

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

Behavioral Health Services of Bedford and Somerset Counties

4th Quarter/Annual October-December 2025

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

Detailed Report of Survey Findings
January 2026

**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 for the October-December period 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 an opportunity for the respondent to give literal comments, and these are shown under the question, if any additional comments were made.

The last page of the Adult, Family and Youth sections each has an Index Table that lists all the charts utilized with that section by name and page number.

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

The MCO Comment Section functions the same as the provider comment section with the distinction being the MCO is more focused on systemic delivery outcome and issues across the network, while individual providers are focused on their own results.

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

Adult Survey Findings

Bedford-Somerset C/FST – 2025 4th Quarter Report

This 4th Quarter Bedford-Somerset C/FST Report provides details on the 93 adult, 24 family and 21 youth (138 total) interviews that were completed between October through December 2025.

Adult Survey Process & Findings

This 4th Quarter Bedford-Somerset Counties C/FST Report covers the period between October and December 2025 and provides detail on the 93 adults interviews/surveys that were completed.

Survey Results & Variations on Sample Characteristics

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

4th Quarter 2025 Adult Sample Characteristics versus 2025 3rd Quarter Comparison:

1. Higher percentage of face-to-face – 74% (69 of 93) versus 69% (63 of 92).
2. Lower percentage of female respondents – 44% (41 of 93) versus 58% (53 of 92).
3. Higher percentage of respondents in the age range of 55-64 – 27% (25 of 93) versus 16% (15 of 92).
4. Lower percent of MH only (includes medication mgt) – 76% (71 of 93) versus 87% (80 of 92).
5. Lower respondents receiving less than six months of treatment – 24% (22 of 93) versus 27% (25 of 92).
6. Higher percentage of respondents receiving treatment services over 4 years with the same provider – 37% (34 of 93) versus 29% (27 of 92).

Note: Effective November 1, 2025, Behavioral Health Services of Somerset and Bedford Counties (BHSSBC) partnered with Magellan Behavioral Health of Pennsylvania, Inc. (Magellan) to manage the HealthChoices Program in the Counties of Somerset and Bedford.

Findings Overview

1. Adult overall satisfaction with Community Care continues to be good with 100% (10 of 10, excludes 83 “not applicable”) of adults agreeing with, *“If you had contact with Community Care over the past 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you.”* This indicator is 100% (50 of 50) for calendar year 2025. Compared to 98% for calendar year 2024.
2. Community Care’s complaint and grievance awareness indicator improved during the 4th Quarter. The indicator, *“Are you aware that you can file a complaint and/or grievance if needed?”* is 60% (56 of 93) for the fourth quarter, and is 69% (251 of 363) for 2025 compared to 70% for calendar year 2024.
3. The lowest awareness indicator during the 4th Quarter was, *“Have you reviewed your insurance benefits and treatment options available through Community Care,”* at 31% (29 of 93). This indicator is 38% for calendar year 2025 compared to 31% for calendar year 2024.
4. Surveyed adults are generally pleased with **Access** to provider treatment services having 85% to 100% level of satisfaction in the three satisfaction indicators covering, *“I feel I was able to get the help I needed within a reasonable amount of time,” “I was made aware of the availability of different providers for this service and given a choice,”* and *“Services are available at times that are convenient.”*
5. Adults surveyed are also generally pleased with their provider **Treatment Experiences**, rating all six indicators of satisfaction from 94% 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,”* and *“As appropriate, my providers work together and share information to provide me the best care possible.”* These indicators are 91% to 99% for calendar year 2025 compared to 94% to 99% for calendar year 2024. *“My provider has talked with me about community resources and other supports, if needed,”* is the lowest at 87% (60 of 93).

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 98% (91 of 93) and “*I have been given clear information on who to contact if I need immediate help between appointments,*” at 95% (88 of 93).

7. Adult perception of **Treatment Outcomes** was 91% - 98% in all three indicators. These indicators have been consistently in the ninety percent level of satisfaction, and this quarter continues that trend as adult service recipients believe, “*I deal better with daily problems,*” “*I feel more hopeful about the future,*” and “*I feel treatment is working.*” These indicators are 97%- 98% for calendar year 2025 compared to 99% for calendar year 2024.

8. Just 1% (1 of 93) of interviewed adults reported having issues or problems with their provider during the 4th Quarter of 2025. This member reported “other” reasons for having issues or problems. See Page 28 Literal Comments regarding member provider related problems.

Adult – Member Request for Assistance (MRAs)

Upon completing the survey, 0% (0 of 1, excluding 92 n/a) 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. For calendar year 2025 just six adult members reported having an issue or problem with the provider and only two requested referrals to BHSSBC.

Quality Audits

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

During the 4th Quarter, 23 adult quality audits were performed. One adult member did not remember doing the survey. 87% (20 of 23) of adults felt the length of the survey and number of questions were satisfactory. 96% (22 of 23) of adults were satisfied with the survey process and 96% (22 of 23) of adults felt ok or good about being contacted.

Member comments,

“I did not mind being contacted.”

“I was concerned with the length of the survey because I had an appointment coming up.”

“I did not feel anything about being contacted.”

Adult Demographics

Counts Break % Respondents	2025 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	363	95	83	92	93
Q4-What type of survey is it?					
Phone	84 23.1%	19 20.0%	12 14.5%	29 31.5%	24 25.8%
Face to Face	279 76.9%	76 80.0%	71 85.5%	63 68.5%	69 74.2%

Counts Break % Respondents	2025 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	363	95	83	92	93
Q5-What county does the member live in?					
Somerset	160 44.1%	38 40.0%	40 48.2%	38 41.3%	44 47.3%
Bedford	203 55.9%	57 60.0%	43 51.8%	54 58.7%	49 52.7%

Counts Break % Respondents	2025 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	363	95	83	92	93
Q6-What is your gender?					
Male	165 45.5%	38 40.0%	36 43.4%	39 42.4%	52 55.9%
Female	198 54.5%	57 60.0%	47 56.6%	53 57.6%	41 44.1%
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Adult Demographics

Counts Break % Respondents	2025 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	363	95	83	92	93
Q7-How old are you?					
21-24	16 4.4%	4 4.2%	3 3.6%	6 6.5%	3 3.2%
25-34	77 21.2%	21 22.1%	27 32.5%	17 18.5%	12 12.9%
35-44	131 36.1%	36 37.9%	32 38.6%	30 32.6%	33 35.5%
45-54	63 17.4%	21 22.1%	12 14.5%	19 20.7%	11 11.8%
55-64	58 16.0%	11 11.6%	7 8.4%	15 16.3%	25 26.9%
65 and older	18 5.0%	2 2.1%	2 2.4%	5 5.4%	9 9.7%

Counts Break % Respondents	2025 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	363	95	83	92	93
Q8-What do you consider your race to be?					
Caucasian	347 95.6%	92 96.8%	81 97.6%	88 95.7%	86 92.5%
African American	1 0.3%	- -	- -	1 1.1%	- -
Hispanic American	7 1.9%	3 3.2%	- -	- -	4 4.3%
American Indian/Alaskan Native	- -	- -	- -	- -	- -
Asian American	2 0.6%	- -	2 2.4%	- -	- -
Multi-racial	5 1.4%	- -	- -	3 3.3%	2 2.2%
Other	1 0.3%	- -	- -	- -	1 1.1%

Counts Break % Respondents	2025 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	363	95	83	92	93
Q9-Are you receiving services primarily for:					
Mental Health	298 82.1%	84 88.4%	63 75.9%	80 87.0%	71 76.3%
Drug and Alcohol Services	61 16.8%	11 11.6%	20 24.1%	12 13.0%	18 19.4%
Both Mental Health and Drug and Alcohol Services	4 1.1%	- -	- -	- -	4 4.3%

Adult Satisfaction with Community Care

Counts Break % Respondents	2025 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	363	95	83	92	93
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	191 52.6%	67 70.5%	35 42.2%	46 50.0%	43 46.2%
No	172 47.4%	28 29.5%	48 57.8%	46 50.0%	50 53.8%

Counts Break % Respondents	2025 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	363	95	83	92	93
Q10B-Are you aware that you can file a complaint and/or grievance if needed?					
Yes	251 69.1%	79 83.2%	47 56.6%	69 75.0%	56 60.2%
No	112 30.9%	16 16.8%	36 43.4%	23 25.0%	37 39.8%

Counts Break % Respondents	2025 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	363	95	83	92	93
Q10C-Have you reviewed your insurance benefits and treatment options through Community Care?					
Yes	139 38.3%	46 48.4%	26 31.3%	38 41.3%	29 31.2%
No	224 61.7%	49 51.6%	57 68.7%	54 58.7%	64 68.8%

Adult Satisfaction with Community Care

Counts Break % Respondents	2025 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	50	19	16	5	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	50 100.0%	19 100.0%	16 100.0%	5 100.0%	10 100.0%
No	-	-	-	-	-

Counts Break % Respondents	2025 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	-	-	1	2
Q12-If you used Community Care's complaint and/or grievance process within the last 12 months, were you satisfied with how your complaint and/or grievance was handled?					
Yes	3 100.0%	-	-	1 100.0%	2 100.0%
No	-	-	-	-	-

Adult Treatment Provider Level Analysis

Counts Break % Respondents	2025 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	363	95	83	92	93
Q13-What is the name of your treatment provider?					
ACRP	25 6.9%	8 8.4%	4 4.8%	9 9.8%	4 4.3%
Allegiance Rehabilitation	-	-	-	-	-
Alliance Medical Services	-	-	-	-	-
Beal Counseling and Consulting	6 1.7%	2 2.1%	-	1 1.1%	3 3.2%
Bedford DBHS	92 25.3%	35 36.8%	14 16.9%	25 27.2%	18 19.4%
Cambria-Somerset Counseling	-	-	-	-	-
Cen-Clear	4 1.1%	-	-	-	4 4.3%
Croyle-Nielson	-	-	-	-	-
Discovery House	-	-	-	-	-
Clarvida (FBR)	11 3.0%	4 4.2%	3 3.6%	2 2.2%	2 2.2%
Hyndman Area Health Center	7 1.9%	3 3.2%	1 1.2%	1 1.1%	2 2.2%
Mary Berge and Associates	-	-	-	-	-
Nulton Diagnostic and Treatment Center	68 18.7%	20 21.1%	15 18.1%	18 19.6%	15 16.1%
Peerstar	5 1.4%	2 2.1%	1 1.2%	2 2.2%	-
Primary Health Network	-	-	-	-	-
Pyramid HealthCare	8 2.2%	-	6 7.2%	-	2 2.2%
Somerset DBHS	78 21.5%	12 12.6%	18 21.7%	21 22.8%	27 29.0%
Somerset Hospital	-	-	-	-	-
Twin Lakes	26 7.2%	4 4.2%	9 10.8%	7 7.6%	6 6.5%
UPMC Western Behavioral Health of the Alleghenies (UPMC WBHA)	1 0.3%	-	1 1.2%	-	-
White Deer Run/Cove Forge	15 4.1%	3 3.2%	5 6.0%	4 4.3%	3 3.2%
Other	17 4.7%	2 2.1%	6 7.2%	2 2.2%	7 7.5%

Adult Treatment Provider Level Analysis

Counts Break % Respondents	2025 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	363	95	83	92	93
Q14-What service are you receiving from this (name of provider)?					
MH BCM (Blended Case Management)	23 6.3%	7 7.4%	2 2.4%	6 6.5%	8 8.6%
Crisis Intervention	1 0.3%	1 1.1%	-	-	-
Medication/Psychiatry/Telepsychiatry	151 41.6%	42 44.2%	29 34.9%	40 43.5%	40 43.0%
MH Inpatient Hospitalization	1 0.3%	-	1 1.2%	-	-
MH Outpatient Therapy/EOP	97 26.7%	23 24.2%	27 32.5%	21 22.8%	26 28.0%
MH Partial Hospitalization	-	-	-	-	-
Peer Support Services	5 1.4%	2 2.1%	1 1.2%	2 2.2%	-
Psych Rehab	26 7.2%	9 9.5%	5 6.0%	11 12.0%	1 1.1%
Substance Use (SU) Inpatient/Rehabilitation	16 4.4%	2 2.1%	6 7.2%	3 3.3%	5 5.4%
SU-ICM (Intensive Case Management)	7 1.9%	-	2 2.4%	2 2.2%	3 3.2%
SU Intensive Outpatient Therapy	7 1.9%	2 2.1%	2 2.4%	1 1.1%	2 2.2%
SU Detox	1 0.3%	1 1.1%	-	-	-
Naltrexone Maintenance	-	-	-	-	-
Buprenorphine Maintenance	7 1.9%	4 4.2%	1 1.2%	1 1.1%	1 1.1%
SU Certified Recovery Specialist	2 0.6%	-	1 1.2%	-	1 1.1%
SU Outpatient Therapy	14 3.9%	2 2.1%	3 3.6%	4 4.3%	5 5.4%
SU Partial Hospitalization	5 1.4%	-	3 3.6%	1 1.1%	1 1.1%
Methadone Maintenance	-	-	-	-	-
Other	-	-	-	-	-
Do Not Know	-	-	-	-	-

Adult Treatment Provider Level Analysis

Counts Break % Respondents	2025 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	363	95	83	92	93
Q15-How long have you been receiving services from this provider?					
Less than 6 months	100 27.5%	20 21.1%	33 39.8%	25 27.2%	22 23.7%
6-11 months	51 14.0%	17 17.9%	11 13.3%	9 9.8%	14 15.1%
1 to 2 years	59 16.3%	16 16.8%	12 14.5%	19 20.7%	12 12.9%
2 to 3 years	36 9.9%	6 6.3%	7 8.4%	12 13.0%	11 11.8%
4 + years	117 32.2%	36 37.9%	20 24.1%	27 29.3%	34 36.6%

Counts Break % Respondents	2025 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	339	89	78	89	83
Q16-Were you put on a waiting list to be seen by (provider)?					
Yes	44 13.0%	8 9.0%	13 16.7%	13 14.6%	10 12.0%
No	295 87.0%	81 91.0%	65 83.3%	76 85.4%	73 88.0%

Adult Teleheath Services

Counts Break % Respondents	2025 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 and NA responses reduce totals	158	56	35	27	40
Q17-If you've received services by video or telephone, were you satisfied with the services you received?					
Very Satisfied/Satisfied	154 97.5%	54 96.4%	35 100.0%	27 100.0%	38 95.0%
Very dissatisfied/Dissatisfied	4 2.5%	2 3.6%	- -	- -	2 5.0%

Adult Access to Services

Counts Break % Respondents	2025 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	358	94	83	89	92
Q18A-I feel I was able to get the help I needed within a reasonable amount of time.					
Strongly Agree/Agree	355 99.2%	94 100.0%	82 98.8%	89 100.0%	90 97.8%
Strongly Disagree/Disagree	3 0.8%	- -	1 1.2%	- -	2 2.2%

99.2% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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	338	85	77	87	89
Q18B-I was made aware of the availability of different providers for this service and given a choice.					
Strongly Agree/Agree	283 83.7%	77 90.6%	59 76.6%	71 81.6%	76 85.4%
Strongly Disagree/Disagree	55 16.3%	8 9.4%	18 23.4%	16 18.4%	13 14.6%

83.7% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2025 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	355	93	81	90	91
Q18C-Services are available at times that are convenient.					
Strongly Agree/Agree	353 99.4%	92 98.9%	80 98.8%	90 100.0%	91 100.0%
Strongly Disagree/Disagree	2 0.6%	1 1.1%	1 1.2%	- -	- -

99.4% of target rate Y-T-D

Meets Expectations

Adult Treatment Experiences

Counts Break % Respondents	2025 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	354	94	78	92	90
Q19A-(Provider) helped me create a plan to deal with any problems I have.					
Strongly Agree/Agree	342 96.6%	92 97.9%	73 93.6%	91 98.9%	86 95.6%
Strongly Disagree/Disagree	12 3.4%	2 2.1%	5 6.4%	1 1.1%	4 4.4%

96.6% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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	361	93	83	92	93
Q19B-I am an active participant in developing a treatment plan that is a good fit for me.					
Strongly Agree/Agree	359 99.4%	93 100.0%	83 100.0%	90 97.8%	93 100.0%
Strongly Disagree/Disagree	2 0.6%	- -	- -	2 2.2%	- -

99.4% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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	357	94	81	92	90
Q19C-I feel comfortable asking questions about my treatment.					
Strongly Agree/Agree	352 98.6%	94 100.0%	81 100.0%	90 97.8%	87 96.7%
Strongly Disagree/Disagree	5 1.4%	- -	- -	2 2.2%	3 3.3%

98.6% of target rate Y-T-D

Meets Expectations

Adult Treatment Experiences

Counts Break % Respondents	2025 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	358	94	80	92	92
Q19D-I feel I have enough time with staff during most sessions.					
Strongly Agree/Agree	349 97.5%	89 94.7%	80 100.0%	90 97.8%	90 97.8%
Strongly Disagree/Disagree	9 2.5%	5 5.3%	- -	2 2.2%	2 2.2%

97.5% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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/NA responses reduce totals	321	84	80	88	69
Q20-My provider has talked with me about community resources and other supports, if needed.					
Strongly Agree/Agree	293 91.3%	80 95.2%	70 87.5%	83 94.3%	60 87.0%
Strongly Disagree/Disagree	28 8.7%	4 4.8%	10 12.5%	5 5.7%	9 13.0%

91.3% of target rate Y-T-D

Meets Expectations

Adult Providers Share Information

Counts Break % Respondents	2025 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	300	76	70	76	78
Q21-As appropriate, my providers (physical and behavioral health) work together and share information to provide me the best care possible.					
Strongly Agree/Agree	285 95.0%	72 94.7%	66 94.3%	74 97.4%	73 93.6%
Strongly Disagree/Disagree	15 5.0%	4 5.3%	4 5.7%	2 2.6%	5 6.4%

95.0% of target rate Y-T-D

Meets Expectations

Adult Recovery Oriented Practices

Counts Break % Respondents	2025 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	363	95	83	92	93
Q22A-Staff treat me with respect and sees me as an equal partner in my treatment program.					
Always /Almost Always/Often	357 98.3%	93 97.9%	83 100.0%	90 97.8%	91 97.8%
Sometimes	5 1.4%	2 2.1%	-	2 2.2%	1 1.1%
Rarely/Never	1 0.3%	-	-	-	1 1.1%

98.3% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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	363	95	83	92	93
Q22B-I have been given clear information on who to contact if I need immediate help between appointments.					
Always,Almost Always, Often	350 96.4%	95 100.0%	79 95.2%	88 95.7%	88 94.6%
Sometimes	2 0.6%	-	2 2.4%	-	-
Rarely/Never	11 3.0%	-	2 2.4%	4 4.3%	5 5.4%

96.4% of target rate Y-T-D

Meets Expectations

Adult Outcomes

Counts Break % Respondents	2025 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	346	88	79	89	90
Q23A-I deal better with daily problems.					
Strongly Agree/Agree	339 98.0%	88 100.0%	77 97.5%	87 97.8%	87 96.7%
Strongly Disagree/Disagree	7 2.0%	-	2 2.5%	2 2.2%	3 3.3%

98.0% of target rate Y-T-D

Meets Expectations

Adult Outcomes

Counts Break % Respondents	2025 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	326	85	69	85	87
Q23B-I feel more hopeful about the future.					
Strongly Agree/Agree	316 96.9%	85 100.0%	69 100.0%	82 96.5%	80 92.0%
Strongly Disagree/Disagree	10 3.1%	- -	- -	3 3.5%	7 8.0%

96.9% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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	350	92	78	90	90
Q23C-I feel treatment is working.					
Strongly Agree/Agree	338 96.6%	91 98.9%	78 100.0%	87 96.7%	82 91.1%
Strongly Disagree/Disagree	12 3.4%	1 1.1%	- -	3 3.3%	8 8.9%

96.6% of target rate Y-T-D

Meets Expectations

Adult Provider Issues or Problems

Counts Break % Respondents	2025 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	363	95	83	92	93
Q24-Have you had any issues or problems with services from (name of provider)?					
Yes	6 1.7%	2 2.1%	1 1.2%	2 2.2%	1 1.1%
No	357 98.3%	93 97.9%	82 98.8%	90 97.8%	92 98.9%

Adult Provider Issues or Problems

Counts Break % Respondents	2025 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	6	2	1	2	1
Q25-If yes, what were the issues or problems with services from (name of provider)?					
Lack of treatment planning and coordination	-	-	-	-	-
Services not provided when I needed them	-	-	-	-	-
Poor Communication	1 16.7%	-	1 100.0%	-	-
Frequent staff changes	2 33.3%	1 50.0%	-	1 50.0%	-
Frequent Provider Cancellations	-	-	-	-	-
Other	3 50.0%	1 50.0%	-	1 50.0%	1 100.0%

Counts Break % Respondents	2025 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	6	2	1	2	1
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 16.7%	-	-	1 50.0%	-
I chose not to take any action	-	-	-	-	-
I filed a formal complaint	-	-	-	-	-
Other	5 83.3%	2 100.0%	1 100.0%	1 50.0%	1 100.0%

Counts Break % Respondents	2025 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	2025 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	363	95	83	92	93
Q28-Would you recommend your provider to others?					
Yes	350 96.4%	94 98.9%	77 92.8%	89 96.7%	90 96.8%
No	13 3.6%	1 1.1%	6 7.2%	3 3.3%	3 3.2%

Counts Break % Respondents	2025 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	363	95	83	92	93
Q29-What effect has the treatment you've received had on the quality of your life? (State question)					
Much better	191 52.6%	59 62.1%	40 48.2%	49 53.3%	43 46.2%
A little better	142 39.1%	28 29.5%	34 41.0%	37 40.2%	43 46.2%
About the same	28 7.7%	8 8.4%	7 8.4%	6 6.5%	7 7.5%
A little worse	2 0.6%	-	2 2.4%	-	-
Much worse	-	-	-	-	-

Counts Break % Respondents	2025 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	363	95	83	92	93
Q30-Were you given the chance to make treatment decisions? (State question)					
Yes	322 88.7%	86 90.5%	79 95.2%	82 89.1%	75 80.6%
No	11 3.0%	-	2 2.4%	5 5.4%	4 4.3%
Sometimes	30 8.3%	9 9.5%	2 2.4%	5 5.4%	14 15.1%

Adult Department of Human Services Questions

Counts Break % Respondents	2025 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	363	95	83	92	93
Q31-In the last twelve months, were you able to get the help you needed? (State question)					
Yes	334 92.0%	88 92.6%	71 85.5%	87 94.6%	88 94.6%
Sometimes	24 6.6%	6 6.3%	10 12.0%	3 3.3%	5 5.4%
Never	5 1.4%	1 1.1%	2 2.4%	2 2.2%	- -

Adult Behavioral Health Medications

Counts Break % Respondents	2025 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	12	5	2	2	3
Q32-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	3 25.0%	1 20.0%	-	2 100.0%	-
Other	9 75.0%	4 80.0%	2 100.0%	-	3 100.0%

Counts Break % Respondents	2025 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 reduce totals	317	87	71	83	76
Q33-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you?					
Yes	21 6.6%	6 6.9%	6 8.5%	6 7.2%	3 3.9%
No	296 93.4%	81 93.1%	65 91.5%	77 92.8%	73 96.1%

Question 34-Please share any additional compliments or suggestions for improvement you have about the services you participate in with (provider).

Q34 is a literal and can be found in the back with literal comments.

Name Release

Counts Break % Respondents	2025 Y-T-D Totals	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	363	95	83	92	93
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	2 0.6%	1 1.1%	- -	1 1.1%	- -
No	4 1.1%	1 1.1%	1 1.2%	1 1.1%	1 1.1%
Not Applicable	357 98.3%	93 97.9%	82 98.8%	90 97.8%	92 98.9%

***Question 35A-If you wish, I can forward your concerns directly to Behavioral Health Services of Somerset and Bedford Counties, but I would need to include your name and information from our survey, which means your comments would no longer be anonymous. This may include discussing your specific concerns with your provider. If you do not wish to have this done, all your answers remain confidential. I encourage you to contact Behavioral Health Services of Somerset and Bedford Counties yourself at any time to have your concerns addressed.**

If yes, please give your name and date of birth:

Name Release not displayed due to HIPAA

Literal Comments

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

Q1- Human

Q4- Bengali

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

Q1- I didn't think about it; they didn't make it obvious I needed to.

Q1- I have not seen my benefits.

Q4- No, I did not know it changed

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- Horizon Behavioral Health

Q1- Martha Emerick

Q2- Horizon Behavioral Health

Q2- Horizon Behavioral Health

Q2- Horizon Behavioral Health

Q2- Horizon Behavioral Health

Q2- Horizon Behavioral Health

Q2- New Hope and Revelations Counseling

Q3- Integrated Behavioral Healthcare Management

Q3- Integrated Behavioral Healthcare Management

Q4- Solutionz

Q4- Horizon Behavioral Health

Q4- Personal Solutions

Q4- Marsha Zablony

Q4- Horizon Behavioral Health

Q4- Horizon Behavioral Health

Q4- Horizon Behavioral Health

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

Q18D-Access Literal Comments

Q1- I knew about them before PSI recommended them to me.

Q1- No one told me about other providers.

Q1- This office only has a daytime slot for IOP. I started a new job and I may have to transfer. Other offices have evening hours for people who work, and they don't have that here.

Q1- It would be good if they offered group in the evening.

Q1- I did not choose the provider, they told me who to see.

Q1- I did not choose Nulton, they just set me up with someone.

Q1- There are not enough doctors to have a choice.

Q2- We are always busy and need a day of rest.

Q2- I was not made aware of other providers

Q2- It took three weeks for them to get my bipolar medicine right

Q2- They did not tell me about other providers

Q2- They did not tell me about other providers

Q2- I was never given options, except for the doctor I was given

Q2- I looked it up online to find this provider

Q2- I was not aware of a choice for a provider

Q2- I came through drug court, so I did not choose my provider

Q2- I don't remember if they gave me a choice of providers

Q2- I was at the state hospital in Tyrone, and I believe they set me up with this provider

Q2- They did not tell me about other providers

Q2- They never told me about other providers. I work third shift and could not make my appointments, so appointment times are not convenient

Q3- The hospital discharged me to there

Q3- I was not given a choice on who my provider was, they chose for me

Q3- They did not tell me about other providers

Q3- This was pretty much the only place I was recommended to.

Q3- Out of rehab, it was mandatory

Q3- I just know DBHS from reputation

Q3- Gosh, I don't know if they told me about other providers or not

Q3- No comment

Q3- I don't recall them talking about other providers

Q3- I don't always have transportation to appointments and I can't always pay for a van. I try to get the neighbor to take me

Q3- I was not able to get the right amount of help from the psychiatrist

Q4- It took awhile to get help

Q4- Somebody I know goes here

Q4- I don't feel like the doctor listens to me

Q4- I don't remember

Q4- They didn't tell me about other providers

Q4- They chose this provider for me

Q4- I never needed other providers

Q4- I was not given a choice, but I did not ask either

Q4- You have to have a night shift job so you can attend all the meetings. They don't let you miss meetings for work or anything

Q4- I was just assigned services

Q4- They are not consistent, we run our own groups. I am court ordered here, so I did not have a choice

Q19E-Treatment Experiences Literal Comments

- Q1- The appointments with my psychiatrist are very short, I wish they were longer. How are you supposed to properly care for someone when they appointment with them is not very long.
- Q1- They gave me some coping skills, but did not really create a plan to help me deal with my problems.
- Q1- I always tell my therapist that time just flies.
- Q2- I created my own plan, they didn't help me.
- Q2- I have enough time with staff, but the groups are too big
- Q2- I would like to have one more appointment with the psychiatrist and the case manager
- Q2- They somewhat helped me create a plan to deal with my problems
- Q2- We are still working on a plan, it's too early to tell if it works for me yet or not
- Q2- The doctor has not changed anything regarding treatment since starting
- Q2- I don't want to be bothered, I want to be left alone. It really is a bother because I get nothing out of it.
- Q2- I feel comfortable asking questions to a point, it all depends on the question
- Q2- I have enough time with my psychiatrist, I feel like I need more time with my therapist
- Q3- I feel comfortable asking questions most of the time
- Q3- I wish I had more time with my counselor here
- Q3- I was not involved in the treatment plan
- Q3- I wish I had more time than just an hour, I feel I need at least an hour and a half or more
- Q3- I felt the psychiatrist did not explain my diagnosis or medications to me
- Q4- It took me a month to open up and talk to her
- Q4- I'd like more time with the doctor to process what is said
- Q4- I kind of feel comfortable asking questions. I don't really feel like my plan is complete
- Q4- Sometimes it's tough when you've had a bad week and you need to keep talking
- Q4- They need to give us more one on one time with the counselors
- Q4- I think we can do better on creating a plan for both of us. What I would like to see happen is tools to better manage my plan as opposed to being medicated
- Q4- They don't work with me on anything. They treat me like "crap" and have it out for me

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

- Q1- I have not told my physical health doctor about my other provider.
 Q1- I am not sure if they do or not.
 Q1- They tried to reach out to the cardiologist but the papers got lost. I got a new cardiologist now.
 Q1- I tell them everything going on, they would already know if all of them work together.
 Q1- I don't have the physical provider talking to psych rehab.
 Q1- I never heard if all of my providers work together or not.
 Q2- I don't think they work together
 Q2- I am not sure, but I hope so
 Q2- I don't know if they work together or not
 Q2- I don't really see my PCP
 Q3- I don't think so, I am not sure
 Q3- I am not sure they correspond with each other
 Q3- I'm not sure if they share information or not
 Q3- There is no communication here
 Q3- I don't think they do
 Q3- I am not sure if they do or not
 Q4- They never brought them up
 Q4- I don't believe so
 Q4- I do not feel it is necessary
 Q4- Not yet, we are getting there
 Q4- I am not sure if they do or not
 Q4- I don't know if they do or not
 Q4- I am not sure if they do or not

Q22C-Recovery Oriented Practices Literal Comments.

- Q1- On a truth scale, I feel they downgrade us sometimes. They look down on you sometimes and they mostly comes from the CRR.
 Q2- They did not tell me who to contact if I have an emergency between appointments
 Q3- My psychiatrist does not listen to me, I know how my body feels and when I tell them the meds don't work, they ignore me
 Q3- They did not tell me who to contact
 Q4- At times they don't see me as an adult and they don't respond
 Q4- I ask questions and have a plan set up
 Q4- They have not talked to me about anything

Q23D-Outcome Literal Comments

- Q1- I am constantly stressing out. Some days are more difficult for me and some days I feel it would be better if I was not around.
 Q1- It's up and down for me. If I am having major depressive issues, I am doing bad, if not, I could be better. I still think about suicide quite a bit. But not as often as I was.
 Q1- It doesn't matter what treatment I get, February and March are my two hardest months to deal with. I lost my parents these two months.
 Q1- It has been a rough couple of weeks.
 Q1- I feel they have done everything they can. The medication doesn't work 100% of the time.

Q23D-Outcome Literal Comments

Q1- I will be in therapy for a long time.

Q2- We are working on teaching me how to maintain all of these.

Q2- I am still working on all of this so I do feel more hopeful about the future

Q2- I need more sleep and nothing is working

Q2- I worry a lot about everything

Q3- My depression is bad right now

Q3- They say I am doing better but I don't think I am doing better. Our next group therapy is going to be about feeling more hopeful.

Q3- I have had a lot of events happen to me lately, and it makes it difficult to look forward to things. I think I have something else and need re-evaluated. Until we find out what it is, I don't feel like treatment is working

Q3- I do not have a job because of IOP. It does not help, if anything it stresses you out more. I don't feel that any of my treatment is working because of the stress it causes and I have been in treatment for two and a half years

Q4- I don't really feel hopeful, but I am doing okay.

Q4- It's been up and down

Q4- I need to see a counselor

Q4- Sometimes I feel like I am stuck in the same place

Q4- I never really think about the future, I am more focused on the now.

Q4- I feel like my therapy is working, but I don't think my medication is

Q4- We are working on a new plan

Q4- Not right now, I a going through some stuff now

Q4- I am still working on it, I still need help

Q4- Christmas time is hard on me right now

Q4- They are not working the program for me, the techs and other consumers are running the place. There is no consistency at all

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

Q1- The times of the IOP meetings. They need to accommodate people who work and do evening hours.

Q2- I did not like the psychiatrist, she did not listen to me when I told her the medication she prescribed me made me sick

Q3- They told me I can't hang out with females

Q4- Poor communication, the doctor was not listening to me. It was hard to open up to her and she just shut me down.

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 did bring it up and they said they were going to be moving locations and hopefully open up more time slots.

Q1- I found another peer support.

Q2- I quit going to my appointments with the psychiatrist

Q3- I decided to participate less than I was before

Q4- No, I was not able to, I did call and I was not going to make a complaint, but I felt bad.

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

Q4- I didn't want to get the doctor in trouble.

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

Q1- I was homeless and couldn't get help.

Q1- My therapist is overbooked.

Q2- Transportation issues, and being stuck in the facilities and obey by the orders they give

Q2- Transportation and being stuck in a facility

Q3- I felt they did not help me the way I need it

Q4- The therapist helped but medication did not.

Q4- The doctor does not listen to me

Q4- My counselor retired and I need a new one. I would really like to have someone to talk to

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

Q1- Sometimes I can not afford to pay for them.

Q1- I felt it was challenging at times to get DBHS to send over the medication. It may have been because they were short staffed, but I am not completely sure why.

Q1- The psychiatrist I was seeing retired and she forgot to send my last prescription to the pharmacy. I am preparing for a medicine change, my first psychiatrist said the new one might change my regime.

Q1- It is foggy. I am not sure which medication does this, but libido issues.

Q1- I have trouble finding meds that work.

Q1- There have been shortages at the pharmacy.

Q2- My insurance company will not allow me to have it, that's UPMC for you. I wanted one medication increased and they said they could not do that. They completely denied my medication and would not tell me why

Q2- I haven't talked to the doctor yet, but one of the medications the doctor put me on makes me emotional

Q2- I feel my medications need changed but the doctor will not change them. I am trying to get a different psychiatrist

Q2- I was on one medication and the pharmacy does not have it, so now I am on a different medication

Q2- Well, I need something to get me moving, methamphetamine, adderall, something. I feel lack of motivation, coffee helps, but it makes me go to the bathroom a lot and I'm not talking urinating. But it's against the law to do meth. They could help me by prescribing me something to give me energy and to get me moving

Q2- Pharmacy doesn't always have my medication in stock. The pharmacy outside of DBHS is who I have issues with

Q3- The medicine is causing me a lot of stress

Q3- I would not change a lot of things here. I wish they had more people to work with children. I feel when I recommend this place, it's a safe place to go

Q3- I have a lot of side effects from certain sleep medications

Q3- My psychiatrist doesn't listen to me when I tell him my medication is not working

Q3- The nurse practitioner increased my medication and it makes me sleepy

Q4- I don't have problems getting my medications I need, I don't feel like they are working

Q4- I don't know yet, I don't think I will

Q4- They won't give me my gabapentin, or lydadern patches for pain

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

Q1- I think ACRP is a really great provider.

Q1- I feel the support staff are really kind and patient people.

Q1- They are very welcoming here.

Q1- They treat us good, I like her to go there.

Q1- They do not talk over you, and they make you feel like you are a part of everything they are doing for you. I feel they really care.

Q1- I want to compliment the doctor on doing a good job, getting me on the medication that works for me.

Q1- I want to compliment psych rehab on doing a good job when things were bad and for checking up on me when things were bad.

Q1- I think they genuinely love what they do, which reflects on how they treat patients.

Q1- They refer to clients as clientele as opposed to patients I feel it seems cold to call us clientele.

Q1- I am very grateful that they are here for me.

Q1- With the medication doctor, the patient knows their own body better than the doctor. The doctors need to take that into consideration and listen to what the patient is telling them.

Q1- The staff are very open.

Q1- My counselor is amazing, she is very knowledgeable.

Q1- My case manager is awesome. She listens very well to what I have to say.

Q1- They shouldn't make us stand outside in the med line when it's cold out. They could let us stand in the hall where it is warm. They need to clean the cafeteria, it is really dirty and I would say that is a health violation.

Q1- I am happy with these people, I am proud to come here!

Q1- They are not snobs. I like it here.

Q2- I myself need to learn boundaries, that part has nothing to do with the people here.

Q2- My counselor helped me out a lot, she is really nice and got me to open up some.

Q2- They are nice people.

Q2- Some groups are too big

Q2- My counselor and the lady at admissions worked together to help me a lot!

Q2- Everything here is great!

Q2- The nurse gave me and another girl the wrong MAT medication. They gave me subutex, and the other girl suboxone, and the other girl is allergic to suboxone. That is extremely careless

Q2- They are not equipped to deal with any mental health clients. They need to give us a day to ourselves to relax and take in everything we are learning and try to let reality sink in some

Q2- I have always had good results here. They are helping me live a happy life

Q2- It has been wonderful here, I like them a lot

Q2- They treat you really nice here. I feel like they are more of a friend than someone getting paid to listen to you

Q2- I wish the psychiatrist spent more time to get to know me before prescribing me medicine. I like the telehealth, it works with my schedule

Q2- I have made improvements since I have been coming here

Q3- They need to have a better relationship with my PCP and communicate more effectively. They need to inform my PCP of my medications. My PCP is in a different county and needs to be informed more often

Q3- I like doing group counseling

Q3- I really like the care I get here. The nurse is very good to speak to and make sure I have the medication I need it.

Q3- I have my good and bad days. The help I get works for me and I don't know what I would do without it.

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

- Q3- I want to thank the staff for being here for me and helping with my mental health. They help me a good bit and educate me on my illness.
- Q3- Everything here is good, I don't have as many problems as I did before coming here. The staff is good and very friendly
- Q3- I feel consumers can hang out with anyone they want to, but they don't let me
- Q3- They are working really well with me
- Q3- They can keep doing what they are doing
- Q3- I love it here
- Q3- I wish the nurse practitioner gave more suggestions on how to manage medications and if I should increase or change my lifestyle
- Q3- I wish she was able to do trauma therapy because I go to another provider for that and it would be nice to just go to one provider
- Q3- It is a good place to go
- Q3- They do a great job
- Q3- They do a great job there, they help me out a lot
- Q3- They are top notch, good company, and good people. I feel safe coming here because they keep my issues confidential.
- Q3- I want to say thank you to the doctor for being patient with me and being there when I need help
- Q3- I feel they listen to me and make me feel validated and safe. Everyone but my psychiatrist
- Q3- I love coming here, I love the whole thing
- Q3- I am very pleased with my doctor
- Q3- Services are really great
- Q3- They help me through everything they are amazing
- Q4- They are accommodating to things I need and the doctor definitely listens
- Q4- They are willing to help me understand more about my mental health
- Q4- They can't keep a secretary there they need to find a good one
- Q4- They tell me my appointment is at one time and I sit there waiting to go back for over an hour sometimes.
- Q4- The services I receive work good for me
- Q4- They don't just slap you with medications, they work with you
- Q4- They are wonderful people
- Q4- The staff is friendly, knowledgeable, and very helpful
- Q4- They do everything just right, I am very satisfied
- Q4- They are really good at making appointments with me. The staff is wonderful
- Q4- I just love it here
- Q4- Everyone in the office is on the same page
- Q4- I want them to help me with overeating and get more services. The BCM helped me before and I need more help now
- Q4- I like that they listen to my input and care about my issues
- Q4- I wish others would reach out for services. I appreciate the services
- Q4- They called me down to talk about my medications for the first time the other day and told me my medication was started eight days ago. It was a different girl with the same name as mine. They keep our snacks in the staff bathroom
- Q4- We need more smoke breaks
- Q4- They are always there when you need help

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

Q4- They help me maintain my recovery

Family Survey Findings

Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 24 family/caregiver surveys completed during the 4th Quarter of 2025 for the period between October to December 2025.

Survey Results

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

4th Quarter 2025 Family Sample Characteristics versus 3rd 2025 Quarter Comparison:

1. Lower percentage of face-to-face surveys – 54% (13 of 24) versus 70% (16 of 23).
2. Higher ratio of male caregivers – 13% (3 of 24) versus 9% (2 of 23).
3. Lower percentage of child members under age 5 - 0% (0 of 24) versus 30% (7 of 23).
4. Higher percentage step/adoptive/grandparent/aunt/uncle – 21% (5 of 24) versus 13% (3 of 23).
5. Similar ratio of male service recipients – 63% (15 of 24) versus 61% (14 of 23).
6. Similar percent total members receiving IBHS – 25% (6 of 24) versus 26% (6 of 23).
7. Higher percentage 21% (5 of 24) versus 0% (0 of 23) of members receiving services for four (4) years or longer from provider.

Note: Effective November 1, 2025, Behavioral Health Services of Somerset and Bedford Counties (BHSSBC) partnered with Magellan Behavioral Health of Pennsylvania, Inc. (Magellan) to manage the HealthChoices Program in the Counties of Somerset and Bedford.

Findings Overview

1. The indicator, *“Have you reviewed your child’s insurance benefits and treatment options through Community Care?”* was 54% (13 of 24) for the 4th Quarter of 2025. This indicator is 49% (47 of 96) for calendar year 2025 compared to 48% for calendar year 2024.

Community Care’s complaint and grievance awareness indicator decreased to 63% (15 of 24) from 91% (21 of 23) in the previous quarter as less family/caregivers agreed with, *“Are you aware that you can file a complaint and/or grievance if needed.”* This indicator is 77% (74 of 96) for the calendar year 2025 compared to 89% for calendar year 2024.

2. Family/caregivers are generally pleased with **Access** to provider treatment services with a satisfaction score of 92% - 100% in all three indicators during the 4th Quarter of 2025 and was 87% - 100% for calendar year 2025. 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 generally pleased with their provider **Treatment Experiences** in the 4th Quarter with satisfaction scores of 96%-100% in five of seven indicators. These include, *“I feel comfortable asking questions about my child’s treatment,” “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,” “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.”*

“Provider helped us create a plan to deal with any problems my child has,” decreased to 92% (22 of 24) and *“My child’s provider has talked with us about community resources and other supports, if needed,”* further improved to 95% (19 of 20) during the 4th Quarter.

4. Family/caregivers were generally pleased with **Provider Recovery Orientation** with a satisfaction score of 96% to 100% during the 4th Quarter of 2025 compared to 96% - 100% for calendar year 2025. 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 85% to 100% in all three indicators. These include, *“My child deals more effectively with daily problems,”* *“Our family has improved since my child started treatment,”* and *“I feel my child’s behavioral health is improving.”* These indicators are 94% to 96% for the calendar year 2025 compared to 90% - 92% for calendar year 2024.

6. Just 4% (1 of 24) of family/caregivers reported having issues or problems with their provider during the 4th Quarter and is 4% (4 of 96) for calendar year 2025. See literal comments on Page 51.

7. 93% (14 of 15, excluding 9 n/a) of family/caregivers reported no problems in getting the behavioral health medications that work for their child during the 4th Quarter of 2025 and is 93% (54 of 58) for the calendar year 2025 compare to 85% (64 of 75, excluding 23 n/a) for calendar year 2024.

Family/Caregiver – Member Request for Assistance

Upon completing the survey, 0% (0 of 1, excluding 23 n/a) of family/caregiver members surveyed expressed interest in having any concern or issue they shared during the interview referred for immediate handling by BHSSBC. This indicator is 0% (0 of 4, excluding 92 n/a) for calendar year 2025 compared to 7% (7 of 98) for calendar year 2024.

Quality Audits

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

During the 4th Quarter 2025, 5 family/caregiver quality audits were performed. 100% (5 of 5) of family/caregivers felt the length of the survey and number of questions were satisfactory. 100% (5 of 5) of family/caregivers were satisfied with the survey process and 100% (5 of 5) of family/caregivers felt ok or good about being contacted.

Member comments

“I was not under the impression that I was going to be contacted to do a survey.”

Family Demographics

Counts Break % Respondents	2025 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	96	24	25	23	24
Q4-What kind of survey is it?					
Phone	42 43.8%	15 62.5%	9 36.0%	7 30.4%	11 45.8%
Face to Face	54 56.3%	9 37.5%	16 64.0%	16 69.6%	13 54.2%

Counts Break % Respondents	2025 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	96	24	25	23	24
Q5-What county does the member live in?					
Somerset	57 59.4%	16 66.7%	12 48.0%	17 73.9%	12 50.0%
Bedford	39 40.6%	8 33.3%	13 52.0%	6 26.1%	12 50.0%

Counts Break % Respondents	2025 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	96	24	25	23	24
Q6-What is your gender?					
Male	9 9.4%	1 4.2%	3 12.0%	2 8.7%	3 12.5%
Female	87 90.6%	23 95.8%	22 88.0%	21 91.3%	21 87.5%
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Family Demographics

Counts Break % Respondents	2025 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
	96	24	25	23	24
Q7-What is your child's gender?					
Male	61 63.5%	16 66.7%	16 64.0%	14 60.9%	15 62.5%
Female	35 36.5%	8 33.3%	9 36.0%	9 39.1%	9 37.5%
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Counts Break % Respondents	2025 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
	96	24	25	23	24
Q8-How old is the child who is receiving the services?					
5 years or younger	8 8.3%	- -	1 4.0%	7 30.4%	- -
6-8 years	32 33.3%	10 41.7%	11 44.0%	4 17.4%	7 29.2%
9-13 years	53 55.2%	13 54.2%	13 52.0%	10 43.5%	17 70.8%
14 years and older	3 3.1%	1 4.2%	- -	2 8.7%	- -

Counts Break % Respondents	2025 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
	96	24	25	23	24
Q9-What is your relationship to this child?					
Parent	78 81.3%	20 83.3%	19 76.0%	20 87.0%	19 79.2%
Grandparent	13 13.5%	3 12.5%	3 12.0%	3 13.0%	4 16.7%
Aunt/Uncle	-	-	-	-	-
Brother/Sister	-	-	-	-	-
Foster parent	-	-	-	-	-
Adoptive parent	-	-	-	-	-
Step-parent	1 1.0%	1 4.2%	-	-	-
Other	4 4.2%	-	3 12.0%	-	1 4.2%

Family Demographics

Counts Break % Respondents	2025 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	96	24	25	23	24
Q10-What do you consider the child's race to be?					
Caucasian	90 93.8%	22 91.7%	25 100.0%	19 82.6%	24 100.0%
African American	-	-	-	-	-
Hispanic American	1 1.0%	-	-	1 4.3%	-
American Indian/Alaskan Native	-	-	-	-	-
Asian/Pacific Islander	1 1.0%	1 4.2%	-	-	-
Multi-racial	3 3.1%	-	-	3 13.0%	-
Other	1 1.0%	1 4.2%	-	-	-

Counts Break % Respondents	2025 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	96	24	25	23	24
Q11-Is your child receiving services for:					
Mental Health Services	95 99.0%	24 100.0%	25 100.0%	22 95.7%	24 100.0%
Drug and Alcohol Services	1 1.0%	-	-	1 4.3%	-
Both Mental Health and Drug and Alcohol Services	-	-	-	-	-

Family Satisfaction with Community Care

Counts Break % Respondents	2025 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	96	24	25	23	24
Q12A-Do you know where to find the number to call Community Care with questions or concerns?					
Yes	57 59.4%	17 70.8%	13 52.0%	20 87.0%	7 29.2%
No	39 40.6%	7 29.2%	12 48.0%	3 13.0%	17 70.8%

Family Satisfaction with Community Care

Counts Break % Respondents	2025 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	96	24	25	23	24
Q12B-Are you aware that you can file a complaint and/or grievance if needed?					
Yes	74 77.1%	20 83.3%	18 72.0%	21 91.3%	15 62.5%
No	22 22.9%	4 16.7%	7 28.0%	2 8.7%	9 37.5%

Counts Break % Respondents	2025 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	96	24	25	23	24
Q12C-Have you reviewed your insurance benefits and treatment options through Community Care?					
Yes	47 49.0%	12 50.0%	12 48.0%	10 43.5%	13 54.2%
No	49 51.0%	12 50.0%	13 52.0%	13 56.5%	11 45.8%

Counts Break % Respondents	2025 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	11	-	5	3	3
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	11 100.0%	-	5 100.0%	3 100.0%	3 100.0%
No	-	-	-	-	-

Counts Break % Respondents	2025 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	-	-	-	-	-

- No data this quarter

Family Treatment Provider Level Analysis

Counts Break % Respondents	2025 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	96	24	25	23	24
Q15-What is the name of your child's treatment provider?					
ACRP	26 27.1%	5 20.8%	5 20.0%	12 52.2%	4 16.7%
Adelphoi Village	-	-	-	-	-
Beal Counseling	-	-	-	-	-
Bedford DBHS	8 8.3%	2 8.3%	5 20.0%	-	1 4.2%
Blair Family Solutions	-	-	-	-	-
Children's Aid Home	-	-	-	-	-
Children's Behavioral Health (CBH)	-	-	-	-	-
Croyle-Nielson	-	-	-	-	-
Clarvida (FBR)	9 9.4%	3 12.5%	2 8.0%	3 13.0%	1 4.2%
Footsteps	3 3.1%	1 4.2%	2 8.0%	-	-
Hyndman Area Health Center	-	-	-	-	-
Mary Berge and Associates	-	-	-	-	-
The Meadows	-	-	-	-	-
Merakey	-	-	-	-	-
Nulton Diagnostic and Treatment Center	27 28.1%	7 29.2%	4 16.0%	6 26.1%	10 41.7%
Pediatric Care Specialists	3 3.1%	2 8.3%	-	1 4.3%	-
Pyramid HealthCare	-	-	-	-	-
Somerset DBHS	9 9.4%	1 4.2%	6 24.0%	1 4.3%	1 4.2%
Twin Lakes	-	-	-	-	-
Youth Advocate Programs (YAP)	10 10.4%	2 8.3%	1 4.0%	-	7 29.2%
Other	1 1.0%	1 4.2%	-	-	-

Family Treatment Provider Level Analysis

Counts Break % Respondents	2025 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	96	24	25	23	24
Q16-Which mental health service does your child receive from this provider to focus the survey on?					
IBHS: (BHT, BC, MT, ABA)	20 20.8%	4 16.7%	4 16.0%	6 26.1%	6 25.0%
Crisis Intervention	-	-	-	-	-
Family Based MH Services	2 2.1%	-	1 4.0%	-	1 4.2%
Functional Family Therapy (FFT)	-	-	-	-	-
Peer Support	-	-	-	-	-
Medication/Psychiatry/Telepsychiatry	36 37.5%	9 37.5%	11 44.0%	7 30.4%	9 37.5%
MH Inpatient Hospitalization	-	-	-	-	-
MH Partial Hospitalization	-	-	-	-	-
MH BCM (Blended Case Management)	2 2.1%	1 4.2%	1 4.0%	-	-
MH Outpatient Therapy/Counseling	35 36.5%	9 37.5%	8 32.0%	10 43.5%	8 33.3%
Multi Systemic Therapy (MST)	-	-	-	-	-
Transitional-Age Youth Assertive Community Treatment (TAY-ACT)	-	-	-	-	-
Trauma-Based Treatment	-	-	-	-	-
School Based Therapy	1 1.0%	1 4.2%	-	-	-
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	2025 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	96	24	25	23	24
Q17-How long has your child been receiving services from (provider)?					
6 months or less	19 19.8%	5 20.8%	6 24.0%	5 21.7%	3 12.5%
6 months to 1 year	27 28.1%	4 16.7%	11 44.0%	9 39.1%	3 12.5%
1 to 2 years	23 24.0%	5 20.8%	4 16.0%	3 13.0%	11 45.8%
2 to 4 years	15 15.6%	6 25.0%	1 4.0%	6 26.1%	2 8.3%
4 or more years	12 12.5%	4 16.7%	3 12.0%	- -	5 20.8%

Family Telehealth Services

Counts Break % Respondents	2025 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	43	13	12	8	10
Q18-If your child received services by video or telephone, how satisfied were you with the services your child received?					
Very Satisfied/Satisfied	40 93.0%	12 92.3%	10 83.3%	8 100.0%	10 100.0%
Very Dissatisfied/Dissatisfied	3 7.0%	1 7.7%	2 16.7%	- -	- -

Family Access to Services

Counts Break % Respondents	2025 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	91	24	22	23	22
Q19A- Services are available at times that are convenient.					
Strongly Agree/Agree	91 100.0%	24 100.0%	22 100.0%	23 100.0%	22 100.0%
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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	92	21	24	23	24
Q19B-I was made aware of the availability of different providers for this service and given a choice.					
Strongly Agree/Agree	80 87.0%	17 81.0%	19 79.2%	21 91.3%	23 95.8%
Strongly Disagree/Disagree	12 13.0%	4 19.0%	5 20.8%	2 8.7%	1 4.2%

87.0% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2025 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	93	24	22	23	24
Q19C-I feel like my child was able to get the help he/she needed within a reasonable amount of time.					
Strongly Agree/Agree	88 94.6%	23 95.8%	20 90.9%	23 100.0%	22 91.7%
Strongly Disagree/Disagree	5 5.4%	1 4.2%	2 9.1%	-	2 8.3%

94.6% of target rate Y-T-D

Meets Expectations

Family Treatment Experience

Counts Break % Respondents	2025 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	95	24	25	22	24
Q20A-Provider helped us create a plan to deal with any problems my child has.					
Strongly Agree/Agree	90 94.7%	22 91.7%	24 96.0%	22 100.0%	22 91.7%
Strongly Disagree/Disagree	5 5.3%	2 8.3%	1 4.0%	- -	2 8.3%

94.7% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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	95	24	24	23	24
Q20B-We are active participants in developing a treatment plan that is a good fit for my child and family.					
Strongly Agree/Agree	94 98.9%	24 100.0%	24 100.0%	23 100.0%	23 95.8%
Strongly Disagree/Disagree	1 1.1%	- -	- -	- -	1 4.2%

98.9% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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	95	23	25	23	24
Q20C-I feel comfortable asking questions about my child's treatment.					
Strongly Agree/Agree	94 98.9%	23 100.0%	25 100.0%	23 100.0%	23 95.8%
Strongly Disagree/Disagree	1 1.1%	- -	- -	- -	1 4.2%

98.9% of target rate Y-T-D

Meets Expectations

Family Treatment Experience

Counts Break % Respondents	2025 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	95	23	25	23	24
Q20D-I feel my child has enough time with staff during most sessions.					
Strongly Agree/Agree	94 98.9%	22 95.7%	25 100.0%	23 100.0%	24 100.0%
Strongly Disagree/Disagree	1 1.1%	1 4.3%	- -	- -	- -

98.9% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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	87	22	22	22	21
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	86 98.9%	22 100.0%	22 100.0%	22 100.0%	20 95.2%
Strongly Disagree/Disagree	1 1.1%	- -	- -	- -	1 4.8%

98.9% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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	86	20	23	23	20
Q22-My child's provider has talked with us about community resources and other supports, if needed.					
Strongly Agree/Agree	77 89.5%	17 85.0%	20 87.0%	21 91.3%	19 95.0%
Strongly Disagree/Disagree	9 10.5%	3 15.0%	3 13.0%	2 8.7%	1 5.0%

89.5% of target rate Y-T-D

Satisfactory

Family Treatment Experience

Counts Break % Respondents	2025 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	93	24	22	23	24
Q23-If meetings are held, I am always informed with enough advance notice that I can make arrangements to attend.					
Strongly Agree/Agree	91 97.8%	22 91.7%	22 100.0%	23 100.0%	24 100.0%
Strongly Disagree/Disagree	2 2.2%	2 8.3%	- -	- -	- -

97.8% of target rate Y-T-D

Meets Expectations

Family Recovery Oriented Practices

Counts Break % Respondents	2025 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	94	23	25	23	23
Q24A-Staff treats us with respect and sees us as equal partners in my child's treatment program.					
Strongly Agree/Agree	94 100.0%	23 100.0%	25 100.0%	23 100.0%	23 100.0%
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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	96	24	25	23	24
Q24B-I have been given clear information on who to contact if my child needs immediate help between appointments.					
Strongly Agree/Agree	91 94.8%	21 87.5%	25 100.0%	22 95.7%	23 95.8%
Strongly Disagree/Disagree	5 5.2%	3 12.5%	- -	1 4.3%	1 4.2%

94.8% of target rate Y-T-D

Meets Expectations

Family Outcomes

Counts Break % Respondents	2025 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	87	20	25	20	22
Q25A-My child deals better with daily problems.					
Strongly Agree/Agree	83 95.4%	19 95.0%	24 96.0%	20 100.0%	20 90.9%
Strongly Disagree/Disagree	4 4.6%	1 5.0%	1 4.0%	- -	2 9.1%

95.4% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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	94	24	25	23	22
Q25B-Our family has improved since my child started treatment.					
Strongly Agree/Agree	90 95.7%	23 95.8%	24 96.0%	23 100.0%	20 90.9%
Strongly Disagree/Disagree	4 4.3%	1 4.2%	1 4.0%	- -	2 9.1%

95.7% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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	86	22	25	19	20
Q25C-I feel my child's behavioral health is improving.					
Strongly Agree/Agree	81 94.2%	21 95.5%	24 96.0%	19 100.0%	17 85.0%
Strongly Disagree/Disagree	5 5.8%	1 4.5%	1 4.0%	- -	3 15.0%

94.2% of target rate Y-T-D

Meets Expectations

Family Provider Issues or Problems

Counts Break % Respondents	2025 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	96	24	25	23	24
Q26-Have you had any issues or problems with this (provider)?					
Yes	4 4.2%	2 8.3%	1 4.0%	-	1 4.2%
No	92 95.8%	22 91.7%	24 96.0%	23 100.0%	23 95.8%

Counts Break % Respondents	2025 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	4	2	1	-	1
Q27-If you have had issues or problems with provider, what were they?					
Lack of treatment planning and coordination	-	-	-	-	-
Poor communication	1 25.0%	-	1 100.0%	-	-
Frequent staff changes	2 50.0%	1 50.0%	-	-	1 100.0%
Services not provided when my child needs them	-	-	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	1 25.0%	1 50.0%	-	-	-

Counts Break % Respondents	2025 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	4	2	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	3 75.0%	2 100.0%	1 100.0%	-	-
Other	1 25.0%	-	-	-	1 100.0%

Family Provider Issues or Problems

Counts Break % Respondents	2025 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	3	2	1	-	-
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	1 33.3%	1 50.0%	-	-	-
Other	2 66.7%	1 50.0%	1 100.0%	-	-

Counts Break % Respondents	2025 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	96	24	25	23	24
Q30-Would you recommend your child's provider to others?					
Yes	92 95.8%	23 95.8%	23 92.0%	23 100.0%	23 95.8%
No	4 4.2%	1 4.2%	2 8.0%	-	1 4.2%

Family Department of Human Services Questions

Counts Break % Respondents	2025 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	96	24	25	23	24
Q31-What effect has the treatment your child received had on the quality of your child's life? (State question)					
Much better	49 51.0%	14 58.3%	12 48.0%	10 43.5%	13 54.2%
A little better	35 36.5%	7 29.2%	12 48.0%	11 47.8%	5 20.8%
About the same	12 12.5%	3 12.5%	1 4.0%	2 8.7%	6 25.0%
A little worse	-	-	-	-	-
Much worse	-	-	-	-	-

Family Department of Human Services Questions

Counts Break % Respondents	2025 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	96	24	25	23	24
Q32-Were you and your child given the chance to make treatment decisions? (State Question)					
Yes	92 95.8%	23 95.8%	24 96.0%	22 95.7%	23 95.8%
No	2 2.1%	- -	- -	1 4.3%	1 4.2%
Sometimes	2 2.1%	1 4.2%	1 4.0%	- -	- -

Counts Break % Respondents	2025 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	96	24	25	23	24
Q33-In the last twelve months was your child able to get the help they needed? (State question)					
Yes	93 96.9%	23 95.8%	24 96.0%	22 95.7%	24 100.0%
Sometimes	3 3.1%	1 4.2%	1 4.0%	1 4.3%	- -
Never	- -	- -	- -	- -	- -

Counts Break % Respondents	2025 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	1	-	-	1	-
Q34-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	1 100.0%	-	-	1 100.0%	-
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	-	-	-	-	-

*** Q35-Are there any services your child needs but is not getting?
Q35 is a literal question, it is listed in the back with other literal comments.**

Family Behavioral Health Medications

Counts Break % Respondents	2025 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	58	12	17	14	15
Q36-If your child is taking behavioral health medications, are you experiencing any problems in getting behavioral health medications that work for your child?					
Yes	4 6.9%	2 16.7%	- -	1 7.1%	1 6.7%
No	54 93.1%	10 83.3%	17 100.0%	13 92.9%	14 93.3%

*** Q37-Please share any additional compliments or suggestions for improvement you have about the services your child participates in with (provider).**

Q37 is a literal question, it is listed in the back with other literal comments.

Counts Break % Respondents	2025 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	4	2	1	-	1
Q38-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	4 100.0%	2 100.0%	1 100.0%	-	1 100.0%

***Question 38A-If you wish, I can forward your concerns directly to Behavioral Health Services of Somerset and Bedford Counties, but I would need to include your name and information from our survey, which means your comments would no longer be anonymous. This may include discussing your specific concerns with your provider. If you do not wish to have this done, all your answers remain confidential. I encourage you to contact Behavioral Health Services of Somerset and Bedford Counties yourself at any time to have your concerns addressed.**

Name Release not displayed due to HIPAA.

Family Literal Comments

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

Q2- Legal Guardian

Q2- Legal Guardian

Q2- Guardian

Q4- Legal Guardian

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

Q1- Bi-Racial

Q12D-Community Care Literal Comments

Q2- I did not review the insurance, but I accept any help they will give me

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- Got told there were not many provider in town and they are not taking anyone new.

Q1- I had to have the school call them to have them call me back.

Q1- I called the crisis center and they sent me here, I did not have the option to choose my provider.

Q1- They never told me about other providers.

Q2- Sometimes I can't get scheduled due to my work schedule.

Q2- I don't feel like they are getting the help they need through IBHS

Q2- We chose to come here, we heard good things about them

Q2- There is a waiting list for the WRAP around program and family based services.

Q3- I just went to Nulton Diagnostics because my son went here

Q4- He was a patient here before he was mine

Q4- Wish there were more than just two days a week available

Q4- Services are available during school hours and it's hard

Q4- It was a long wait to get into services

Q20E-Treatment Experiences Literal Comments

Q1- He shuts down during sessions.

Q1- We really needed help once and the psychiatrist only wanted to push more medication on my son. She did not help at all and I was asking to get him into counseling.

Q2- The communication could have been better

Q2- We have been waiting over a year for in home and family based services

Q3- We have only had 3 sessions, she doesn't open up right away

Q4- I wish there were more than two days a week available

Q4- We have not had much help. The doctor asks the same questions a lot. The doctor is also intimidating and my child clams up because of that

Q4- I think we can do better on creating a plan to deal with any problems my child has. I would like to have tools to better manage that as opposed to just being medicated

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

Q1- I don't think I was ever invited to a meeting.

Q24C-Recovery Oriented Practices Literal Comments

Q1- They said two family members can't be in the same room.

Q1- They never told me who to contact if I need immediate help between appointments.

Q3- I just call them if I need help

Q4- He is not in crisis

Q25D-Outcomes Literal Comments

Q1- He shuts himself out and is quiet.

Q1- I want to say she is improving but it's hard to tell right now.

Q1- He deals with daily problems better if he has his medication.

Q2- She is opening up, but we are not where we want to be yet. She is off and on, but climbing the ladder to be where she should be.

Q2- Nothing was being communicated with me. I could have handled things on my end if I knew how bad it was. The school didn't help much either

Q2- We are still working on things, but she is getting better

Q3- My child has ADHD and her moods are up and down

Q3- We has issues with school

Q4- My son is starting puberty and we are finding new behaviors

Q4- She is just not beginning to open up, so we have not improved yet

Q4- We need more help in school and the behavior is still the same

Q4- My child does fine in school, but needs improvement at home. The behavior has not really changed

Q4- We are still working on dealing better with daily problems

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

Q1- Poor communication, the doctor does not want to listen to what is actually wrong. He doesn't want to listen because he doesn't see what we see.

Q4- Every time we get comfortable with someone (BCM) they change them or move on

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

Q4- They were able to get us into behavioral health

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

Q1- Just their turnover rate is too high, they can't keep staff.

Q2- I don't know, I didn't feel the need to file anything

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

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

Q1- I am waiting to get him evaluated again for more mental health services.

We need a BHT

Q1- She needs OT, but there is a waiting list.

Q1- He needs to get into counseling.

Q2- We are trying to figure out what other services she needs. We are not sure what she needs, maybe something in the evening or after school.

Q2- Yes, but I am not sure what they would be

Q2- Maybe ABA services

Q2- Family based services and the WRAP around program

Q3- I am waiting to get him tested for autism to see if he needs more services

Q3- IEP with school, finding out if he needs OT, and sensory supports

Q4- I need to get them therapy and no one is available. They provide telehealth and I want in person after school.

Q36A-Are you experiencing any problems in getting behavioral health medications that work for your child? Literal Comments

Q1- The pharmacy does not always have the medications that he needs.

Q1- Their medicine is constantly on back order.

Q3- He is not quite old enough to be put on meds yet

Q4- Sometimes it is a pharmacy issue, not ours

Q37-Please share additional compliments or suggestions for improvement you have about the services you participate in with (provider). Literal comments

Q1- Someone needs to make a handbook on who provides what services. No one down here knows who does what. Make a resource guide for each county. Have more than one counselor in this county and put them with certain age groups.

Q1- It is a pretty well run program. They always reach out if anything changes.

Q1- They are wonderful here. They go above and beyond to try and help when they can.

Q1- They need to listen to the parent or child. I do most of the talking and they don't interact with the child to have him open up.

Q1- The therapist has been wonderful.

Q1- They do wonderful here.

Q1- They help us as much as they can and if they can't help us, they find someone who can.

Q1- Keep up with getting his medication sent in to the pharmacy on time. I call and they never send it over on time.

Q2- I would like to see DBHS come up with a program for kids ages 14-17, so they can talk to each other.

Q2- I am genuinely happy with our services.

Q2- I appreciate how they take us seriously and the way they treat our son. We like it here a lot.

Q2- It would be nice if kids had something to do in the waiting room. They did have magazines in the waiting room and the next time we went in, they were not there

Q2- There is nothing for them to do in the waiting room, put something in there for them to do

Q2- It would have been helpful to have more communication. I found out more stuff that was going on when I read the notes. If I knew how bad things got, I could have helped more at home with my child

Q3- I am very pleased with the services my son receives from here

Q3- Staff is always nice and works well with us. They inform us of any changes when they happen.

Q3- They listen to my concerns and give us what we need

Q3- I love it here

Q3- They are amazing with my child, they help so much

Q3- They give him candy and sweets and I don't like that

Q3- They take the time to explain everything to the children and parents.

Q3- It's a good place for kids to talk about things that they normally wouldn't tell their parents. It's a good ambiance.

Q4- They are open in the treatment plan and are open to our suggestions

Q4- The program is too short. It's very beneficial and they involved his siblings. They really got to know us, which I feel helped a lot.

Q4- It's a good program here, my son likes coming here

Q4- They are great and accommodate within their means

Q4- They can't keep up with the wait list, they are understaffed

Youth Survey Findings

Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 21 youth (Ages 14 to 20) surveys completed during the 4th Quarter of Calendar Year 2025 for the period from October to December 2025.

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.

4th Quarter 2025 Youth Sample Characteristics versus the 3rd 2025 Quarter Comparison:

1. Higher percent of face-to-face – 48% (10 of 21) versus 24% (5 of 21).
2. Equivalent ratio of male treatment recipients – 38% (8 of 21) versus 38% (8 of 21).
3. Higher percentage of youth members aged 14-15 – 33% (7 of 21) versus 24% (5 of 21).
4. Lower percentage total youth members receiving IBHS – 5% (1 of 21) versus 10% (2 of 21).
5. Lower ratio of youths receiving treatment from same provider four (4) years or longer – 19% (4 of 21) versus 24% (5 of 21).

Note: Effective November 1, 2025, Behavioral Health Services of Somerset and Bedford Counties (BHSSBC) partnered with Magellan Behavioral Health of Pennsylvania, Inc. (Magellan) to manage the HealthChoices Program in the Counties of Somerset and Bedford.

Findings Overview

1. Just 67% (14 of 21) of youths interviewed during the 4th Quarter of 2025 confirmed, *“Have you reviewed your insurance benefits and treatment options through Community Care”* This indicator is 41% (34 of 84) for calendar year 2025 compared to 28% (23 of 82) for calendar year 2024.

86% (18 of 21) of youths in the 4th Quarter were, *“aware they could file a complaint and/or grievance with Community Care.”* This indicator is 83% (70 of 84) for calendar year 2025 compared to 77% for calendar year 2024.

71% (15 of 21) of youths interviewed during the 4th Quarter of 2025, *“knew where to find the number to call Community Care with questions or concerns.”* This indicator is 48% (40 of 84) for calendar year 2025 compared to 46% (38 of 82) for calendar year 2024.

100% (8 of 8, excluding 13 “not applicable”) of youths agreed with, *“If you had contact with Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you.”* This indicator is 100% for calendar year 2025 compared to 100% for calendar year 2024.

2. Youths surveyed on **Access** to provider treatment services rated the three indicators 100% in the 4th Quarter 2025. These cover, *“We meet at times that are convenient to me,” “I was made aware of the availability of different providers for this service and given a choice,”* and *“I feel I was able to get the help I needed within a reasonable amount of time”*. These indicators are 97% to 99% for the calendar year 2025 compared to 86% - 99% for calendar year 2024.

3. Youths surveyed on **Treatment Experiences** rated satisfaction in all six indicators at 100% in the 4th Quarter of 2025. 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 the 4th Quarter showed reduced satisfaction with **Provider Recovery Orientation** satisfaction scores in both indicators, 100% (21 of 21) agreed “*I have been given clear information on who to contact if I need immediate help between sessions,*” and 100% (21 of 21) “*Staff treats me with respect and sees me as an equal partner in my treatment program.*” These two indicators were 100% for calendar year 2024.

5. Youth perception of **Treatment Outcomes** this quarter is 100% (21 to 21) 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 92% - 95% for calendar year 2025.

6. 10% (2 of 20, excluding 1 n/a response) of youths taking behavioral health medications reported problems in getting the medications that work for them. This indicator was 8% (6 of 69, excluding 12 n/a) for calendar year 2025.

7. 0% (0 of 21) of youths reported having issues or problems with their provider during the 4th Quarter of 2025. This indicator is 2.4% (2 of 84) for calendar year 2025 compared to 7% for calendar year 2024.

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 21) of youth members surveyed expressed interest in having a concern or issue they shared during the interview referred to BHSSBC for immediate handling.

Quality Audits

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

During the 4th Quarter 2025, three (3) youth quality audits were performed. 100% (3 of 3) of youth felt the length of the survey and number of questions were satisfactory. 100% (3 of 3) of youth were satisfied with the survey process and 100% (3 of 3) of youths felt ok or good about being contacted.

Member comments:

“I did not know I was going to be contacted.”

“I really appreciate being contacted.”

“It came as a surprise being contacted.”

Youth Demographics

Counts Break % Respondents	2025 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
	84	23	19	21	21
Q4-What type of survey is it?					
Phone	50 59.5%	13 56.5%	10 52.6%	16 76.2%	11 52.4%
Face to Face	34 40.5%	10 43.5%	9 47.4%	5 23.8%	10 47.6%

Counts Break % Respondents	2025 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
	84	23	19	21	21
Q5-What county does the member live in?					
Somerset	52 61.9%	16 69.6%	8 42.1%	12 57.1%	16 76.2%
Bedford	32 38.1%	7 30.4%	11 57.9%	9 42.9%	5 23.8%

Counts Break % Respondents	2025 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
	84	23	19	21	21
Q6-What is your gender?					
Male	30 35.7%	6 26.1%	8 42.1%	8 38.1%	8 38.1%
Female	53 63.1%	16 69.6%	11 57.9%	13 61.9%	13 61.9%
Does not identify with either gender	1 1.2%	1 4.3%	- -	- -	- -
Refused to answer	- -	- -	- -	- -	- -

Counts Break % Respondents	2025 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
	84	23	19	21	21
Q7-How old are you?					
14-15 years	23 27.4%	7 30.4%	4 21.1%	5 23.8%	7 33.3%
16-17 years	20 23.8%	2 8.7%	9 47.4%	3 14.3%	6 28.6%
18-20 years	37 44.0%	10 43.5%	6 31.6%	13 61.9%	8 38.1%
over 20 years	4 4.8%	4 17.4%	- -	- -	- -

Youth Demographics

Counts Break % Respondents	2025 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
	84	23	19	21	21
Q8-What do you consider your race to be?					
Caucasian	72 85.7%	20 87.0%	16 84.2%	16 76.2%	20 95.2%
African American	2 2.4%	- -	- -	1 4.8%	1 4.8%
Hispanic American	- -	- -	- -	- -	- -
American Indian/Alaskan Native	1 1.2%	- -	1 5.3%	- -	- -
Asian American	- -	- -	- -	- -	- -
Multi-Racial	9 10.7%	3 13.0%	2 10.5%	4 19.0%	- -
Other	- -	- -	- -	- -	- -

Counts Break % Respondents	2025 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
	84	23	19	21	21
Q9-Are you receiving services primarily for:					
Mental Health	84 100.0%	23 100.0%	19 100.0%	21 100.0%	21 100.0%
Drug and Alcohol Services	- -	- -	- -	- -	- -
Both Mental Health and Drug and Alcohol Services	- -	- -	- -	- -	- -

Youth Satisfaction with Community Care

Counts Break % Respondents	2025 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	84	23	19	21	21
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	40 47.6%	4 17.4%	10 52.6%	11 52.4%	15 71.4%
No	44 52.4%	19 82.6%	9 47.4%	10 47.6%	6 28.6%

Youth Satisfaction with Community Care

Counts Break % Respondents	2025 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	84	23	19	21	21
Q10B-Are you aware that you can file a complaint and/or grievance if needed?					
Yes	70 83.3%	20 87.0%	15 78.9%	17 81.0%	18 85.7%
No	14 16.7%	3 13.0%	4 21.1%	4 19.0%	3 14.3%

Counts Break % Respondents	2025 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	84	23	19	21	21
Q10C-Have you reviewed your insurance benefits and treatment options through Community Care?					
Yes	34 40.5%	8 34.8%	5 26.3%	7 33.3%	14 66.7%
No	50 59.5%	15 65.2%	14 73.7%	14 66.7%	7 33.3%

Counts Break % Respondents	2025 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	18	3	3	4	8
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	18 100.0%	3 100.0%	3 100.0%	4 100.0%	8 100.0%
No	-	-	-	-	-

Counts Break % Respondents	2025 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	2025 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	84	23	19	21	21
Q13-What is the name of your treatment provider?					
ACRP	7 8.3%	3 13.0%	1 5.3%	2 9.5%	1 4.8%
Adelphoi Village	-	-	-	-	-
Beal Counseling	1 1.2%	-	-	1 4.8%	-
Bedford DBHS	12 14.3%	1 4.3%	4 21.1%	4 19.0%	3 14.3%
Blair Family Solutions	-	-	-	-	-
Children's Aid Home	-	-	-	-	-
Children's Behavioral Health (CBH)	-	-	-	-	-
Croyle Nielson	-	-	-	-	-
Clarvida (FBR)	4 4.8%	2 8.7%	-	-	2 9.5%
Footsteps	-	-	-	-	-
Hyndman Area Health Center	-	-	-	-	-
Mary Berge and Associates	1 1.2%	1 4.3%	-	-	-
The Meadows	-	-	-	-	-
Merakey	1 1.2%	-	-	-	1 4.8%
Nulton Diagnostic and Treatment Center	26 31.0%	9 39.1%	8 42.1%	7 33.3%	2 9.5%
Pediatric Care Specialists	2 2.4%	-	2 10.5%	-	-
Pyramid HealthCare	-	-	-	-	-
Somerset DBHS	21 25.0%	6 26.1%	1 5.3%	3 14.3%	11 52.4%
Somerset Hospital	-	-	-	-	-
Twin Lakes	-	-	-	-	-
Youth Advocate Programs (YAP)	3 3.6%	-	-	2 9.5%	1 4.8%
Other	6 7.1%	1 4.3%	3 15.8%	2 9.5%	-

Youth Treatment Provider Service Level Analysis

Counts Break % Respondents	2025 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	84	23	19	21	21
Q14-What service are you receiving from this provider?					
Crisis Intervention	-	-	-	-	-
IBHS (BHT, BC, MT, ABA)	4 4.8%	1 4.3%	-	2 9.5%	1 4.8%
MH CRR Home	-	-	-	-	-
Family Based MH Services	1 1.2%	1 4.3%	-	-	-
Functional Family Therapy (FFT)	-	-	-	-	-
Peer Support	1 1.2%	-	1 5.3%	-	-
MH Inpatient Hospitalization	1 1.2%	1 4.3%	-	-	-
Medication/Psychiatric/Telepsychiatry	37 44.0%	9 39.1%	10 52.6%	8 38.1%	10 47.6%
MH (BCM) Blended Case Management	4 4.8%	1 4.3%	1 5.3%	1 4.8%	1 4.8%
MH Outpatient Therapy/Counseling (individual or group)	32 38.1%	9 39.1%	7 36.8%	9 42.9%	7 33.3%
MH Partial Hospitalization	1 1.2%	-	-	1 4.8%	-
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	3 3.6%	1 4.3%	-	-	2 9.5%
Do Not Know	-	-	-	-	-

Youth Treatment Provider Service Level Analysis

Counts Break % Respondents	2025 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	84	23	19	21	21
Q15-How long have you been receiving your current services from this provider?					
Less than 6 months	6 7.1%	- -	1 5.3%	1 4.8%	4 19.0%
6-11 months	16 19.0%	3 13.0%	5 26.3%	5 23.8%	3 14.3%
1 to 2 years	26 31.0%	10 43.5%	3 15.8%	8 38.1%	5 23.8%
2 to 4 years	14 16.7%	2 8.7%	5 26.3%	2 9.5%	5 23.8%
4 + years	22 26.2%	8 34.8%	5 26.3%	5 23.8%	4 19.0%

Counts Break % Respondents	2025 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	78	20	19	21	18
Q16-Were you put on a waiting list to be seen by (provider)?					
Yes	10 12.8%	1 5.0%	5 26.3%	4 19.0%	- -
No	68 87.2%	19 95.0%	14 73.7%	17 81.0%	18 100.0%

Counts Break % Respondents	2025 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	56	20	11	16	9
Q17-If you received services by video or telephone, were you satisfied with the services you received?					
Yes	52 92.9%	20 100.0%	11 100.0%	13 81.3%	8 88.9%
No	4 7.1%	- -	- -	3 18.8%	1 11.1%

Youth Access to Services

Counts Break % Respondents	2025 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	84	23	19	21	21
Q18A-We meet at times that are convenient for me.					
Strongly Agree/Agree	82 97.6%	23 100.0%	19 100.0%	19 90.5%	21 100.0%
Strongly Disagree/Disagree	2 2.4%	- -	- -	2 9.5%	- -

97.6% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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	78	22	17	18	21
Q18B-I was made aware of the availability of different providers for this service and given a choice.					
Strongly Agree/Agree	76 97.4%	22 100.0%	15 88.2%	18 100.0%	21 100.0%
Strongly Disagree/Disagree	2 2.6%	- -	2 11.8%	- -	- -

97.4% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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	81	23	19	20	19
Q18C-I feel I was able to get the help I needed within a reasonable amount of time.					
Strongly Agree/Agree	80 98.8%	23 100.0%	19 100.0%	19 95.0%	19 100.0%
Strongly Disagree/Disagree	1 1.2%	- -	- -	1 5.0%	- -

98.8% of target rate Y-T-D

Meets Expectations

Youth Treatment Experiences

Counts Break % Respondents	2025 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	81	23	19	18	21
Q19A-(Provider) helped me create a plan to deal with any problems I have.					
Strongly Agree/Agree	79 97.5%	23 100.0%	19 100.0%	16 88.9%	21 100.0%
Strongly Disagree/Disagree	2 2.5%	- -	- -	2 11.1%	- -

97.5% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	82	23	19	19	21
Q19B-I am an active participant in developing a treatment plan that is a good fit for me.					
Strongly Agree/Agree	82 100.0%	23 100.0%	19 100.0%	19 100.0%	21 100.0%
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	82	23	19	21	19
Q19C-I feel comfortable asking questions about my treatment.					
Strongly Agree/Agree	82 100.0%	23 100.0%	19 100.0%	21 100.0%	19 100.0%
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Youth Treatment Experiences

Counts Break % Respondents	2025 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	76	22	18	17	19
Q20-I am included in meetings about my treatment.					
Strongly Agree/Agree	76 100.0%	22 100.0%	18 100.0%	17 100.0%	19 100.0%
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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
Neutral/NA responses reduce totals	74	20	16	19	19
Q21-My provider has talked with me about community resources and other supports, if needed.					
Strongly Agree/Agree	72 97.3%	20 100.0%	16 100.0%	17 89.5%	19 100.0%
Strongly Disagree/Disagree	2 2.7%	-	-	2 10.5%	-

97.3% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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	73	20	17	18	18
Q22-As appropriate, my providers (physical and behavioral health) work together and share information to provide me the best care possible.					
Strongly Agree/Agree	72 98.6%	20 100.0%	17 100.0%	17 94.4%	18 100.0%
Strongly Disagree/Disagree	1 1.4%	-	-	1 5.6%	-

98.6% of target rate Y-T-D

Meets Expectations

Youth Recovery Oriented Practices

Counts Break % Respondents	2025 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	84	23	19	21	21
Q23A-I have been given clear information on who to contact if I need immediate help between sessions.					
Always, Almost Always, Often	78 92.9%	23 100.0%	19 100.0%	15 71.4%	21 100.0%
Sometimes	4 4.8%	-	-	4 19.0%	-
Rarely/Never	2 2.4%	-	-	2 9.5%	-

92.9% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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	84	23	19	21	21
Q23B-Staff treats me with respect and sees me as an equal partner in my treatment program.					
Always, Almost Always, Often	81 96.4%	23 100.0%	19 100.0%	18 85.7%	21 100.0%
Sometimes	3 3.6%	-	-	3 14.3%	-
Rarely/Never	-	-	-	-	-

96.4% of target rate Y-T-D

Meets Expectations

Youth Outcomes

Counts Break % Respondents	2025 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	72	23	18	14	17
Q24A-I manage strong feelings better. (Anger, sadness, etc.)					
Strongly Agree/Agree	72 100.0%	23 100.0%	18 100.0%	14 100.0%	17 100.0%
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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	71	18	18	14	21
Q24B-I make better choices about how to deal with day to day life.					
Strongly Agree/Agree	71 100.0%	18 100.0%	18 100.0%	14 100.0%	21 100.0%
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Youth Outcomes

Counts Break % Respondents	2025 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	81	23	19	18	21
Q24C-I believe treatment is working because I feel better.					
Strongly Agree/Agree	78 96.3%	23 100.0%	19 100.0%	15 83.3%	21 100.0%
Strongly Disagree/Disagree	3 3.7%	- -	- -	3 16.7%	- -

96.3% of target rate Y-T-D

Meets Expectations

Youth Provider Issues or Concerns

Counts Break % Respondents	2025 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	84	23	19	21	21
Q25-Have you had any issues or problems with services from (provider)?					
Yes	2 2.4%	- -	- -	2 9.5%	- -
No	82 97.6%	23 100.0%	19 100.0%	19 90.5%	21 100.0%

Counts Break % Respondents	2025 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	2	-	-	2	-
Q26-If yes, what were the issues or problems with services from (provider)?					
Lack of treatment planning and coordination	1 50.0%	- -	- -	1 50.0%	- -
Services not provided when I needed them	-	-	-	-	-
Poor communication	-	-	-	-	-
Frequent staff changes	-	-	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	1 50.0%	- -	- -	1 50.0%	- -

Youth Provider Issues or Concerns

Counts Break % Respondents	2025 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	2	-	-	2	-
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	1 50.0%	-	-	1 50.0%	-
I filed a formal complaint	1 50.0%	-	-	1 50.0%	-
Other	-	-	-	-	-

Counts Break % Respondents	2025 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	1	-	-	1	-
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	1 100.0%	-	-	1 100.0%	-

Counts Break % Respondents	2025 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	84	23	19	21	21
Q29-Would you recommend your provider to others?					
Yes	83 98.8%	23 100.0%	19 100.0%	20 95.2%	21 100.0%
No	1 1.2%	-	-	1 4.8%	-

Youth Department of Human Services Questions

Counts Break % Respondents	2025 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	84	23	19	21	21
Q30-What effect has the treatment you've received had on the overall quality of your life?					
Much better	55 65.5%	17 73.9%	16 84.2%	10 47.6%	12 57.1%
A little better	23 27.4%	5 21.7%	3 15.8%	6 28.6%	9 42.9%
About the same	6 7.1%	1 4.3%	-	5 23.8%	-
A little worse	-	-	-	-	-
Much worse	-	-	-	-	-

Counts Break % Respondents	2025 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	84	23	19	21	21
Q31-Were you given the chance to make treatment decisions?					
Yes	73 86.9%	21 91.3%	19 100.0%	16 76.2%	17 81.0%
No	1 1.2%	-	-	1 4.8%	-
Sometimes	10 11.9%	2 8.7%	-	4 19.0%	4 19.0%

Counts Break % Respondents	2025 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	84	23	19	21	21
Q32-In the last twelve months, did you have problems getting the help you needed?					
Yes	80 95.2%	23 100.0%	19 100.0%	18 85.7%	20 95.2%
Sometimes	4 4.8%	-	-	3 14.3%	1 4.8%
Never	-	-	-	-	-

Youth Department of Human Services Questions

Counts Break % Respondents	2025 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
N/A responses reduce total	3	-	-	3	-
Q33-If no, why weren't you able to get the behavioral health help in the last 12 months?					
Money issues	1 33.3%	-	-	1 33.3%	-
Transportation Issues	2 66.7%	-	-	2 66.7%	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Long waiting list	-	-	-	-	-
Didn't know where to get help	-	-	-	-	-
Attitude/Personality Conflicts	-	-	-	-	-
Other	-	-	-	-	-

Youth Behavioral Health Medications

Counts Break % Respondents	2025 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	71	19	16	16	20
Q34-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you?					
Yes	4 5.6%	-	2 12.5%	-	2 10.0%
No	67 94.4%	19 100.0%	14 87.5%	16 100.0%	18 90.0%

***Question 35-Please share additional compliments or suggestions for improvement you have about the services you participate in with (provider)/
Q35 can be found in the back with literal questions.**

Name Release

Counts Respondents	2025 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	84	23	19	21	21
Q36-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	-	-	1	-
No	1	-	-	1	-
Not Applicable	82	23	19	19	21

***Question 36A-If you wish, I can forward your concerns directly to Behavioral Health Services of Somerset and Bedford Counties, but I would need to include your name and information from our survey, which means your comments would no longer be anonymous. This may include discussing your specific concerns with your provider. If you do not wish to have this done, all your answers remain confidential. I encourage you to contact Behavioral Health Services of Somerset and Bedford Counties yourself at any time to have your concerns addressed.
If yes, please give your name and date of birth.
Name Release not displayed due to HIPAA.**

Youth Literal Comments

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

Q10D-Community Care questions. Literal Comments

Q1- I never had to call them.

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

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

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

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

Q1- Conemaugh Counseling Associates

Q2- UPMC WBHA

Q2- Peerstar

Q2- Cen-Clear Child Services

Q3- Horizon Behavioral Health

Q3- Chestnut Ridge Counseling

Q18D- Access Literals

Q2- I came here because my mom went here, and she referred me.

Q2- No comment

Q3- Appointment times they choose are late and I was not given a choice for my provider

Q3- It took a while to get set up with the doctor

Q3- She has not been getting the help she truly need

Q3- I don't think there were very many different providers for this service back then

Q4- Certain things I ask, he doesn't seem to understand

Q4- It took more than one time to figure out what medications I need

Q19D-Treatment Experiences Literal Comments

Q3- I did not know creating a plan was something they did to help me with my problems

Q3- They did not really explain things to me in a way I could understand. I got labeled as "Not wanting to show up to appointments" due to transportation issues

Q3- She is only getting the minimum help

Q4- I really don't feel comfortable asking questions about my treatment

Q4- I feel more comfortable when my mom is around

Q23C-Recovery Oriented Practices Literal Comments

Q3- They never gave me information on who to call if I needed immediate help

Q3- The doctor did not tell me who to contact if I need immediate help between appointments.

Q3- The therapist does sometimes

Q3- They happen sometimes

Q3- It is in the treatment plan but not verbalized, and I am a verbal learner

Q24D-Outcomes Literal Comments

Q1- I am definitely working on making good choices.

Q1- It hasn't been long enough to work on that yet.

Q1- I am still working on making better choices.

Q2- It is hard to listen to myself and other people.

Q3- I still have my moments

Q3- I feel that treatment was not really effective

2

Q3- Sometimes they don't talk to her or listen to her opinions

Q3- He is nonverbal so we don't know how he feels about any of these questions

Q3- I have my good days and bad days

Q3- My day to day life has not changed much

Q3- None of these have made an impact on me

Q4- I am still working on managing my feelings better

Q4- I am still working on managing my feelings better

Q4- I am still learning social skills

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

Q3- The people were rude or ignorant

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**

Q3- I do not feel comfortable and safe to do so

Q32A-If yes, why weren't you able to get the behavioral health help in the last twelve months? Literal Comments**Q33A-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you? Literal Comments**

Q2- I've had a lot of trial and error with the medications they have given me. We are on our way to working on a medication that will succeed.

Q4- We are still trying to get the medications that work for her

Q35-Please share additional compliments or suggestions for improvement you have about the services you participate in with (provider). Literal comment

Q1- Staff should get a raise for the wonderful job they do.

Q2- I hope my psychiatrist never retires or goes anywhere. I know she has to retire eventually, but I will miss her when she does. She is amazing!

Q2- Everyone there is good and we could not be more pleased with them

Q2- I am afraid of future payment cuts

Q2- We believe what is going on now is working

Q3- I think they should investigate more into a child's history and back story

Q3- They listen to what we need, we are grateful for their help

Q3- They need to pay more attention to the kids and their behavior

Q3- They are very understanding and don't make you feel bad about anything

Q3- The counselor has been wonderful for working with his needs and scheduling. She has made good recommendations for how his parents can help him outside of therapy

Q4- We enjoy having them

Q4- They should get faster at their job

Q4- They do a pretty good job

Provider Responses

Provider Responses to 3rd Quarter (July - September) 2025 C/FST Report

The comments below are shown in recognition of the time, attention and interest providers have shown in listening to and utilizing C/FST data as an additional input in their internal QI processes.

No provider responses were due for the 3rd Quarter 2025 C/FST data; however, one provider did provide comments.

Provider Comments:

Adult Q21, "As appropriate, my providers (PH/BH) work together and share information to provide me the best care possible." (70% due to two quarters):

Our response:

- Survey results have been shared with the clinical/medical/nursing program managers
- These managers will share the findings with staff in their respective departments
- An emphasis will be placed on making sure individuals in treatment are aware of how the medical and clinical teams work together to ensure the best treatment processes and outcomes are occurring.
- We are going to add a piece to the patient handbook and orientation slides that state if you have questions how the team(s) at Cove Forge work together to provide you with the best treatment possible, to please ask. (It is felt that there is not a lack of these departments working together but a lack of sharing with the patient who all was involved in formulating the best care possible.)

Adult Q22B, "I have been given clear information on who to contact if I need immediate help between appointments." (75% due to two quarters)

Our response:

- Survey results have been shared with the management team
- We are going to add a piece to our patient handbook and orientation slides that address who all can be contacted if you have questions/need help. This list will include, but is not limited to, the following: Primary counselor, mental health counselor, nursing, case manager, BHAs and/or a clinical supervisor.

MCO Responses

Community Care Response to 3rd Quarter 2025 C/FST Report

No Community Care response was due for the 3rd Quarter 2025 C/FST Data:

Technical Notes

Technical Notes

A. Projected Surveys – January 1, 2025 – December 31, 2025

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, 2025, and December 31, 2025.

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.