiting on family based services. We had two people, but one person moved on. Now we are looking for another person to work with him.

Q1- Yes, a TSS, there is a long waiting list for one.

Q1- We are going to need therapy.

Q1- I have no idea because I don't know what they offer and I don't think what they are doing now is working.

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

Q1- Getting preauthorization is difficult.

Q1- One medication is on back order and it's hard to get right now

Q1- There have been a few medications that have been making him angry. The medication that works well for him has a shortage, but we are working on it.

Q1- The pharmacy I always go to could not get it, but the pharmacy within DBHS could.

Q1- There is a shortage in medications, and I am giving him less medicine so it lasts longer.

Q1- We are not experiencing any problems getting medications, I think the dosage needs to be increased.

Q1- The pharmacy does not have it all the time.

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

Q1- Being here has really helped her. She is sleeping more, and is happier since she's been coming here.

Q1- The staff is really doing an excellent job with my child.

Q1- They are doing a good job.

Q1- Everything is great here! The staff is very nice.

Q1- I think the doctors office should stay open later than 6. It would be nice to have an appointment for 7 or 7:30 to accommodate people that work.

Q1- They are really nice here. They are seeing her every two weeks to see how medications are going.

Youth Survey Findings

Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 24 youth (Ages 14 to 20) surveys completed during the 1st Quarter of Calendar Year 2024 for the period from January to March 2024.

Survey Results

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 for the quarter.

1st Quarter 2024 Youth Sample Characteristics versus the 4th 2024 Quarter Comparison:

1. Higher percent of face-to-face – 54% (13 of 24) versus 39% (5 of 13).
2. Higher ratio of male treatment recipients – 46% (11 of 24) versus 39% (5 of 13).
3. Higher percentage of youth members aged 14-15 – 63% (15 of 24) versus 0% (0 of 13).
4. Same percentage total youth members receiving IBHS – 0% (0 of 24) versus 0% (0 of 13).
5. Lower ratio of youths receiving treatment from same provider four (4) years or longer – 21% (5 of 24) versus 23% (3 of 13).

Findings Overview

1. Just 33% (8 of 24) of youths interviewed during the 1st Quarter of 2024 agreed with, *“Have you reviewed your insurance benefits and treatment options through Community Care?”*

79% (19 of 24) of youths in the 1st Quarter were, *“aware they could file a complaint and/or grievance with Community Care.”* This indicator was 79% for calendar year 2023 and 68% for calendar year 2022.

63% (15 of 24) of youths interviewed during the 1st Quarter of 2024, *“knew where to find the number to call Community Care with questions or concerns.”* This indicator was 27% for calendar year 2023 compared to 42% for calendar year 2022.

100% (4 of 4, excluding 20 “not applicable”) of youths agreed with, *“If you had contact with Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you.”* This indicator was 100% for calendar year 2023 and 100% for calendar year 2022.

0% (0 of 24) youths reported using Community Care’s complaint or grievance processes during the 1st Quarter of 2024.

2. Youths surveyed on **Access** to provider treatment services rated the three indicators 100% in the 1st Quarter 2024. 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”.*

3. Youths surveyed on **Treatment Experiences** rated satisfaction in all six indicators at 95% to 100% in the 1st Quarter of 2024. 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 92% to 100% in both indicators, *“I have been given clear information on who to contact if I need immediate help between sessions,”* and *“Staff treats me with respect and sees me as an equal partner in my treatment program.”*

5. Youth perception of **Treatment Outcomes** this quarter was 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. 10% (2 of 20, excluding 4 n/a) of youths taking behavioral health medications reported problems in getting the medications that work for them. This indicator was 5% for calendar year 2023 compared to 19% for calendar year 2022.
7. 0% (0 of 24) of youths reported having issues or problems with their provider during the 1st Quarter of 2024. This indicator was 7% for calendar year 2023 compared to 6% for calendar year 2022.

Recommendations/ Overview

1. Overall, it appears progress continues 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 24) 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 1st Quarter 2024, no youth quality audits were performed.

Youth Demographics

Counts Break % Respondents	2024 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
	24	24	-	-	-
Q4-What type of survey is it?					
Phone	11 45.8%	11 45.8%	-	-	-
Face to Face	13 54.2%	13 54.2%	-	-	-

Counts Break % Respondents	2024 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
	24	24	-	-	-
Q5-What county does the member live in?					
Somerset	10 41.7%	10 41.7%	-	-	-
Bedford	14 58.3%	14 58.3%	-	-	-

Counts Break % Respondents	2024 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
	24	24	-	-	-
Q6-What is your gender?					
Male	11 45.8%	11 45.8%	-	-	-
Female	13 54.2%	13 54.2%	-	-	-
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Counts Break % Respondents	2024 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
	24	24	-	-	-
Q7-How old are you?					
14-15 years	15 62.5%	15 62.5%	-	-	-
16-17 years	-	-	-	-	-
18-20 years	5 20.8%	5 20.8%	-	-	-
over 20 years	4 16.7%	4 16.7%	-	-	-

Youth Demographics

Counts Break % Respondents	2024 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
	24	24	-	-	-
Q8-What do you consider your race to be?					
Caucasian	21 87.5%	21 87.5%	-	-	-
African American	-	-	-	-	-
Hispanic American	-	-	-	-	-
American Indian/Alaskan Native	-	-	-	-	-
Asian American	-	-	-	-	-
Multi-Racial	-	-	-	-	-
Other	3 12.5%	3 12.5%	-	-	-

Counts Break % Respondents	2024 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
	24	24	-	-	-
Q9-Are you receiving services primarily for:					
Mental Health	24 100.0%	24 100.0%	-	-	-
Drug and Alcohol Services	-	-	-	-	-
Both Mental Health and Drug and Alcohol Services	-	-	-	-	-

Youth Satisfaction with Community Care

Counts Break % Respondents	2024 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	24	24	-	-	-
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	15 62.5%	15 62.5%	-	-	-
No	9 37.5%	9 37.5%	-	-	-

Youth Satisfaction with Community Care

Counts Break % Respondents	2024 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	24	24	-	-	-
Q10B-Are you aware that you can file a complaint and/or grievance if needed?					
Yes	19 79.2%	19 79.2%	-	-	-
No	5 20.8%	5 20.8%	-	-	-

Counts Break % Respondents	2024 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	24	24	-	-	-
Q10C-Have you reviewed your insurance benefits and treatment options through Community Care?					
Yes	8 33.3%	8 33.3%	-	-	-
No	16 66.7%	16 66.7%	-	-	-

Counts Break % Respondents	2024 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	4	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	4 100.0%	4 100.0%	-	-	-
No	-	-	-	-	-

Counts Break % Respondents	2024 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	-	-	-	-	-
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	-	-	-	-	-
No	-	-	-	-	-

- No data this quarter

Youth Treatment Provider Analysis

Counts Break % Respondents	2024 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	24	24	-	-	-
Q13-What is the name of your treatment provider?					
ACRP	3 12.5%	3 12.5%	-	-	-
Adelphoi Village	-	-	-	-	-
Beal Counseling	-	-	-	-	-
Bedford DBHS	3 12.5%	3 12.5%	-	-	-
Blair Family Solutions	-	-	-	-	-
Children's Aid Home	-	-	-	-	-
Children's Behavioral Health (CBH)	-	-	-	-	-
Croyle Nielson	-	-	-	-	-
Family Behavioral Resources (FBR)	3 12.5%	3 12.5%	-	-	-
Footsteps	-	-	-	-	-
Hyndman Area Health Center	-	-	-	-	-
Mary Berge and Associates	-	-	-	-	-
The Meadows	1 4.2%	1 4.2%	-	-	-
Merakey	-	-	-	-	-
Nulton Diagnostic and Treatment Center	11 45.8%	11 45.8%	-	-	-
Pediatric Care Specialists	1 4.2%	1 4.2%	-	-	-
Pyramid HealthCare	-	-	-	-	-
Somerset DBHS	-	-	-	-	-
Somerset Hospital	-	-	-	-	-
Twin Lakes	-	-	-	-	-
Youth Advocate Programs (YAP)	-	-	-	-	-
Other	2 8.3%	2 8.3%	-	-	-

Youth Treatment Provider Service Level Analysis

Counts Break % Respondents	2024 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	24	24	-	-	-
Q14-What service are you receiving from this provider?					
Crisis Intervention	-	-	-	-	-
IBHS (BHT, BC, MT, ABA)	-	-	-	-	-
MH CRR Home	-	-	-	-	-
Family Based MH Services	-	-	-	-	-
Functional Family Therapy (FFT)	-	-	-	-	-
Peer Support	-	-	-	-	-
MH Inpatient Hospitalization	1 4.2%	1 4.2%	-	-	-
Medication/Psychiatric/Telepsychiatry	11 45.8%	11 45.8%	-	-	-
MH (BCM) Blended Case Management	1 4.2%	1 4.2%	-	-	-
MH Outpatient Therapy/Counseling (individual or group)	11 45.8%	11 45.8%	-	-	-
MH Partial Hospitalization	-	-	-	-	-
Residential Treatment Facility (RTF)	-	-	-	-	-
Transitional-Age Youth Assertive Community Treatment (TAY-ACT)	-	-	-	-	-
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	2024 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	24	24	-	-	-
Q15-How long have you currently been receiving services from this provider?					
Less than 6 months	5 20.8%	5 20.8%	-	-	-
6-11 months	3 12.5%	3 12.5%	-	-	-
1 to 2 years	7 29.2%	7 29.2%	-	-	-
2 to 4 years	4 16.7%	4 16.7%	-	-	-
4 + years	5 20.8%	5 20.8%	-	-	-

Counts Break % Respondents	2024 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	24	24	-	-	-
Q16-Were you put on a waiting list to be seen by (provider)?					
Yes	4 16.7%	4 16.7%	-	-	-
No	20 83.3%	20 83.3%	-	-	-

Counts Break % Respondents	2024 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	21	21	-	-	-
Q17-If you received services by video or telephone, were you satisfied with the services you received?					
Yes	20 95.2%	20 95.2%	-	-	-
No	1 4.8%	1 4.8%	-	-	-

Youth Access to Services

Counts Break % Respondents	2024 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	23	23	-	-	-
Q18A-We meet at times that are convenient for me.					
Strongly Agree/Agree	23 100.0%	23 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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	23	23	-	-	-
Q18B-I was made aware of the availability of different providers for this service and given a choice.					
Strongly Agree/Agree	23 100.0%	23 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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	24	24	-	-	-
Q18C-I feel I was able to get the help I needed within a reasonable amount of time.					
Strongly Agree/Agree	24 100.0%	24 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Youth Treatment Experiences

Counts Break % Respondents	2024 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	24	24	-	-	-
Q19A-(Provider) helped me create a plan to deal with any problems I have.					
Strongly Agree/Agree	24 100.0%	24 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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	24	24	-	-	-
Q19B-I am an active participant in developing a treatment plan that is a good fit for me.					
Strongly Agree/Agree	24 100.0%	24 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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	23	23	-	-	-
Q19C-I feel comfortable asking questions about my treatment.					
Strongly Agree/Agree	23 100.0%	23 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Youth Recovery Oriented Practices

Counts Break % Respondents	2024 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	24	24	-	-	-
Q20-I am included in meetings about my treatment.					
Strongly Agree/Agree	24 100.0%	24 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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	19	19	-	-	-
Q21-My provider has talked with me about community resources and other supports, if needed.					
Strongly Agree/Agree	18 94.7%	18 94.7%	-	-	-
Strongly Disagree/Disagree	1 5.3%	1 5.3%	-	-	-

94.7% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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	19	19	-	-	-
Q22-As appropriate, my providers (physical and behavioral health) work together and share information to provide me the best care possible.					
Strongly Agree/Agree	19 100.0%	19 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Youth Recovery Oriented Practices

Counts Break % Respondents	2024 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	24	24	-	-	-
Q23A-I have been given clear information on who to contact if I need immediate help between sessions.					
Always, Almost Always, Often	22 91.7%	22 91.7%	-	-	-
Sometimes	2 8.3%	2 8.3%	-	-	-
Rarely/Never	-	-	-	-	-

91.7% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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	24	24	-	-	-
Q23B-Staff treats me with respect and sees me as an equal partner in my treatment program.					
Always, Almost Always, Often	24 100.0%	24 100.0%	-	-	-
Sometimes	-	-	-	-	-
Rarely/Never	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Youth Outcomes

Counts Break % Respondents	2024 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	24	24	-	-	-
Q24A-I manage strong feelings better. (Anger, sadness, etc.)					
Strongly Agree/Agree	24 100.0%	24 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Youth Outcomes

Counts Break % Respondents	2024 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	24	24	-	-	-
Q24B-I make better choices about how to deal with day to day life.					
Strongly Agree/Agree	24 100.0%	24 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 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	22	22	-	-	-
Q24C-I believe treatment is working because I feel better.					
Strongly Agree/Agree	22 100.0%	22 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Youth Provider Issues or Concerns

Counts Break % Respondents	2024 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	24	24	-	-	-
Q25-Have you had any issues or problems with services from (provider)?					
Yes	-	-	-	-	-
No	24 100.0%	24 100.0%	-	-	-

Youth Provider Issues or Concerns

Counts Break % Respondents	2024 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	-	-	-	-	-
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	-	-	-	-	-
Poor communication	-	-	-	-	-
Frequent staff changes	-	-	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	-	-	-	-	-

Counts Break % Respondents	2024 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	-	-	-	-	-
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	-	-	-	-	-
I chose not to take any action	-	-	-	-	-
I filed a formal complaint	-	-	-	-	-
Other	-	-	-	-	-

Counts Break % Respondents	2024 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	2024 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	24	24	-	-	-
Q29-What effect has the treatment you've received had on the overall quality of your life?					
Much better	13 54.2%	13 54.2%	-	-	-
A little better	9 37.5%	9 37.5%	-	-	-
About the same	2 8.3%	2 8.3%	-	-	-
A little worse	-	-	-	-	-
Much worse	-	-	-	-	-

Counts Break % Respondents	2024 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	24	24	-	-	-
Q30-Were you given the chance to make treatment decisions?					
Yes	22 91.7%	22 91.7%	-	-	-
No	-	-	-	-	-
Sometimes	2 8.3%	2 8.3%	-	-	-

Counts Break % Respondents	2024 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	24	24	-	-	-
Q31-In the last twelve months, did you have problems getting the help you needed?					
Yes	1 4.2%	1 4.2%	-	-	-
No	20 83.3%	20 83.3%	-	-	-
Sometimes	3 12.5%	3 12.5%	-	-	-

Youth Department of Human Services Questions

Counts Break % Respondents	2024 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	3	3	-	-	-
Q32-If yes, why weren't you able to get the behavioral health help in the last 12 months?					
Money issues	-	-	-	-	-
Transportation Issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Long waiting list	1 33.3%	1 33.3%	-	-	-
Didn't know where to get help	-	-	-	-	-
Money issues	-	-	-	-	-
Other	2 66.7%	2 66.7%	-	-	-

- No data this quarter

Youth Behavioral Health Medications

Counts Break % Respondents	2024 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	20	20	-	-	-
Q33-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you?					
Yes	2 10.0%	2 10.0%	-	-	-
No	18 90.0%	18 90.0%	-	-	-

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

Youth Issues and Concerns Addressed

Counts Break % Respondents	2024 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	-	-	-	-	-
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	-	-	-	-	-
No	-	-	-	-	-

No data this quarter

***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- We did not know anything about Community Care being with our insurance. They should give us something from the assistance office when we sign up for medical assistance.

Q11A-If you had contact with Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you? Literal comment

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

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

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

If other, please specify:

Q1- Conemaugh Counseling

Q1- Julie Fox

Q18D- Access Literals

Q19D-Treatment Experiences Literal Comments

Q23C-Recovery Oriented Practices Literal Comments

Q24D-Outcomes Literal Comments

Q1- My anxiety is not getting better, but I just met with my doctor about it.

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

Q27A-Were you able to resolve these issues or problems with provider through a discussion with the program manager or did you choose not to take any action? Literal Comments

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

Q1- We had an unhelpful crisis worker.

Q1- There is a long waiting list for a BCM.

Q1- Crisis line was useless, went to the hospital, no one came to see us.

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

Q1- The pharmacy messes up the prescriptions sometimes.

Q1- They are working on my anxiety medicine.

Q1- I go and see the psychiatrist on February 10th for medications.

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

Q1- OT is part of our family, she is like a big sister.

Q1- It is hard to get a hold of anyone on the phone if we need immediate help. No one calls us back either. Something needs to be done about them not answering the phone and returning calls.

Q1- We are very happy!

Provider Responses

Provider Responses to 4th Quarter (July – September/Annual) 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.

Provider responses to the 4th Quarter/Annual 2023 C/FST data.

1. "(Provider) remains committed to providing high quality services to all members served. As the Provider Manager, I have shared results with the MH Deputy Administrator, Program Directors, and Staff to share our areas of strengths and areas of opportunities. After reviewing our quarterly report, attention has focused on continuing with practices that members have reported appreciating as well as offering additional training and education to implement changes to improve member satisfaction. Our 4th quarter data and literal responses reflect overall positive member responses to our quality of care. We continue to take all data and literal response into account as we plan for future programmatic changes. During 2024, Bedford and Somerset Programs will specifically focus on the areas outlined below."

"Provider Staff understand the importance of families feeling their children are being successful and not feeling as though they continue to struggle with daily problems after services have began. Staff will continue to coordinate care with caregivers, school personnel, and outside providers to refer to all treatment options to support positive behaviors. Provider Staff will also focus on evidence-based strategies to increase success and utilize the treatment plan review to gather data regarding improvements or continued barriers."

2. "In a review and analysis of the Consumer and Family (C/FST) Satisfaction & Outcomes: Survey Findings of the **(Provider) 2023 Adult Report**, the following item was reviewed for client satisfaction as they fell under the "meet expectations" benchmark (as outlined within the C/FST report):

Q18B: I was made aware of the availability of different providers for this service and given a choice.

Strongly Agree/ Agree (65) - 87.80%

Strongly Disagree /Disagree (9) - 12.20%

In relation to Q18B, no additional "literal comments" were provided.

- 2024 Goals: (Provider), through the continued education of client-centered care for staff working with adults, will seek to increase the "strongly agree/disagree" responses by 3-5%.

No additional items within the survey fell under the "meet expectations benchmark."

"A review of the literal comments regarding Q33 "compliments or suggestions for improvement you have about the services you participate in with" to see how (Provider) could improve services. (There was a total of 18 responses). Comments were broken down into two categories: "positive comments" (phrases that utilize words such as "happy", "love", "satisfied", etc.) and negative comments (phrases that suggested improvement of treatment services provided):"

Comment Number of Comments Percentage

Overall "positive" comment (15) 83.33% (utilizing phrases with words such as "happy", "satisfied", etc.)

Overall "negative" comment 3 16.67% (utilizing phrases in relation to improving treatment)

Further reviewing the "negative" literal comments, the following three (3) themes were found:

- Alternatives to prolonging medications
- Communication with agency doctors
- Therapy services not working

“(Provider) takes each literal comment from this survey seriously as we are always looking to improve the services that we provide. In addressing the themes that were found within the literal comments, (Provider) will seek to improve these areas by:

- Seeking additional alternatives to prolonging medications by working collaboratively with clients who express such needs. Providing client-centered care, the agency will address these specific needs as they relate to individual treatment.”
- “During the 2024 year, (Provider) is in its final stages of providing a "Provider Now" application; this will allow clients direct access to their behavioral care providers and doctors which will address any communication issues current clients may be experiencing.”
- “While we understand that therapy services may be difficult to begin and maintain for some individuals, we seek to ensure that therapy services offered through the (Provider) work for each person. If an individual should find that services are not working or meeting their needs, it is the goal of the agency to offer additional routes/deliveries of service to meet client needs. This is not limited to but may include: asking the client what can be done differently with current agency therapist, switching agency therapist to build positive client-provider relationships, etc. We seek to have our therapist check-in more frequently with clients to ensure services are currently meeting their needs.”

3. In a review and analysis of the Consumer and Family (C/FST) Satisfaction & Outcomes: Survey Findings of the **Provider 2023 Family Report**, the following item was reviewed for client satisfaction as they fell under the "meet expectations" benchmark (as outlined within the C/FST report):

Q18B: I was made aware of the availability of different providers for this service and given a choice.

Number of Responses Percentage

Strongly Agree/Agree (12) 85.7%

Strongly Disagree/Disagree (2) 14.3%

In relation to Q18B, no additional "literal comments" were provided.

- 2024 Goals: (Provider), through the continued education of client-choice of care for staff working with families, including the availability and choice of different providers. Client choice is a main pillar within the care that is provided within the agency. We will seek to inform staff of different providers. The agency will seek to increase the "strongly agree/disagree" responses for this question by 4-5% within the year.

Q20A: Provider helped us create a plan to deal with any problems my child has.

Response Number of Responses Percentage

Strongly Agree/ Agree (11) 84.6%

Strongly Disagree /Disagree (2) 15.4%

In relation to Q20A, no additional "literal comments" were provided.

- 2024 Goals: NDTCC, through the continued education of client-centered care for staff working with families, will seek to create plans that will better-assist any problems a child might experience.

The agency will seek to increase the "strongly agree/disagree" responses for this question by 5.4%.

Q 20B: We are active participants in developing a treatment plan that is a good fit for my child and family.

Number of Responses Percentage

Strongly Agree/Agree (12) 85.7%

Strongly Disagree/Disagree (2) 14.3%

In relation to Q 20B, no additional "literal comments" were provided.

- 2024 Goals: (Provider), will seek to ensure that treatment plans that are developed are a good fit for those that are served. The agency updates current treatment plans every six (6) months, or during a significant life event. Further discussion with current agency staff in ensuring that clients are actively participating within this treatment updates will rectify any issues currently found.

- o The agency will seek to increase the "strongly agree/disagree" responses for this question by 4-5%.

Q 21: As appropriate, my providers (physical and behavioral health) work together and share information to provide my child the best care possible.

Number of Responses Percentage

Strongly Agree/Agree (12) 85.7%

Strongly Disagree/Disagree (2) 14.3%

In relation to Q21 no additional "literal comments" were provided

- 2024 Goals: (Provider) is currently working on its collaborative care initiative, which seeks to provide a wholistic level of care for patients in covering their physical and behavioral health needs. Through this initiative, we are currently expanding our primary care physician (PCP) partners in an effort to increase the physical and behavioral health outcomes to provide the best care for children and their families.

- o The agency will seek to increase the "strongly agree/disagree" responses for this question by 4-5%

Q 24B: I have been given clear information on who to contact if my child needs immediate help between appointments.

Number of Responses Percentage

Strongly Agree/Agree (12) 85.7%

Strongly Disagree/Disagree (2) 14.3%

In relation to Q 24B, no additional "literal comments" were provided.

- 2024 Goals: (Provider) seeks to ensure that all clients have clear information on who to contact for immediate help in between appointments. Currently, the agency has listed all emergency crisis contact numbers for all counties that we served on our website, and marketing materials, as well as the main contact information for the agency on the website and marketing materials. Current review of contact information and where to located will be discussed with staff so that clients can be informed and know who to contact if their child would need immediate help between appointments.

- o The agency will seek to increase the "strongly agree/disagree" responses for this question by 4-5%.

4. In a review and analysis of the Consumer and Family (C/FST) Satisfaction & Outcomes:

Survey Findings of the **(Provider) 2023 Youth Report**, the following items were reviewed for client satisfaction as they fell under the "meet expectations" benchmark (as outlined within the C/FST report):

QI 9B: I am an active participant in developing a treatment plan that is a good fit for me.

Strongly Agree/Agree (21) 87.50%

Strongly Disagree /Disagree (3) 12.50%

Q21-My provider has talked with me about community resources and other support, if needed.

Strongly Agree/Agree (21) 87.50%

Strongly Disagree /Disagree (3) 12.50%

In relation to QI 9B, further review into youth "literal comments" and found that there was evidence to support additional review of client-centered care in relation to the creation of youth treatment plans.

- 2024 Goals: (Provider), through the continued education of client-centered care for staff working with youth, will seek to increase the "strongly agree/ disagree" responses by 3-5%.

In relation to Q21, no additional "literal comments" were provided. However, the (Provider) has a current "Social Determinants of Health (SDoH) Resource Guide" that provides resources within the counties included within this report. The (Provider) will promote internal knowledge of this resource guide to better address the needs of the youth served.

- 2024 Goals: (Provider), through the internal promotion of the "Social Determinants of Health (SDoH) Resource Guide" to increase the "strongly agree/disagree" responses by 3-5%.

5. Overall, we were very pleased with the results of the C/FST survey, in which 100% of the survey respondents either "agreed" or "strongly agreed" with all of the benchmarked questions. We appreciate getting feedback from our clients so that we can identify specific areas of concern and/or those in need of improvement as part of ongoing efforts to provide quality services to our consumers and to increase overall consumer satisfaction.

We are particularly pleased with the positive results for the "Access to Services" section, as improving and increasing access for consumers in a timely manner, providing convenient appointment times, and ensuring consumers' ability to easily schedule an appointment are ongoing areas of focus for improvement throughout the UPMC Western Behavioral Health network.

Even though the overall results were positive for all of the questions, the "Treatment Experiences" section had two questions where two of the respondents answered **Neutral**:

- (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.

We will use these results as an opportunity to ensure that our patients are involved in creating their treatment plan and that their plan incorporates their identified needs and strengths. We will continue to remind staff to ask for and incorporate consumers' input into their goals during initial and ongoing treatment planning.

We will plan to compare these results with the results of (Provider)'s internal consumer satisfaction surveys and current initiatives related to several value-based purchasing (VBP) projects and learning collaboratives to identify common areas of improvement and to address barriers to treatment. These may include involving family in treatment when requested/appropriate; improving medication education; addressing physical health needs and improving coordination of care with physical health providers; and improving post-discharge coordination of care with other behavioral health providers in the clients' home counties where applicable.

6. "(Provider) appreciates the opportunity to review and respond to the results of the C/FST survey. The feedback assists our programs in identifying areas of growth and progress, as well as identifying areas of opportunity. We recognize that responses 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.

Upon review of Pyramid Healthcare's 4th quarter and annual survey results for Bedford Somerset HealthChoices, we were pleased to see that the area that fell below 80% during Quarter 3 related to client awareness about different providers for the service has improved to 85%. An identified area of opportunity from this review and previous that we continue to address is the responses to the question outlined below.

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.

- o Clients participate in the development of their plan, as outlined above, including signing their plan and being offered a printed copy of their plan.

- o (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. Please feel free to contact me for any additional information.

Upon reviewing the BHSSBC Adult Satisfaction Survey, Family Member Survey and Youth Satisfaction Survey results, the following barriers, and opportunities for improvement were identified:

It was identified that some individuals did not have contact information for Community Care and/or were unaware that a complaint or grievance could be filed, if needed. Per (Provider's) Consent to Treatment Agreement, clients are provided the appropriate contact information for grievance and complaint procedures during the intake. (Provider) also has this information available via hand-out at the front desk.

The surveys identified that clients were not aware of other providers. During the intake, clients are provided with the "Freedom of Choice S/B" Consent, which identifies other MH/BH providers in Somerset County and Bedford Counties. At the time of intake, clients are also provided with contact information to contact the insurance company.

Barriers to treatment include long waiting lists and scheduling times being inconvenient. (Provider) staff are transparent with individuals when they phone into the office requesting services. When (Provider) has a waiting list, other provider options are immediately discussed prior to scheduling any intake for IBHS, OP, or medication management services. (Provider) participates in job fairs and promotes job openings to try to fill Master's level positions for services that are waitlisted. Bedford and Somerset offices are limited to one psychiatric provider for children/adolescents and another for adults. Pending case history, if requested, clients do have the option to transfer medication services to (Provider's) Office. Medication shortages at pharmacies have also caused barriers to treatment.

(Provider) staff will continue to make individuals aware when the surveyor will be on-site to complete surveys. (Provider) staff will continue to encourage clients and families to participate in the surveys to assist in providing beneficial feedback regarding services received.

MCO Responses

Community Care Response to 4th Quarter (October – December/Annual) 2023 C/FST Report

MCO (Community Care) response was received for the 4th Quarter C/FST Data.

“Thank you for your outreach and patience related to the requested analysis of the 2023 C/FST data. Community Care and specifically our local team want to be an active collaborator in the C/FST process. We have continued to work collaboratively with BHSSBC and CBHDR throughout 2023 to meet our contractual agreement and our Appendix L BH-MCO requirements. We have included C/FST survey results in each of our Quarterly QCMC meetings, incorporated the C/FST survey process within the PEDTAR Performance Improvement Project (PIP) in efforts to measure stigma, include a C/FST satisfaction section to the annual provider satisfaction survey, participate in the C/FST advisory committee meetings, and provided a detailed C/FST report analyzing HCBZ specific aggregate C/FST data within the annual evaluation.”

“The C/FST report included in the annual evaluation provides an analysis of the Community Care specific survey question results for adults, family/caregiver, and youth surveys. It also details actions and interventions Community Care has implemented to address any barriers or trends identified. This annual report also reviews and analyzes the HCBZ aggregate findings for the OMHSAS Mandatory/Appendix L Questions and the benchmarking questions related to access, recovery-oriented practices, treatment experiences, and treatment outcomes.”

“Because Community care does not have access to raw data or provider specific data, it does not allow for any further or deeper analysis of the “provider system” by Community Care. I do want to include that there was one Level 1 complaint filed following an MRA. In 2023 Community Care processed and resolved one Level 1 Complaint from an MRA. This complaint was under the Quality-of-Care category and was unsubstantiated. I also added some additional detail below related to any benchmarking questions that fell below the 90% Benchmark.”

“Overall, the consumers and families seem quite satisfied with services and treatments provided by our provider system. This is evident with all but 1 question scoring in the 90% or higher benchmark of meeting expectations. This one question scored in the satisfactory category, with a score of 89.7%. The one question that scored in the satisfactory category was Q18B within the adult survey: “I was made aware of the availability of different providers for this service and given a choice.” This shows a decline from the 2022 Adult survey of 93.9%. These results are mirrored with high scores across similar composite areas in the member satisfaction survey. It is important to note that the five questions that fell below the 90% goal in 2022 were either removed or reworded or showed an increase in 2023. The two questions falling below the 90% benchmark in the adult satisfactory category for the 2022 survey were Q22D (89%)- “I was offered a copy of my treatment plan/treatment summary” and Q24B (88.8%)- “I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.)” Both of these questions were removed from the 2023 survey. The two question that fell below the 90% benchmark in the family/caregiver satisfactory category for the 2022 survey were Q25A (88.1%)- “My child’s provider has talked with us about community supports and other options that are available” and Q26C (89.5%)- “I feel my child’s behavioral health is improving.” Question 25A was renumbered to Q22 in the 2023 survey and increased from 88.1% in 2022 to 97.2% in 2023. Question 26C was also renumbered to Q25C in the 2023 survey and increased from 89.5% in 2022 to 99.0% in 2023. The one question that fell below the 90% benchmark in the youth satisfactory category for the 2022 survey was Q21D (85.5%)- “Staff talked with me about Community Supports and other options that are

available.” Question 21D was renumbered to just Q21 in the 2023 survey and increased from 85.5% in 2022 to 95.2% in 2023.”

“Despite the high satisfaction scores across the adult, family/caregiver, and youth surveys there do seem to be some trends that are emerging within the literal comment sections for the adult, family/caregiver, and youth surveys. These trends include 1) Provider choice: not being given a choice of providers or not being given information about other providers who provide the same service, 2) access issues with medication management: waitlists, long wait times to see a doctor for the first time or to reschedule an appointment following a cancellation, rushed appointments, 3) Staff: Not having enough time with staff, staffing changes, and appointments times offered at convenient times, staffing shortage, waitlists 4) Treatment Planning: Not being involved in treatment planning, 5) Coordination of Care: unsure/uncertain if providers are sharing information or coordinating care, member’s not involved in coordination of care.”

“Please take some time to review the report attached and my comments. If you are looking for something different or would like to meet to further discuss, please let me know.”

Technical Notes

Technical Notes

A. Projected Surveys – January 1, 2024 – December 31, 2024

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, 2024, and December 31, 2024.

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.