

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

Behavioral Health Services of Bedford and Somerset Counties

1st Quarter January-March 2026

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

Detailed Report of Survey Findings
April 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 – 2026 1st Quarter Report

This 1st Quarter Bedford-Somerset C/FST Report provides details on the 90 adult, 24 family and 22 youth (136 total) interviews that were completed between January through March 2026.

Adult Survey Process & Findings

This 1st Quarter Bedford-Somerset Counties C/FST Report covers the period between January and March 2026 and provides detail on the 90 adults interviews/surveys that were completed.

Survey Results & Variations on Sample Characteristics

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

1st Quarter 2026 Adult Sample Characteristics versus 2025 4th Quarter Comparison:

1. Higher percentage of face-to-face – 77% (69 of 90) versus 74% (69 of 93).
2. Higher percentage of female respondents – 49% (44 of 90) versus 44% (41 of 93).
3. Lower percentage of respondents in the age range of 55-64 – 12% (11 of 90) versus 27% (25 of 93).
4. Lower percent of MH only (includes medication mgt) – 66% (59 of 90) versus 76% (71 of 93).
5. Higher respondents receiving less than six months of treatment – 27% (24 of 90) versus 24% (22 of 93).
6. Lower percentage of respondents receiving treatment services over 4 years with the same provider – 32% (29 of 90) versus 37% (34 of 93).

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 Magellan continues to be good with 100% (14 of 14, excludes 76 “not applicable”) of adults agreeing with, *“If you had contact with Magellan over the past 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you.”* This indicator is consistently high at 100% (50 of 50) for calendar year 2025.
2. Magellan’s complaint and grievance awareness indicator, *“Are you aware that you can file a complaint and/or grievance if needed?”* is 54% (49 of 90) for the 1st quarter. This indicator was 69% (251 of 363) for the previous MCO for calendar year 2025.
3. The lowest awareness indicator during the 1st Quarter was, *“Have you reviewed your insurance benefits and treatment options available through Magellan,”* at 27% (24 of 90). This number was low at 38% for 2025.
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 six of seven indicators of satisfaction from 92% to 98%. These include, *“(Provider) helped me create a plan to deal with any problems I have,” “I am encouraged to make my own decisions regarding treatment,” “I feel comfortable communicating with my mental health provider,” “I feel I have enough time with staff during most sessions,” “My provider has talked with me about community resources and other supports, if needed,”* and *“As appropriate, my providers work together and share information to provide me the best care possible.”* These indicators were 91% to 99% for calendar year 2025. The new indicator for 2026, *“My provider has offered information on Peer Support Services,”* is 69% (62 of 90) agree.

6. Surveyed adults continue to be pleased with their provider **Recovery Oriented Practices** rating, “*Staff treats me with respect and sees me as an equal partner in my treatment program,*” at 97% (87 of 90) and “*I have been given clear information on who to contact if I need immediate help between appointments,*” at 98% (88 of 90).

7. Adult perception of **Treatment Outcomes** was 91% - 95% in all three indicators. These indicators have been consistently in the ninety percent level of satisfaction, and this quarter continues that trend as adult service recipients believe, “*I deal better with daily problems,*” “*I feel more hopeful about the future,*” and “*I feel treatment is working.*” These indicators were 97%- 98% for calendar year 2025.

8. Just 6% (5 of 90) of interviewed adults reported having issues or problems with their provider during the 1st Quarter of 2026. These members reported “poor communication,” “frequent staff changes,” and “other” reasons for having issues or problems. See Page 26 Literal Comments regarding member provider related problems.

Adult – Member Request for Assistance (MRAs)

Upon completing the survey, 0% (0 of 5, excluding 85 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 1st Quarter of 2026, 9 adult quality audits were performed. 89% (8 of 9) of adults felt the length of the survey and number of questions were satisfactory. 100% (9 of 9) of adults were satisfied with the survey process and 100% (9 of 9) of adults felt ok or good about being contacted.

Member comments,

“The surveyor was nice.”

Adult Demographics

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	90	90	-	-	-
Q4-What type of survey is it?					
Phone	21 23.3%	21 23.3%	-	-	-
Face to Face	69 76.7%	69 76.7%	-	-	-

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	90	90	-	-	-
Q5-What county does the member live in?					
Somerset	59 65.6%	59 65.6%	-	-	-
Bedford	31 34.4%	31 34.4%	-	-	-

Counts Break % Respondents	2026 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	90	90	-	-	-
Q6-What is your gender?					
Male	46 51.1%	46 51.1%	-	-	-
Female	44 48.9%	44 48.9%	-	-	-
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Adult Demographics

Counts Break % Respondents	2026 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	90	90	-	-	-
Q7-How old are you?					
21-24	7 7.8%	7 7.8%	-	-	-
25-34	19 21.1%	19 21.1%	-	-	-
35-44	33 36.7%	33 36.7%	-	-	-
45-54	18 20.0%	18 20.0%	-	-	-
55-64	11 12.2%	11 12.2%	-	-	-
65 and older	2 2.2%	2 2.2%	-	-	-

Counts Break % Respondents	2026 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	90	90	-	-	-
Q8-What do you consider your race to be?					
Caucasian	90 100.0%	90 100.0%	-	-	-
African American	-	-	-	-	-
Hispanic American	-	-	-	-	-
American Indian/Alaskan Native	-	-	-	-	-
Asian American	-	-	-	-	-
Multi-racial	-	-	-	-	-
Other	-	-	-	-	-

Counts Break % Respondents	2026 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	90	90	-	-	-
Q9-Are you receiving services primarily for:					
Mental Health	59 65.6%	59 65.6%	-	-	-
Substance Use Disorder Services	28 31.1%	28 31.1%	-	-	-
Both Mental Health and Substance Use Disorder Services	3 3.3%	3 3.3%	-	-	-

Adult Satisfaction with Magellan

Counts Break % Respondents	2026 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	90	90	-	-	-
Q10A-Do you know where to find the number to call Magellan with questions or concerns? (Note to Surveyor: If no give number 1-800-424-3711.)					
Yes	32 35.6%	32 35.6%	-	-	-
No	58 64.4%	58 64.4%	-	-	-

Counts Break % Respondents	2026 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	90	90	-	-	-
Q10B-Are you aware that you can file a complaint and/or grievance if needed?					
Yes	49 54.4%	49 54.4%	-	-	-
No	41 45.6%	41 45.6%	-	-	-

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.
Base	90	90	-	-	-
Q10C-Have you reviewed your insurance benefits and treatment options through Magellan?					
Yes	24 26.7%	24 26.7%	-	-	-
No	66 73.3%	66 73.3%	-	-	-

Adult Satisfaction with Magellan

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
NA reduces totals	14	14	-	-	-
Q11-If you had contact with Magellan in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?					
Yes	14 100.0%	14 100.0%	-	-	-
No	-	-	-	-	-

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
NA reduces totals	-	-	-	-	-
Q12-If you used Magellan's complaint and/or grievance process within the last 12 months, were you satisfied with how your complaint and/or grievance was handled?					
Yes	-	-	-	-	-
No	-	-	-	-	-

- No data this quarter

Adult Treatment Provider Level Analysis

Counts Break % Respondents	2026 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	90	90	-	-	-
Q13-What is the name of your treatment provider?					
ACRP	6 6.7%	6 6.7%	-	-	-
Alliance Medical Services	2 2.2%	2 2.2%	-	-	-
Beal Counseling and Consulting	6 6.7%	6 6.7%	-	-	-
Bedford DBHS	8 8.9%	8 8.9%	-	-	-
Cambria-Somerset Counseling	-	-	-	-	-
Cen-Clear	1 1.1%	1 1.1%	-	-	-
Croyle-Nielson	-	-	-	-	-
Discovery House	-	-	-	-	-
Clarvida (FBR)	2 2.2%	2 2.2%	-	-	-
Hyndman Area Health Center	-	-	-	-	-
Mary Berge and Associates	-	-	-	-	-
Nulton Diagnostic and Treatment Center	16 17.8%	16 17.8%	-	-	-
Peerstar	-	-	-	-	-
Primary Health Network	-	-	-	-	-
Pyramid HealthCare	3 3.3%	3 3.3%	-	-	-
Somerset DBHS	18 20.0%	18 20.0%	-	-	-
Somerset Hospital	-	-	-	-	-
Twin Lakes	13 14.4%	13 14.4%	-	-	-
UPMC Western Behavioral Health of the Alleghenies (UPMC WBHA)	-	-	-	-	-
White Deer Run/Cove Forge	9 10.0%	9 10.0%	-	-	-
Other	6 6.7%	6 6.7%	-	-	-

Adult Treatment Provider Level Analysis

Counts Break % Respondents	2026 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	90	90	-	-	-
Q14-What service are you receiving from this (name of provider)?					
MH BCM (Blended Case Management)	7 7.8%	7 7.8%	-	-	-
Crisis Intervention	-	-	-	-	-
Medication/Psychiatry/Telepsychiatry	24 26.7%	24 26.7%	-	-	-
MH Inpatient Hospitalization	-	-	-	-	-
MH Outpatient Therapy/EOP	29 32.2%	29 32.2%	-	-	-
MH Partial Hospitalization	-	-	-	-	-
Peer Support Services	1 1.1%	1 1.1%	-	-	-
Psych Rehab	2 2.2%	2 2.2%	-	-	-
Substance Use (SU) Inpatient/Rehabilitation	11 12.2%	11 12.2%	-	-	-
SU-ICM (Intensive Case Management)	-	-	-	-	-
SU Intensive Outpatient Therapy	8 8.9%	8 8.9%	-	-	-
SU Detox	-	-	-	-	-
Naltrexone Maintenance	-	-	-	-	-
Buprenorphine Maintenance	1 1.1%	1 1.1%	-	-	-
SU Certified Recovery Specialist	1 1.1%	1 1.1%	-	-	-
SU Outpatient Therapy	3 3.3%	3 3.3%	-	-	-
SU Partial Hospitalization	1 1.1%	1 1.1%	-	-	-
Methadone Maintenance	1 1.1%	1 1.1%	-	-	-
Other	1 1.1%	1 1.1%	-	-	-
Do Not Know	-	-	-	-	-

Adult Treatment Provider Level Analysis

Counts Break % Respondents	2026 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	90	90	-	-	-
Q15-How long have you been receiving services from this provider?					
Less than 6 months	24 26.7%	24 26.7%	-	-	-
6-11 months	10 11.1%	10 11.1%	-	-	-
1 to 2 years	14 15.6%	14 15.6%	-	-	-
2 to 3 years	13 14.4%	13 14.4%	-	-	-
4 + years	29 32.2%	29 32.2%	-	-	-

Counts Break % Respondents	2026 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	76	76	-	-	-
Q16-Were you put on a waiting list to be seen by (provider)?					
Yes	9 11.8%	9 11.8%	-	-	-
No	67 88.2%	67 88.2%	-	-	-

Adult Teleheath Services

Counts Break % Respondents	2026 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	41	41	-	-	-
Q17-If you've received services by video or telephone, were you satisfied with the services you received?					
Very Satisfied/Satisfied	41 100.0%	41 100.0%	-	-	-
Very dissatisfied/Dissatisfied	-	-	-	-	-

Adult Access to Services

Counts Break % Respondents	2026 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	89	89	-	-	-
Q18A-I feel I was able to get the help I needed within a reasonable amount of time.					
Strongly Agree/Agree	85 95.5%	85 95.5%	-	-	-
Strongly Disagree/Disagree	4 4.5%	4 4.5%	-	-	-

95.5% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 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	85	85	-	-	-
Q18B-I was made aware of the availability of different providers for this service and given a choice.					
Strongly Agree/Agree	72 84.7%	72 84.7%	-	-	-
Strongly Disagree/Disagree	13 15.3%	13 15.3%	-	-	-

84.7% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2026 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	85	85	-	-	-
Q18C-Services are available at times that are convenient.					
Strongly Agree/Agree	83 97.6%	83 97.6%	-	-	-
Strongly Disagree/Disagree	2 2.4%	2 2.4%	-	-	-

97.6% of target rate Y-T-D

Meets Expectations

Adult Treatment Experiences

Counts Break % Respondents	2026 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	90	90	-	-	-
Q19A-(Provider) helped me create a plan to deal with any problems I have.					
Strongly Agree/Agree	84 93.3%	84 93.3%	-	-	-
Strongly Disagree/Disagree	6 6.7%	6 6.7%	-	-	-

93.3% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 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	90	90	-	-	-
Q19B-Does the provider encourage you to make your own decisions regarding treatment?					
Strongly Agree/Agree	83 92.2%	83 92.2%	-	-	-
Strongly Disagree/Disagree	7 7.8%	7 7.8%	-	-	-

92.2% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 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	86	86	-	-	-
Q19C-How comfortable do you feel communicating with your mental health provider?					
Strongly Agree/Agree	81 94.2%	81 94.2%	-	-	-
Strongly Disagree/Disagree	5 5.8%	5 5.8%	-	-	-

94.2% of target rate Y-T-D

Meets Expectations

Adult Treatment Experiences

Counts Break % Respondents	2026 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	89	89	-	-	-
Q19D-I feel I have enough time with staff during most sessions.					
Strongly Agree/Agree	84 94.4%	84 94.4%	-	-	-
Strongly Disagree/Disagree	5 5.6%	5 5.6%	-	-	-

94.4% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 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 answers reduce total	90	90	-	-	-
Q19E-My provider has offered information on Peer Support Services.					
Strongly Agree/Agree	62 68.9%	62 68.9%	-	-	-
Strongly Disagree/Disagree	25 27.8%	25 27.8%	-	-	-
Neutral	3 3.3%	3 3.3%	-	-	-

68.9% of target rate Y-T-D

Requires Action

Counts Break % Respondents	2026 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	81	81	-	-	-
Q20-My provider has talked with me about community resources and other supports, if needed.					
Strongly Agree/Agree	79 97.5%	79 97.5%	-	-	-
Strongly Disagree/Disagree	2 2.5%	2 2.5%	-	-	-

97.5% of target rate Y-T-D

Meets Expectations

Adult Providers Share Information

Counts Break % Respondents	2026 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	83	83	-	-	-
Q21-As appropriate, my providers (physical and behavioral health) work together and share information to provide me with the best care possible.					
Strongly Agree/Agree	73 88.0%	73 88.0%	-	-	-
Strongly Disagree/Disagree	10 12.0%	10 12.0%	-	-	-

88.0% of target rate Y-T-D

Satisfactory

Adult Recovery Oriented Practices

Counts Break % Respondents	2026 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	90	90	-	-	-
Q22A-Staff treat me with respect and sees me as an equal partner in my treatment program.					
Always /Almost Always/Often	87 96.7%	87 96.7%	-	-	-
Sometimes	3 3.3%	3 3.3%	-	-	-
Rarely/Never	-	-	-	-	-

96.7% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 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	90	90	-	-	-
Q22B-I have been given clear information on who to contact if I need immediate help between appointments.					
Always,Almost Always, Often	88 97.8%	88 97.8%	-	-	-
Sometimes	-	-	-	-	-
Rarely/Never	2 2.2%	2 2.2%	-	-	-

97.8% of target rate Y-T-D

Meets Expectations

Adult Outcomes

Counts Break % Respondents	2026 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	87	87	-	-	-
Q23A-I deal better with daily problems.					
Strongly Agree/Agree	79 90.8%	79 90.8%	-	-	-
Strongly Disagree/Disagree	8 9.2%	8 9.2%	-	-	-

90.8% of target rate Y-T-D

Meets Expectations

Adult Outcomes

Counts Break % Respondents	2026 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	88	88	-	-	-
Q23B-I feel more hopeful about the future.					
Strongly Agree/Agree	81 92.0%	81 92.0%	-	-	-
Strongly Disagree/Disagree	7 8.0%	7 8.0%	-	-	-

92.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 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	83	83	-	-	-
Q23C-How effective do you feel that treatment was in helping you achieve your recovery goals?					
Strongly Agree/Agree	79 95.2%	79 95.2%	-	-	-
Strongly Disagree/Disagree	4 4.8%	4 4.8%	-	-	-

95.2% of target rate Y-T-D

Meets Expectations

Adult Provider Issues or Problems

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	90	90	-	-	-
Q24-Have you had any issues or problems with services from (name of provider)?					
Yes	5 5.6%	5 5.6%	-	-	-
No	85 94.4%	85 94.4%	-	-	-

Adult Provider Issues or Problems

Counts Break % Respondents	2026 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	5	5	-	-	-
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 20.0%	1 20.0%	-	-	-
Frequent staff changes	1 20.0%	1 20.0%	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	3 60.0%	3 60.0%	-	-	-

Counts Break % Respondents	2026 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	5	5	-	-	-
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 20.0%	1 20.0%	-	-	-
I chose not to take any action	1 20.0%	1 20.0%	-	-	-
I filed a formal complaint	-	-	-	-	-
Other	3 60.0%	3 60.0%	-	-	-

Counts Break % Respondents	2026 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	1 100.0%	1 100.0%	-	-	-
I didn't know how to file a formal complaint	-	-	-	-	-
Other	-	-	-	-	-

Adult Department of Human Services Questions

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	90	90	-	-	-
Q28-Would you recommend your provider to others?					
Yes	85 94.4%	85 94.4%	-	-	-
No	5 5.6%	5 5.6%	-	-	-

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	90	90	-	-	-
Q29-What effect has the treatment you've received had on the quality of your life? (State question)					
Much better	49 54.4%	49 54.4%	-	-	-
A little better	25 27.8%	25 27.8%	-	-	-
About the same	14 15.6%	14 15.6%	-	-	-
A little worse	2 2.2%	2 2.2%	-	-	-
Much worse	-	-	-	-	-

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	90	90	-	-	-
Q30-Were you given the chance to make treatment decisions? (State question)					
Yes	81 90.0%	81 90.0%	-	-	-
No	4 4.4%	4 4.4%	-	-	-
Sometimes	5 5.6%	5 5.6%	-	-	-

Adult Department of Human Services Questions

Counts Break % Respondents	2026 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	90	90	-	-	-
Q31-In the last twelve months, were you able to get the help you needed? (State question)					
Yes	78 86.7%	78 86.7%	-	-	-
Sometimes	11 12.2%	11 12.2%	-	-	-
Never	1 1.1%	1 1.1%	-	-	-

Adult Behavioral Health Medications

Counts Break % Respondents	2026 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	6	6	-	-	-
Q32-If you were not able to get behavioral health services in the last twelve months, what stopped you?					
Money issues	-	-	-	-	-
Transportation issues	3 50.0%	3 50.0%	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Childcare issues	-	-	-	-	-
Long waiting list	-	-	-	-	-
Didn't know where to get help	-	-	-	-	-
Other	3 50.0%	3 50.0%	-	-	-

Counts Break % Respondents	2026 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 totals	72	72	-	-	-
Q33-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you?					
Yes	7 9.7%	7 9.7%	-	-	-
No	65 90.3%	65 90.3%	-	-	-

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

Name Release

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	90	90	-	-	-
Q35-If you shared problems about your provider or your managed care company during this survey, are you interested in having your concerns addressed immediately by Behavioral Health Services of Somerset and Bedford Counties?					
Yes	-	-	-	-	-
No	5 5.6%	5 5.6%	-	-	-
Not Applicable	85 94.4%	85 94.4%	-	-	-

***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.IPAA**

Literal Comments

Q8A-What do you consider your race to be?

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

Q1- This is the first time I am hearing about Magellan

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?

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-What is the name of your treatment provider?

Q1- New Hope and Revelations Counseling

Q1- Victim Services

Q1- Horizon Behavioral Health

Q1- Horizon Behavioral Health

Q1- Horizon Behavioral Health

Q1- True Care Wellness

Q14A-What service are you receiving from this provider?

Q1- IBHS

Q18D-Access

Q1- Times are convenient for my therapy, but not so much for my medication

Q1- They call me the day of my appointment to cancel and it has happened a couple months in a row. The receptionist is the one that calls me, he is not supposed to be calling me to cancel, the nurse is.

Q1- I did not need another choice and they did not offer

Q1- When I went to an AA meeting, someone suggested it.

Q1- I had to call around for a provider

Q1- Left rehab, and they hooked me up with treatment

Q1- We were not given a choice, but if we really wanted a choice, the availability is there

Q1- They don't help me with anything

Q1- Outpatient therapy has too big of a case load. I would like to be seen more often

Q1- The techs make you go to groups and participate even if you are sick. They did not give me a coat or a pair of shoes.

Q1- They did not tell me about other providers

Q1- They really didn't help me at all

Q19F-Treatment Experiences

Q1- My sessions could be a little longer, I have a lot to say

Q1- I do not believe they did

Q1- They don't listen

Q1- They did not offer peer support

Q1- They did not offer peer support information

Q1- I struggle with communicating with my provider

Q1- I know my therapist cuts me out of the full hour I am supposed to see her. The peer specialist has not been showing up

Q1- I really did stuff on my own

Q1- I don't think they did

Q1- They did not help me with a treatment plan or encourage me to make decisions on my treatment either. I have not heard anything on Peer Support

Q1- I don't know if they gave me information on Peer Support or not

Q1- I am still working on communicating with them

Q1- I don't have time to go over everything

Q1- I feel like there is no confidentiality here

Q1- They did not give me information on Peer Support services

Q1- He only gave me medication, never listened to anything I told him. He never listened to anything I asked him to do for me.

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

Q1- I think they get in touch with my PCP, but I am not sure

Q1- Poor communication

Q1- No, my PCP is not good

Q1- I guess they do, I don't know

Q1- No, my PCP does not do it

Q1- I declined for them to talk to my PCP

Q1- I am not sure if they do or not

Q1- He does not talk to my counselor or anyone he should regarding my mental health issues

Q22C-Recovery Oriented Practices

Q1- I do not know who to call if I need immediate help

Q23D-Treatment Outcomes

Q1- I don't feel more hopeful about the future, but that is not their problem

Q1- I am still in active addiction so I am still seeking hlep. I would like to go to rehab, but we would lose our car and house with me not here working bringing in an income

Q1- I give them about a 5/10, I am just lost

Q1- I am getting better dealing with daily problems and being more hopeful, but I struggle. This program is helping me stay sober though

Q1- I guess for the other places, it is keeping me alive right now

Q1- I am waiting for my treatment plan to take effect and help me feel more hopeful

Q1- They do not help you in here

Q1- I don't feel more hopeful yet

Q1- A lot of my house mates have helped me with most of my recovery in here and that is how I am learning to get through my addiction

Q1- I have to do all of this for myself, so I need to be

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

Q1- Lack of treatment planning and coordination and they have poor communication

Q1- I need a place to go. I want out of CRR. The doctor said I could go as long as I attend my appointments

Q1- Not being able to increase hours due to high case loads. I could get an emergency appointment but it would not be for an emergency

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?

Q1- I don't know how to get

Q1- I requested for more outpatient therapy, but she has too big of a case load

Q1- The problem is with government cutting funding. Waiting for a replacement BCM is taking a long time. I was able to resolve the issue after waiting for the BCM to be trained. Waiting affects quality of services

Q1- I left and went somewhere else because he only wanted to prescribe me medications

Q27A-If you chose to not take any action, why?**Q28A-Would you recommend your provider to others?**

Q1- My therapist gives me practical things to do

Q1- They are nice people

Q1- Because it's the best services you can have for a lifetime

Q1- The doctor listens to my concerns with medications to provide a better treatment plan

Q1- On a scale of 1-10, I would give them a 5. Their lack of communication is why

Q1- She is a good listener and helpful

Q1- My son requires a lot of patience and they are good with that

Q1- I feel like they don't care and are only there for a paycheck

Q1- They listen and help my son

Q1- They always treat me with respect and are helpful

Q28A-Would you recommend your provider to others?

Q1- They help and listen to what I say

Q1- The staff is friendly and do not judge you on your addiction

Q1- She is amazing

Q1- They treat me like a person and not a number

Q1- They are nice, they listen and are cordial

Q1- They are nice

Q1- They give good advice

Q1- They do not pressure me and help me work through my problems

Q1- They are really good

Q1- They are very thorough and respectful

Q1- The staff is friendly and make it easy on you

Q1- Oh yea, I have. Mainly because all my old friends are drug addicts. I told them to come and get help

Q1- It is a safe place and everyone is very supportive

Q1- Not really, they suck

Q1- I guess they are alright

Q1- They were quick and work with my insurance company

Q1- I feel comfortable here

Q1- I like everything about my treatment

Q1- Outpatient treatment is going well

Q1- She helps plan coping skills and medication

Q1- She is really helpful with understanding things

Q1- They teach me skills on how to deal with grief and self worth

Q1- They seem like they are genuine

Q1- The doctor knows what they are doing and has helped me a lot

Q1- The staff is great

Q1- They definitley have bben there for me

Q1- They are definitely very helpful.

Q1- They pick and choose when you get your medications

Q1- They help me with everything I need and are there for me

Q1- They try to help you here

Q1- I have!!

Q1- I see others struggling and they could benefit from having a BCM

Q1- They have smaller groups and the staff is easy going

Q1- She has been through a lot of the same situations as myself

Q1- They are very helpfult and don't question why you need help

Q1- They are very nice people, they care about people that come here and don't treat them like a number

Q1- The staff is very friendly and easy to talk to

Q1- I can come in and talk to the outpatient therapist any time I want to. She is a good Christian person

Q1- They give you lots of information

Q1- The therapist and doctor are good here

Q28A-Would you recommend your provider to others?

Q1- The outpatient therapist is a down to earth person

Q1- My counselor is good

Q1- The staff is nice and welcoming

Q1- The staff is good and they help you

Q1- They help me a lot

Q1- The community is what keeps you going in here

Q1- The fellowship starting with staff has been amazing

Q1- This place is like a prison, it is worse than jail

Q1- Flexibility of appointments

Q1- All of the staff treats e with respect and meet my mental health needs

Q1- I would recommend them for the BCM and that is it

Q1- They are amazing!!

Q1- They treat you like a real person here

Q1- Everything is really friendly

Q32A-If you were not able to get behavioral health services in the last twelve months, what stopped you?

Q1- I am overmedicated

Q1- I have money and transportation issues. I also did not know where to get help

Q1- Learning day by day

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

Q1- Only one, I have to pay \$11.70 out of my pocket to pay for it

Q1- Finding a suitable doctor for medication

Q1- I'm having trouble with my medication. They just put me on remrom. I don't think my medicine is ok right now

Q1- Yeah, I actually need a medicine doctor

Q1- They would not prescribe me vyvanse

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

Q1- They could use a handicap door openers

Q1- They need to call to let someone know their appointment is cancelled way ahead of time and not on the same day. They have poor communication. The receptionist is absolutely AMAZING!

Q1- They are doing the job they are supposed to be doing and I commend them for it

Q1- I feel like my medications are too high of a dose and I don't want to start over somewhere else

Q1- They are really nice and they care. They give me advice and help a lot

Q1- The doctor is fanastic, she listens to everything I say without judgement

Q1- I've been through this before, but I really want it this time. They have been very helpful with me in getting the help I need this time

Q1- This is a good place, everyone is nice

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

Q1- All the staff is amazing and helpful, they have changed my whole outlook on life

Q1- They give me one phone call a week and I feel it should be more. I have been here for two weeks and I have not made a phone call yet

Q1- Half of the employees are nodding in and out in here. They have to be on drugs. They have nothing in here for mental health patients

Q1- If my current BCM is unavailable, she requests another BCM to help me

Q1- They meet my needs and the staff is helpful and good to be around

Q1- All services and providers are great. The outpatient therapist is willing to listen and make adjustments when needed

Q1- I think they should have longer groups so I can get out of the house longer

Q1- Stay positive and advocate for yourself

Q1- My counselor is amazing and so is the person giving me this survey. Thank you for helping me more than the provider did, I really appreciate it. You and my counselor have been a lot of help.

Q1- My counselor is amazing!

Q1- They need more staff to help with EVERYTHING!

Q1- Have more one on one to decide where you belong in here. They mix MH people with SU people and they should NOT do that, it's very dangerous. Someone is on methadone and they are out of it from the time they come back from getting their dose, until they go to bed. They are nodding out in groups, lunch, and everything we have to do in here. Nothing is said about it. That is a huge trigger for people!

Q1- The place is very clean, I feel very comfortable here. When I didn't have insurance, they didn't deny me treatment. They put me on a sliding scale according to my income so I could still receive treatment

Q1- I am treated like a human being here

Q1- If you are assigned to a psychiatrist, they should assign a counselor to talk to the psychiatrist about what is going on also. They need to properly diagnose and help you, but can't if they don't listen to the counselor

Q1- Keep up the good work, keep doing what you're doing

Q1- Everything has been going great

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 1st Quarter of 2026 for the period between January to March 2026.

Survey Results

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

1st Quarter 2026 Family Sample Characteristics versus 4th 2025 Quarter Comparison:

1. Lower percentage of face-to-face surveys – 50% (12 of 24) versus 70% (13 of 24).
2. Lower ratio of male caregivers – 0% (0 of 24) versus 9% (3 of 24).
3. Lower percentage of child members under age 5 – 4% (1 of 24) versus 30% (9 of 24).
4. Lower percentage step/adoptive/grandparent/aunt/uncle – 4% (1 of 24) versus 13% (5 of 24).
5. Higher ratio of male service recipients – 92% (22 of 24) versus 61% (15 of 24).
6. Higher percent of members receiving IBHS – 33% (8 of 24) versus 26% (6 of 24).
7. Higher percentage 8% (2 of 24) versus 0% (0 of 24) 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 Magellan?”* was 25% (6 of 24) for the 1st Quarter of 2026. This indicator was 49% (47 of 96) for calendar year 2025.

Magellan’s complaint and grievance awareness indicator stayed the same at 63% (15 of 24) from previous quarter as family/caregivers agreed with, *“Are you aware that you can file a complaint and/or grievance if needed.”* This indicator was 77% (74 of 96) for the calendar year 2025.

2. Family/caregivers are generally pleased with **Access** to provider treatment services with a satisfaction score of 93% - 100% in all three indicators during the 1st Quarter of 2026 and were 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 1st Quarter with satisfaction scores of 96%-100% in six of seven indicators. These include, *“Provider helped us create a plan to deal with any problems my child has,” “I am encouraged to make my own decisions regarding my child’s treatment,” “I am comfortable communicating with my child’s mental health provider,” “I feel my child has enough time with staff during most sessions,” “My child’s provider has talked with us about community resources and other supports, if needed,”* and *“If meetings are held, I am always informed with enough advance notice that I can make arrangements to attend.”* The indicator *“As appropriate, my providers (physical and behavioral health) work together and share information to provide my child the best care possible,”* is at 90% (18 of 24).

2. Family/caregivers were generally pleased with **Provider Recovery Orientation** with a satisfaction score of 96% to 100% during the 1st Quarter of 2026 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 91% to 100% in all three indicators for the 1st Quarter of 2026. These include, *“My child deals better with daily problems,”* *“Our family has improved since my child started treatment,”* and *“I feel my child’s behavioral health is improving.”* These indicators were 94% to 96% for the calendar year 2025.

6. Just 4% (1 of 24) of family/caregivers reported having issues or problems with their provider during the 1st Quarter of 2026 and was 4% (4 of 96) for calendar year 2025. See literal comments on Page 51.

7. 80% (12 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 1st Quarter of 2026 and was 93% (54 of 58) for the calendar year 2025.

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 was 0% (0 of 4, excluding 92 n/a) for calendar year 2025.

Quality Audits

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

During the 1st Quarter 2026, 6 family/caregiver quality audits were performed. 83% (5 of 6) of family/caregivers felt the length of the survey and number of questions were satisfactory. 100% (6 of 6) of family/caregivers were satisfied with the survey process and 100% (6 of 6) of family/caregivers felt ok or good about being contacted.

Member comments

“I feel it would have been easier if we could read and answer the survey questions ourselves. She (surveyor) did a good job but I feel it would have been easier if I did it myself.”

Family Demographics

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	24	24	-	-	-
Q4-What kind of survey is it?					
Phone	12 50.0%	12 50.0%	-	-	-
Face to Face	12 50.0%	12 50.0%	-	-	-

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	24	24	-	-	-
Q5-What county does the member live in?					
Somerset	17 70.8%	17 70.8%	-	-	-
Bedford	7 29.2%	7 29.2%	-	-	-

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	24	24	-	-	-
Q6-What is your gender?					
Male	-	-	-	-	-
Female	24 100.0%	24 100.0%	-	-	-
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Family Demographics

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	24	24	-	-	-
Q7-What is your child's gender?					
Male	22 91.7%	22 91.7%	-	-	-
Female	2 8.3%	2 8.3%	-	-	-
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	24	24	-	-	-
Q8-How old is the child who is receiving the services?					
5 years or younger	1 4.2%	1 4.2%	-	-	-
6-8 years	9 37.5%	9 37.5%	-	-	-
9-13 years	14 58.3%	14 58.3%	-	-	-
14 years and older	-	-	-	-	-

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	24	24	-	-	-
Q9-What is your relationship to this child?					
Parent	23 95.8%	23 95.8%	-	-	-
Grandparent	-	-	-	-	-
Aunt/Uncle	-	-	-	-	-
Brother/Sister	-	-	-	-	-
Foster parent	-	-	-	-	-
Adoptive parent	-	-	-	-	-
Step-parent	1 4.2%	1 4.2%	-	-	-
Other	-	-	-	-	-

Family Demographics

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	24	24	-	-	-
Q10-What do you consider the child's race to be?					
Caucasian	22 91.7%	22 91.7%	-	-	-
African American	1 4.2%	1 4.2%	-	-	-
Hispanic American	-	-	-	-	-
American Indian/Alaskan Native	-	-	-	-	-
Asian/Pacific Islander	-	-	-	-	-
Multi-racial	1 4.2%	1 4.2%	-	-	-
Other	-	-	-	-	-

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	24	24	-	-	-
Q11-Is your child receiving services for:					
Mental Health Services	24 100.0%	24 100.0%	-	-	-
Substance Use Disorder Services	-	-	-	-	-
Both Mental Health and Substance Use Disorder Services	-	-	-	-	-

Family Satisfaction with Magellan

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	24	24	-	-	-
Q12A-Do you know where to find the number to call Magellan with questions or concerns? (Not to Surveyor: If no, give number) 1-800-424-3711					
Yes	11 45.8%	11 45.8%	-	-	-
No	13 54.2%	13 54.2%	-	-	-

Family Satisfaction with Magellan

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	24	24	-	-	-
Q12B-Are you aware that you can file a complaint and/or grievance if needed?					
Yes	15 62.5%	15 62.5%	-	-	-
No	9 37.5%	9 37.5%	-	-	-

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	24	24	-	-	-
Q12C-Have you reviewed your insurance benefits and treatment options through Magellan?					
Yes	6 25.0%	6 25.0%	-	-	-
No	18 75.0%	18 75.0%	-	-	-

Counts Break % Respondents	2026 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	4	4	-	-	-
Q13-If you had contacted Magellan in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?					
Yes	4 100.0%	4 100.0%	-	-	-
No	-	-	-	-	-

Counts Break % Respondents	2026 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 Magellan'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	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	24	24	-	-	-
Q15-What is the name of your child's treatment provider?					
ACRP	5 20.8%	5 20.8%	-	-	-
Adelphoi Village	-	-	-	-	-
Beal Counseling	-	-	-	-	-
Bedford DBHS	2 8.3%	2 8.3%	-	-	-
Children's Aid Home	-	-	-	-	-
Clarvida	1 4.2%	1 4.2%	-	-	-
Croyle-Nielson	-	-	-	-	-
Footsteps	-	-	-	-	-
Hyndman Area Health Center	-	-	-	-	-
Mary Berge and Associates	-	-	-	-	-
The Meadows	-	-	-	-	-
Merakey	-	-	-	-	-
Nulton Diagnostic and Treatment Center	5 20.8%	5 20.8%	-	-	-
Pediatric Care Specialists	2 8.3%	2 8.3%	-	-	-
Pyramid HealthCare	-	-	-	-	-
Somerset DBHS	2 8.3%	2 8.3%	-	-	-
Twin Lakes	-	-	-	-	-
Youth Advocate Programs (YAP)	4 16.7%	4 16.7%	-	-	-
Other	3 12.5%	3 12.5%	-	-	-

Family Treatment Provider Level Analysis

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	24	24	-	-	-
Q16-Which mental health service does your child receive from this provider to focus the survey on?					
IBHS: (BHT, BC, MT, ABA)	8 33.3%	8 33.3%	-	-	-
Crisis Intervention	-	-	-	-	-
Family Based MH Services	-	-	-	-	-
Peer Support	-	-	-	-	-
Medication/Psychiatry/Telepsychiatry	7 29.2%	7 29.2%	-	-	-
MH Inpatient Hospitalization	-	-	-	-	-
MH Partial Hospitalization	-	-	-	-	-
MH BCM (Blended Case Management)	1 4.2%	1 4.2%	-	-	-
MH Outpatient Therapy/Counseling	8 33.3%	8 33.3%	-	-	-
Multi Systemic Therapy (MST)	-	-	-	-	-
Trauma-Based Treatment	-	-	-	-	-
School Based Therapy	-	-	-	-	-
RTF	-	-	-	-	-
Substance Use (SU) Outpatient Therapy	-	-	-	-	-
Substance Use (SU) Detox	-	-	-	-	-
Substance Use (SU) Inpatient/Rehabilitation	-	-	-	-	-
Other	-	-	-	-	-
Do Not Know	-	-	-	-	-

Family Treatment Provider Level Analysis

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	24	24	-	-	-
Q17-How long has your child been receiving services from (provider)?					
6 months or less	2 8.3%	2 8.3%	-	-	-
6 months to 1 year	2 8.3%	2 8.3%	-	-	-
1 to 2 years	7 29.2%	7 29.2%	-	-	-
2 to 4 years	11 45.8%	11 45.8%	-	-	-
4 or more years	2 8.3%	2 8.3%	-	-	-

Family Telehealth Services

Counts Break % Respondents	2026 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	9	9	-	-	-
Q18-If your child received services by video or telephone, how satisfied were you with the services your child received?					
Very Satisfied/Satisfied	9 100.0%	9 100.0%	-	-	-
Very Dissatisfied/Dissatisfied	-	-	-	-	-

Family Access to Services

Counts Break % Respondents	2026 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	22	22	-	-	-
Q19A-Services are available at times that are convenient.					
Strongly Agree/Agree	22 100.0%	22 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	24	24	-	-	-
Q19B-I was made aware of the availability of different providers for this service and given a choice.					
Strongly Agree/Agree	20 83.3%	20 83.3%	-	-	-
Strongly Disagree/Disagree	4 16.7%	4 16.7%	-	-	-

83.3% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2026 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	23	23	-	-	-
Q19C-I feel like my child was able to get the help he/she needed within a reasonable amount of time.					
Strongly Agree/Agree	22 95.7%	22 95.7%	-	-	-
Strongly Disagree/Disagree	1 4.3%	1 4.3%	-	-	-

95.7% of target rate Y-T-D

Meets Expectations

Family Treatment Experience

Counts Break % Respondents	2026 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	23	23	-	-	-
Q20A-Provider helped us create a plan to deal with any problems my child has.					
Strongly Agree/Agree	22 95.7%	22 95.7%	-	-	-
Strongly Disagree/Disagree	1 4.3%	1 4.3%	-	-	-

95.7% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 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	23	23	-	-	-
Q20B-Does your provider encourage you to make your own decisions regarding your child's treatment?					
Strongly Agree/Agree	23 100.0%	23 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	24	24	-	-	-
Q20C-How comfortable do you feel communicating with your child's mental health provider?					
Strongly Agree/Agree	24 100.0%	24 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Family Treatment Experience

Counts Break % Respondents	2026 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	23	23	-	-	-
Q20D-I feel my child has enough time with staff during most sessions.					
Strongly Agree/Agree	23 100.0%	23 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 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	20	20	-	-	-
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	18 90.0%	18 90.0%	-	-	-
Strongly Disagree/Disagree	2 10.0%	2 10.0%	-	-	-

90.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 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	19	19	-	-	-
Q22-My child's provider has talked with us about community resources and other supports, if needed.					
Strongly Agree/Agree	18 94.7%	18 94.7%	-	-	-
Strongly Disagree/Disagree	1 5.3%	1 5.3%	-	-	-

94.7% of target rate Y-T-D

Meets Expectations

Family Treatment Experience

Counts Break % Respondents	2026 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	24	24	-	-	-
Q23-If meetings are held, I am always informed with enough advance notice that I can make arrangements to attend.					
Strongly Agree/Agree	24 100.0%	24 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Family Recovery Oriented Practices

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	24	24	-	-	-
Q24A-Staff treats us with respect and sees us as equal partners in my child's treatment program.					
Strongly Agree/Agree	24 100.0%	24 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	24	24	-	-	-
Q24B-I have been given clear information on who to contact if my child needs immediate help between appointments.					
Strongly Agree/Agree	23 95.8%	23 95.8%	-	-	-
Strongly Disagree/Disagree	1 4.2%	1 4.2%	-	-	-

95.8% of target rate Y-T-D

Meets Expectations

Family Outcomes

Counts Break % Respondents	2026 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	20	20	-	-	-
Q25A-My child deals better with daily problems.					
Strongly Agree/Agree	20 100.0%	20 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 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	23	23	-	-	-
Q25B-Our family has improved since my child started treatment.					
Strongly Agree/Agree	21 91.3%	21 91.3%	-	-	-
Strongly Disagree/Disagree	2 8.7%	2 8.7%	-	-	-

91.3% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 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	21	21	-	-	-
Q25C-I feel my child's behavioral health is improving.					
Strongly Agree/Agree	19 90.5%	19 90.5%	-	-	-
Strongly Disagree/Disagree	2 9.5%	2 9.5%	-	-	-

90.5% of target rate Y-T-D

Meets Expectations

Family Provider Issues or Problems

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	24	24	-	-	-
Q26-Have you had any issues or problems with this (provider)?					
Yes	1 4.2%	1 4.2%	-	-	-
No	23 95.8%	23 95.8%	-	-	-

Counts Break % Respondents	2026 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	-	-	-
Q27-If you have had issues or problems with provider, what were they?					
Lack of treatment planning and coordination	-	-	-	-	-
Poor communication	-	-	-	-	-
Frequent staff changes	1 100.0%	1 100.0%	-	-	-
Services not provided when my child needs them	-	-	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	-	-	-	-	-

Counts Break % Respondents	2026 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	-	-	-
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	1 100.0%	1 100.0%	-	-	-
I filed a formal complaint	-	-	-	-	-
I chose not to take any action	-	-	-	-	-
Other	-	-	-	-	-

Family Provider Issues or Problems

Counts Break % Respondents	2026 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	-	-	-
Q29-If you chose not to 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%	-	-	-

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	24	24	-	-	-
Q30-Would you recommend your child's provider to others?					
Yes	24 100.0%	24 100.0%	-	-	-
No	-	-	-	-	-

Family Department of Human Services Questions

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	24	24	-	-	-
Q31-What effect has the treatment your child received had on the quality of your child's life? (State question)					
Much better	16 66.7%	16 66.7%	-	-	-
A little better	4 16.7%	4 16.7%	-	-	-
About the same	4 16.7%	4 16.7%	-	-	-
A little worse	-	-	-	-	-
Much worse	-	-	-	-	-

Family Department of Human Services Questions

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	24	24	-	-	-
Q32-Were you and your child given the chance to make treatment decisions? (State Question)					
Yes	22 91.7%	22 91.7%	-	-	-
No	1 4.2%	1 4.2%	-	-	-
Sometimes	1 4.2%	1 4.2%	-	-	-

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	24	24	-	-	-
Q33-In the last twelve months was your child able to get the help they needed? (State question)					
Yes	20 83.3%	20 83.3%	-	-	-
Sometimes	4 16.7%	4 16.7%	-	-	-
Never	-	-	-	-	-

Counts Break % Respondents	2026 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	-	-	-	-	-
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	1 100.0%	1 100.0%	-	-	-

Q35 is a literal question, it is listed in the back with other literal comments.

Family Behavioral Health Medications

Counts Break % Respondents	2026 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	15	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	3 20.0%	3 20.0%	-	-	-
No	12 80.0%	12 80.0%	-	-	-

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

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	1	1	-	-	-
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	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.**

Family Literal Comments

Q9A-What is your relationship to this child?

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

Q12D-Magellan

Q13A-If you contacted Magellan in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?

Q14A-If you used Magellan's complaint and/or grievance process within the last 12 months, were you satisfied with how your complaint/grievance was handled?

Q15A-What is the name of your child's treatment provider?

Q1- Martha Emerick

Q1- Cen-Clear

Q1- Cen-Clear

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

Q19E-Access to Services

Q1- There is no BHT staff a lot of the time

Q1- Time is not always convenient

Q1- I did not choose this doctor, my PCP put a referral in

Q1- I only received resources for Allegheny County. They do not diagnose here

Q1- We were referred and stuck with them

Q1- I went with who they referred us to

Q20E-Treatment Experiences

Q1- I don't feel like we went over a plan

Q1- They persuaded me to try different options for treatment

Q1- At the start of the year, it was a struggle to get full time hours

Q1- We will create a plan together

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

Q24C-Recovery Oriented Practices

Q1- They did not give me clear information on who to contact if I need immediate help

Q25D-Outcomes

- Q1- I feel I need more time to access myself to figure these out
- Q1- He is autistic so dealing with daily problems vary. Nothing is the fault of the provider
- Q1- I just received another diagnosis about a month ago
- Q1- He is still not where he needs to be, he has not changed

Q27A-If you have had issues or problems with provider, what were they?**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****Q29A-If you chose not to take any action, why? Literal Comments**

- Q1- I already resolved the problem

Q30A-Would you recommend your child's provider to others?

- Q1- The doctor listens and knows what is going on with me
- Q1- They were quick and courteous with his care
- Q1- The staff is very friendly and they are all open minded
- Q1- She is really good at communicating. Always a phone call away
- Q1- They are very knowledgeable
- Q1- The staff made my child feel at home and comfortable
- Q1- The OT is kind and understand my child's needs
- Q1- The staff is friendly and they touch base on everything frequently
- Q1- The BCM cares, not just for college credits
- Q1- The doctor takes time to explain what treatment will best help the child. She understands my concerns and helps finds a solution for concerns
- Q1- The BHT treats my child very nicely
- Q1- They are personable and compassionate
- Q1- They seem to really want to help
- Q1- Because of the availability in all schools
- Q1- They make you feel like you are family
- Q1- They main goal will be provided once you get in and let them know what you need
- Q1- They have been very accomadating with the whole family and very open about his progress
- Q1- She is absolutely wonderful
- Q1- They were easy to reschedule and very accomadating

Q34A-If you weren't able to get behavioral health help for your child in the last twelve months, what stopped you?

- Q1- Childcare issues, and lack of resources for children from the community

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

- Q1- ABA, there is a waiting list

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

Q1- The pharmacy won't carry specific medications, and the insurance does not allow prior day refill request. That causes them to go without medication

Q1- It is often on back order

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

Q1- The doctor pushes a bedtime for my child who is 12 and he thought she should go to bed at 8:30 every night. She is not a child but a teenager

Q1- BHT staff is hard, they need more consistent staff

Q1- The open communication is good with the IBHS staff. They are always willing to give me a heads up on how my son's behavior was/is on that day

Q1- The BCM is always prepared to help and the communication between us is good

Q1- They are very timely and informative

Q1- Everything has been wonderful, we have had a very positive experience

Q1- I give them a 7/10- they could have had more communication with one of the counselors. They did not really help him, he has gotten better with maturity. The older he gets, the better his behavior has been

Q1- I wish they were closer to us

Youth Survey Findings

Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 22 youth (Ages 14 to 20) surveys completed during the 1st Quarter of Calendar Year 2026 for the period from January to March 2026.

Survey Results

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

1st Quarter 2026 Youth Sample Characteristics versus the 4th 2025 Quarter Comparison:

1. Higher percent of face-to-face – 55% (12 of 22) versus 48% (10 of 21).
2. Higher ratio of male treatment recipients – 46% (10 of 22) versus 38% (8 of 21).
3. Lower percentage of youth members aged 14-15 – 27% (6 of 22) versus 33% (7 of 21).
4. Equivalent percentage total youth members receiving IBHS – 5% (1 of 22) versus 5% (1 of 21).
5. Higher ratio of youths receiving treatment from same provider four (4) years or longer – 24% (5 of 21) versus 19% (4 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 41% (9 of 22) of youths interviewed during the 1st Quarter of 2026 confirmed, *“Have you reviewed your insurance benefits and treatment options through Magellan”* This indicator was 41% (34 of 84) for calendar year 2025.

77% (17 of 22) of youths in the 1st Quarter were, *“aware they could file a complaint and/or grievance with Magellan.”* This indicator was 83% (70 of 84) for calendar year 2025.

27% (6 of 22) of youths interviewed during the 1st Quarter of 2026, *“knew where to find the number to call Magellan with questions or concerns.”* This indicator was 48% (40 of 84) for calendar year 2025.

100% (0 of 0, excluding 22 “not applicable”) of youths agreed with, *“If you had contact with Magellan in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you.”* This indicator was 100% for calendar year 2025.

2. Youths surveyed on **Access** to provider treatment services rated the three indicators 100% in the 1st Quarter 2026. 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 were 97% to 99% for the calendar year 2025.

3. Youths surveyed on **Treatment Experiences** rated satisfaction in all six indicators at 89%-100% in the 1st Quarter of 2026. 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.”* The new indicator, *“My provider has offered information on Peer Support Services,”* is 41% (9 of 22).

Youths interviewed the 1st Quarter showed similar satisfaction with **Provider Recovery Orientation** satisfaction scores in both indicators, 100% (22 of 22) agreed *"I have been given clear information on who to contact if I need immediate help between sessions,"* and 96% (21 of 22) *"Staff treats me with respect and sees me as an equal partner in my treatment program."*

4. Youth perception of **Treatment Outcomes** this quarter is 95%-100% (19-22 to 22) 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.

5. 0% (20 of 20, excluding 2 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.

6. 9% (2 of 22) of youths reported having issues or problems with their provider during the 1st Quarter of 2026. This indicator is 2.4% (2 of 84) for calendar year 2025.

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 1st Quarter 2026, three (3) youth quality audits were performed. One youth member did not remember participating in the survey. 100% (2 of 2) of youth felt the length of the survey and number of questions were satisfactory. 100% (2 of 2) of youth were satisfied with the survey process and 100% (2 of 2) of youths felt ok or good about being contacted.

Member comments:

"None."

Youth Demographics

Counts Break % Respondents	2026 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
	22	22	-	-	-
Q4-What type of survey is it?					
Phone	10 45.5%	10 45.5%	-	-	-
Face to Face	12 54.5%	12 54.5%	-	-	-

Counts Break % Respondents	2026 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
	22	22	-	-	-
Q5-What county does the member live in?					
Somerset	15 68.2%	15 68.2%	-	-	-
Bedford	7 31.8%	7 31.8%	-	-	-

Counts Break % Respondents	2026 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
	22	22	-	-	-
Q6-What is your gender?					
Male	10 45.5%	10 45.5%	-	-	-
Female	12 54.5%	12 54.5%	-	-	-
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Counts Break % Respondents	2026 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
	22	22	-	-	-
Q7-How old are you?					
14-15 years	6 27.3%	6 27.3%	-	-	-
16-17 years	10 45.5%	10 45.5%	-	-	-
18-20 years	6 27.3%	6 27.3%	-	-	-
over 20 years	-	-	-	-	-

Youth Demographics

Counts Break % Respondents	2026 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
	22	22	-	-	-
Q8-What do you consider your race to be?					
Caucasian	20 90.9%	20 90.9%	-	-	-
African American	1 4.5%	1 4.5%	-	-	-
Hispanic American	-	-	-	-	-
American Indian/Alaskan Native	-	-	-	-	-
Asian American	-	-	-	-	-
Multi-Racial	1 4.5%	1 4.5%	-	-	-
Other	-	-	-	-	-

Counts Break % Respondents	2026 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
	22	22	-	-	-
Q9-Are you receiving services primarily for:					
Mental Health	22 100.0%	22 100.0%	-	-	-
Substance Use Disorder Services	-	-	-	-	-
Both Mental Health and Substance Use Disorder Services	-	-	-	-	-

Youth Satisfaction with Magellan

Counts Break % Respondents	2026 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	22	22	-	-	-
Q10A-Do you know where to find the number to call Magellan with questions or concerns? (Note to surveyor: If no, give number 1-800-424-3711.)					
Yes	6 27.3%	6 27.3%	-	-	-
No	16 72.7%	16 72.7%	-	-	-

Youth Satisfaction with Magellan

Counts Break % Respondents	2026 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	22	22	-	-	-
Q10B-Are you aware that you can file a complaint and/or grievance if needed?					
Yes	17 77.3%	17 77.3%	-	-	-
No	5 22.7%	5 22.7%	-	-	-

Counts Break % Respondents	2026 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	22	22	-	-	-
Q10C-Have you reviewed your insurance benefits and treatment options through Magellan?					
Yes	9 40.9%	9 40.9%	-	-	-
No	13 59.1%	13 59.1%	-	-	-

Counts Break % Respondents	2026 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	-	-	-	-	-
Q11-If you had contact with Magellan in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?					
Yes	-	-	-	-	-
No	-	-	-	-	-

Counts Break % Respondents	2026 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 Magellan'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	2026 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	22	22	-	-	-
Q13-What is the name of your treatment provider?					
ACRP	3 13.6%	3 13.6%	-	-	-
Adelphoi Village	-	-	-	-	-
Beal Counseling	-	-	-	-	-
Bedford DBHS	6 27.3%	6 27.3%	-	-	-
Blair Family Solutions	-	-	-	-	-
Children's Aid Home	-	-	-	-	-
Clarvida	-	-	-	-	-
Croyle Nielson	-	-	-	-	-
Footsteps	-	-	-	-	-
Hyndman Area Health Center	-	-	-	-	-
Mary Berge and Associates	-	-	-	-	-
The Meadows	-	-	-	-	-
Merakey	-	-	-	-	-
Nulton Diagnostic and Treatment Center	7 31.8%	7 31.8%	-	-	-
Pediatric Care Specialists	-	-	-	-	-
Pyramid HealthCare	-	-	-	-	-
Somerset DBHS	5 22.7%	5 22.7%	-	-	-
Somerset Hospital	-	-	-	-	-
Twin Lakes	-	-	-	-	-
Youth Advocate Programs (YAP)	1 4.5%	1 4.5%	-	-	-
Other	-	-	-	-	-

Youth Treatment Provider Service Level Analysis

Counts Break % Respondents	2026 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	22	22	-	-	-
Q14-What service are you receiving from this provider?					
Crisis Intervention	-	-	-	-	-
IBHS (BHT, BC, MT, ABA)	1 4.5%	1 4.5%	-	-	-
MH CRR Home	-	-	-	-	-
Family Based MH Services	-	-	-	-	-
Peer Support	-	-	-	-	-
MH Inpatient Hospitalization	-	-	-	-	-
Medication/Psychiatric/Telepsychiatry	11 50.0%	11 50.0%	-	-	-
MH (BCM) Blended Case Management	1 4.5%	1 4.5%	-	-	-
MH Outpatient Therapy/Counseling (individual or group)	9 40.9%	9 40.9%	-	-	-
MH Partial Hospitalization	-	-	-	-	-
Residential Treatment Facility (RTF)	-	-	-	-	-
Substance Use (SU) Detox	-	-	-	-	-
Naltrexone Maintenance	-	-	-	-	-
Substance Use (SU) Outpatient Therapy	-	-	-	-	-
SU Inpatient/Rehabilitation	-	-	-	-	-
Methadone Maintenance	-	-	-	-	-
Multi Systemic Therapy (MST)	-	-	-	-	-
Buprenorphine Maintenance	-	-	-	-	-
Other	-	-	-	-	-
Do Not Know	-	-	-	-	-

Youth Treatment Provider Service Level Analysis

Counts Break % Respondents	2026 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	22	22	-	-	-
Q15-How long have you been receiving your current services from this provider?					
Less than 6 months	1 4.5%	1 4.5%	-	-	-
6-11 months	6 27.3%	6 27.3%	-	-	-
1 to 2 years	4 18.2%	4 18.2%	-	-	-
2 to 4 years	6 27.3%	6 27.3%	-	-	-
4 + years	5 22.7%	5 22.7%	-	-	-

Counts Break % Respondents	2026 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	20	20	-	-	-
Q16-Were you put on a waiting list to be seen by (provider)?					
Yes	6 30.0%	6 30.0%	-	-	-
No	14 70.0%	14 70.0%	-	-	-

Counts Break % Respondents	2026 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	11	11	-	-	-
Q17-If you received services by video or telephone, were you satisfied with the services you received?					
Yes	9 81.8%	9 81.8%	-	-	-
No	2 18.2%	2 18.2%	-	-	-

Youth Access to Services

Counts Break % Respondents	2026 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	22	22	-	-	-
Q18A-We meet at times that are convenient for me.					
Strongly Agree/Agree	22 100.0%	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 Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Neutrals reduce total	20	20	-	-	-
Q18B-I was made aware of the availability of different providers for this service and given a choice.					
Strongly Agree/Agree	20 100.0%	20 100.0%	-	-	-
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 Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Neutrals reduce total	22	22	-	-	-
Q18C-I feel I was able to get the help I needed within a reasonable amount of time.					
Strongly Agree/Agree	22 100.0%	22 100.0%	-	-	-
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 J- an-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Neutrals reduce total	20	20	-	-	-
Q19A-(Provider) helped me create a plan to deal with any problems I have.					
Strongly Agree/Agree	19 95.0%	19 95.0%	-	-	-
Strongly Disagree/Disagree	1 5.0%	1 5.0%	-	-	-

95.0% 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
Neutrals reduce total	20	20	-	-	-
Q19B-I am an active participant in developing a treatment plan that is a good fit for me.					
Strongly Agree/Agree	20 100.0%	20 100.0%	-	-	-
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
Neutrals reduce total	20	20	-	-	-
Q19C-I feel comfortable asking questions about my treatment.					
Strongly Agree/Agree	20 100.0%	20 100.0%	-	-	-
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	18	18	-	-	-
Q20-I am included in meetings about my treatment.					
Strongly Agree/Agree	16 88.9%	16 88.9%	-	-	-
Strongly Disagree/Disagree	2 11.1%	2 11.1%	-	-	-

88.9% 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 Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral/NA responses reduce totals	21	21	-	-	-
Q21-My provider has talked with me about community resources and other supports, if needed.					
Strongly Agree/Agree	20 95.2%	20 95.2%	-	-	-
Strongly Disagree/Disagree	1 4.8%	1 4.8%	-	-	-

95.2% 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	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	17 94.4%	17 94.4%	-	-	-
Strongly Disagree/Disagree	1 5.6%	1 5.6%	-	-	-

94.4% 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	22	22	-	-	-
Q23A-I have been given clear information on who to contact if I need immediate help between sessions.					
Always, Almost Always, Often	22 100.0%	22 100.0%	-	-	-
Sometimes	-	-	-	-	-
Rarely/Never	-	-	-	-	-

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
Base	22	22	-	-	-
Q23B-Staff treats me with respect and sees me as an equal partner in my treatment program.					
Always, Almost Always, Often	21 95.5%	21 95.5%	-	-	-
Sometimes	1 4.5%	1 4.5%	-	-	-
Rarely/Never	-	-	-	-	-

95.5% 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	20	20	-	-	-
Q24A-I manage strong feelings better. (Anger, sadness, etc.)					
Strongly Agree/Agree	19 95.0%	19 95.0%	-	-	-
Strongly Disagree/Disagree	1 5.0%	1 5.0%	-	-	-

95.0% 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	19	19	-	-	-
Q24B-I make better choices about how to deal with day to day life.					
Strongly Agree/Agree	19 100.0%	19 100.0%	-	-	-
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	19	19	-	-	-
Q24C-I believe treatment is working because I feel better.					
Strongly Agree/Agree	19 100.0%	19 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-

100.0% 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	22	22	-	-	-
Q25-Have you had any issues or problems with services from (provider)?					
Yes	2 9.1%	2 9.1%	-	-	-
No	20 90.9%	20 90.9%	-	-	-

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	-	-	-	-	-
Services not provided when I needed them	-	-	-	-	-
Poor communication	-	-	-	-	-
Frequent staff changes	-	-	-	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	2 100.0%	2 100.0%	-	-	-

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	1 50.0%	1 50.0%	-	-	-
I chose not to take any action	-	-	-	-	-
I filed a formal complaint	-	-	-	-	-
Other	1 50.0%	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 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	2026 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	22	22	-	-	-
Q29-Would you recommend your provider to others?					
Yes	21 95.5%	21 95.5%	-	-	-
No	1 4.5%	1 4.5%	-	-	-

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	22	22	-	-	-
Q30-What effect has the treatment you've received had on the overall quality of your life?					
Much better	15 68.2%	15 68.2%	-	-	-
A little better	7 31.8%	7 31.8%	-	-	-
About the same	-	-	-	-	-
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	22	22	-	-	-
Q31-Were you given the chance to make treatment decisions?					
Yes	21 95.5%	21 95.5%	-	-	-
No	-	-	-	-	-
Sometimes	1 4.5%	1 4.5%	-	-	-

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	22	22	-	-	-
Q32-In the last twelve months, were you able to get the help you needed? (State question)					
Yes	21 95.5%	21 95.5%	-	-	-
Sometimes	1 4.5%	1 4.5%	-	-	-
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	1	1	-	-	-
Q33-If no, why weren't you able to get the behavioral health help in the last 12 months?					
Money issues	-	-	-	-	-
Transportation Issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Long waiting list	-	-	-	-	-
Didn't know where to get help	-	-	-	-	-
Attitude/Personality Conflicts	1 100.0%	1 100.0%	-	-	-
Other	-	-	-	-	-

- No data this quarter

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	20	20	-	-	-
Q34-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you?					
Yes	-	-	-	-	-
No	20 100.0%	20 100.0%	-	-	-

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	22	22	-	-	-
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	-	-	-	-	-
No	2	2	-	-	-
Not Applicable	20	20	-	-	-

***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.**

Youth Literal Comments

Q8A-What do you consider your race to be?

Q10D-Community Care questions.

Q1- I did not know it changed from Community Care

Q1- I am not familiar with Magellan or their phone number

Q1- I am not really familiar with Magellan

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

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?

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

Q18E- Access to Services

Q1- I do not think they offered me information on Peer Support

Q1- They might have told me about Peer Support, but I don't remember

Q1- They have not offered anything on Peer Support

Q1- They did not offer information on Peer Support

Q1- I do not really remember if they gave me Peer Support information

Q19D-Treatment Experiences

Q1- They just started listening and helping recently. They encourage us to make our own decisions sometimes. Communication has gotten somewhat better.

Q1- My dad helps me make decisions. I am just starting to feel comfortable communicating

Q23C-Recovery Oriented Practices

Q1- Things just started to get better

Q24D-Treatment Outcomes

Q1- She had to work on managing strong feelings better on her own. It was due to lack of support when she started the program and was not really getting treated until now

Q1- I still have good and bad days

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

- Q1- They use to bring her attitude up a lot
- Q1- Issues getting into family based therapy

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?

- Q1- Things just started to get better in January

Q28A-If you chose to not take any action, why?

- Q1- Things are getting better

Q29A-Would you recommend your provider to others?

- Q1- The staff are very helpful and connect with you
- Q1- They help me through the struggles I have in life
- Q1- The OT cares and remembers what we talk about in our sessions
- Q1- My whole family comes here and they treat us all with respect
- Q1- They offer great help and support
- Q1- The staff is friendly
- Q1- I don't talk about it with anyone
- Q1- They make me feel better
- Q1- The staff is very kind
- Q1- The doctor is helpful
- Q1- The OT helps me, they talk about my behaviors
- Q1- BCM talks to me about my issues
- Q1- I trust them
- Q1- There is a lady with a better mindset and a better moral standard
- Q1- I like that they know me and they don't treat me like another patient
- Q1- They know what they are doing
- Q1- They understand their clients
- Q1- It helps you build your confidence more to get help

Q33A-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you?**Q35-Please share additional compliments or suggestions for improvement you have about the services you participate in with (provider).**

- Q1-They connect with you on a personal level making it easier to open up to them
- Q1- Everyone is really nice here
- Q1- I give them 5 stars for good service
- Q1- Everything is fine and good how it is
- Q1- They need to do their job and not be racist and actually care

Provider Responses

Provider Responses to 4th Quarter/Annual (October - December) 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.

Provider Comments: (Questions Italicized)

Provider 1 – Family Questions Responses

Q19B-I was made aware of the availability of different providers for this service and given a choice.

(Provider will) Develop a standard script for staff that clearly states that clients have a right to choose from several providers within the region and give clients available options to have.

(Provider will) will seek to provide client with provider options within their regions at each intake.

Q19C-I feel like my child was able to get the help he/she needed within a reasonable amount of time.

With this, we find that there needs to be both education to the population that is served and then an internal standard, which is clear across all departments. We find that there needs to be an overlapping of the two educational pieces (both to individuals served and to staff) to increase overall awareness. We have found that the combination of both will allow for more understanding across all platform.

For internal, we need to ensure that referrals, intakes and appointments occur within the appropriate timeframe to ensure access to care. We additionally recognize that through the additional monitoring of provider caseload with our current RVU model will allow for services to be implemented and started within a shorter window of time

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

With this, we find that that providers need to create plans that explicitly involve the caregiver of an individual. (provider) remains focused to ensuring that caregiver concerns are heard and that their goals are additionally kept in mind. Additional support and education is needed to ensure that caregivers are aware of resources available to them.

Q19B-I was made aware of the availability of different providers for this service and given a choice.

Increase positive responses (“Strongly Agree/Agree”) to Q19B by 5-10% within 6–12 months
There were no additional comments as it relates to this question to provide additional insight.

Q19C-I feel like my child was able to get the help he/she needed within a reasonable amount of time.

Increase positive responses (“Strongly Agree/Agree”) to Q19C by 5-10% within 6–12 months.

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

Increase positive responses (“Strongly Agree/Agree”) to Q20A by 5-10% within 6–12 months.
There were no additional comments as it relates to this question to provide additional insight.

Provider 2 – Adult Questions Responses

Q29D-My provider talks to me about my plan for after treatment.

To ensure that this item is addressed, we will begin to create and implement a more intensive transition planning protocol to occur within the intake. Additionally, we will require continuous aftercare discussion be implemented every ninety (90) days and at least once thirty (30) days prior to discharge.

(Provider) will seek to provide additional person-centered discharge planning to staff; seek to have specific motivational-interviewing training to enhance engagement for transition planning and ensure that this metric is reviewed during supervisions with staff.

Q29D-My provider talks to me about my plan for after treatment.

(Provider) will seek to increase positive responses (e.g., “Yes”) to Q29D by 15-20% within 6–12 months. There were no additional comments as it relates to this question to provide additional insight.

Provider 2 – Family Questions Responses

Q21-My child's provider made me aware of the different treatment services available to best meet my child's needs.

Based on the responses, we have decided to create a “service overview protocol” that will be implemented at every OP intake that reviews the current treatment options available to children, based on their current needs. Providers will seek to review the current services offered at (provider) with every client.

Review the current (provider) website with clients to ensure that they know of the additional programs available and the region in which they are offered.

Q22-I was made aware of the providers available for the treatment services that best meet my child's needs.

The (provider) agency created the “Referral Decision Tree”. This academic and clinically based form reviews significant behavioral and mental health markers for individuals to ensure that they are referred for the most appropriate programs for treatment. Providers will seek to review the current referral decision tree with children’s guardians to increase awareness of different treatment options available.

Q25A-I feel like my child was able to get the help he/she needed within an acceptable amount of time.

With this, we find that there needs to be both education to the population that is served and then an internal standard, which is clear across all departments. We find that there needs to be an overlapping of the two educational pieces (both to individuals served and to staff) to increase overall awareness. We have found that the combination of both will allow for more understanding across all platform.

For internal, we need to ensure that referrals, intakes and appointments occur within the appropriate timeframe to ensure access to care. We additionally recognize that through the additional monitoring of provider caseload with our current RVU model will allow for services to be implemented and started within a shorter window of time.

Q25B-I believe my child gets the right amount of help.

To ensure that guardians are aware of current treatment clear documentation of service frequency, clinical rationale for level of care and measurable goals tied to service intensity will be reviewed. Although all information is recorded for intake purposes, clinicians and staff can sometimes forget to ensure that this information is provided to guardians. At the end of the first session with (provider) staff, staff will now review documentation as it relates to treatment planning practices, so guardians are aware of the intensity and frequency at which services are occurring to meet the current needs identified.

Q30D-My provider talked to me and my child about my child's plan for after treatment.

To ensure that this item is addressed, we will begin to create and implement a more intensive transition planning protocol to occur within the intake. Additionally, we will require continuous aftercare discussion be implemented every ninety (90) days and at least once thirty (30) days prior to discharge.

Q21-My child's provider made me aware of the different treatment services available to best meet my child's needs.

Increase positive responses (“Yes”) to Q21 by 10-15% within 6–12 months
There were no additional comments as it relates to this question to provide additional insight.

Q22-I was made aware of the providers available for the treatment services that best meet my child's needs.

Increase positive responses (“Yes”) to Q22 by 15-20% within 6–12 months.

Q25A-I feel like my child was able to get the help he/she needed within an acceptable amount of time.
Increase positive responses (“Yes”) to Q25A by 10-15% within 6–12 months, ensuring caregivers report awareness of available provider options when services are recommended.

There were no additional comments as it relates to this question to provide additional insight.

Q25B-I believe my child gets the right amount of help.
Increase positive responses (“Yes”) to Q25B by 10-15% within 6–12 months
There were no additional comments as it relates to this question to provide additional insight.

Q30D-My provider talked to me and my child about my child's plan for after treatment.
Increase positive responses (“Yes”) to Q30D 30-40% within 6–12 months
There were no additional comments as it relates to this question to provide additional insight.

Provider 2 – Youth Questions Responses

Q20-My provider made me aware of different treatment services available to best meet my needs.
Based on the (member) responses, we have decided to create a “service overview protocol” that will be implemented at every OP intake that reviews the current treatment options available to children, based on their current needs. Providers will seek to review the current services offered at (provider) with every client. Review the current (provider) website with clients to ensure that they know of the additional programs available and the region in which they are offered.

Q30A-The interventions offered to me on my treatment plan are a good fit to me.
Based on the (member) responses, we are seeking to provide and enhance training on youth-guided goal setting, intervention rational in developmentally appropriate language and collaborative problem-solving techniques.

Q30B-My provider asked questions about my physical health.
Although it was found that the majority of the individuals are asked about their physical health, we are going to initiate more physical-health-based questions at each check-in to ensure that this item is addressed. We want individuals to know that we care about their overall well-being and not just their mental or behavioral health.

Q30D-My provider talks to me about my plan for after treatment.
To ensure that this item is addressed, we will begin to create and implement a more intensive transition planning protocol to occur within the intake. Additionally, we will require continuous aftercare discussion to be implemented every ninety (90) days and at least once thirty (30) days prior to discharge.

Q20-My provider made me aware of different treatment services available to best meet my needs.
Increase positive responses (“Yes”) to Q20 15-20% within 6–12 months
There were no additional comments as it relates to this question to provide additional insight.

Q30A-The interventions offered to me on my treatment plan are a good fit to me.
Increase positive responses (“Strongly Agree”) to Q30A 10-12% within 6–12 months, Q30A-The interventions offered to me on my treatment plan are a good fit.
There were no additional comments as it relates to this question to provide additional insight.

Q30B-My provider asked questions about my physical health.
Increase positive responses (“strongly agree”) to Q30B by 5-10% within 6–12 months, ensuring youth report that providers routinely inquire about their physical health as part of treatment
There were no additional comments as it relates to this question to provide additional insight.

Q30D-My provider talks to me about my plan for after treatment.

Increase positive responses (“Usually/Always”) to Q30D 30-40% within 6–12 months

There were no additional comments as it relates to this question to provide additional insight.

Provider 3

(Provider) continues to review our quarterly CFST results and literal comments as methods to remain committed to the enhancement of our provider system and individuals served. We acknowledge that two questions within our surveys have fallen below the YTD benchmark. A thorough review of our data and literal comments indicated these below benchmark scores for Q19B-1 and Q22 both occurred during the second quarter of 2025, with all remaining data for these questions collected as 100% surpassing the benchmark. Therefore, our YTD data indicates successful implementation of our second quarter action steps (provider) will continue to re-enforce actions steps to sustain our 2025 progress.

Upon further analysis of our 2025 data, we are pleased to note that all remaining questions have met or exceeded the benchmarks. Many of our YTD question responses were indicated at 100%. Throughout 2025, (provider) continued to focus on Recovery Principals and Trauma Informed Care practices. Staff successfully implemented individualized, member-driven care with a newer emphasis on Trauma Informed Evidence Based practices. Our staff completed various Recovery Based and Trauma Informed Care training courses to improve knowledge and enhance our service delivery. (Provider) will continue to strive towards achieving all 2026 benchmarks by continuing to provide our staff with training opportunities and providing a welcoming environment conducive to individuals achieving their treatment goals and reaching their best life.

Provider 4

(Provider) continues to review our quarterly CFST results and literal comments as methods to remain committed to the enhancement of our provider system and individuals served. We acknowledge that two questions within our Somerset surveys have fallen below the YTD benchmark. A thorough review of our data indicated the question was similar for both the Adult and Family survey regarding providing choice of providers. Trends for this question in both surveys indicate that throughout much of the year, our scores were above the benchmark. Therefore, our leadership team has been reviewing our current processes to determine where potential gaps in our processes might have occurred to ensure that we successfully begin 2026. To increase success, we will be retraining staff.

Upon further analysis of our 2025 data, we are pleased to note that all remaining questions have met or exceeded the benchmarks. Many of our YTD question responses were indicated at 100%. We were pleased to see that 100% of those interviewed felt that our services are beneficial, individualized, and support Trauma Informed Care and Recovery Principals. We also were pleased to read literal comments specifically mentioning that our BCM, Psych Rehab, and Therapy staff are supportive, treating individuals with respect, and providing helpful coping skills. We did note that there were mixed comments regarding individuals' time limitations with our doctor services. Our leadership team will review our current processes and look to implement changes to move forward with greater success. (Provider) will continue to strive towards achieving all 2026 benchmarks by continuing to provide our staff with training opportunities supporting Trauma Informed Care Initiatives and Recovery principals.

MCO Responses

Magellan Managed Care Organization (MCO) Response to 4th Quarter/Annual 2025 C/FST Report

Magellan Coordination with Consumer and Family Satisfaction Teams

Magellan regularly receives reports from the surveys conducted by the Consumer and Family Satisfaction Teams (CFST) contracted by each of the counties served.

Each CFST provider conducts surveys according to its own procedures, agreed upon with Somerset-Bedford QM. In some cases, a broad survey is conducted including individuals who participated in any type of behavioral health service, while in other cases, surveys are conducted with participants (and their parents when applicable) for specific levels of care. Even with the variation among the survey processes and results, certain themes can be identified that overlap with Magellan's own quality improvement efforts.

Magellan examines these CFST survey findings, identifies themes or trends, especially any trends that cross counties, and takes steps to ensure that Magellan improvement efforts are aligned with significant survey findings. A summary of CFST findings received to date is presented twice per year in the Member Services Sub-Committee (MSC) for discussion and input. Magellan also sends representatives to the various CFST planning meetings.

With the implementation of the Somerset-Bedford contract as of 11/1/2025, their quarterly CFST reports are being added to this process. Magellan has met with this CFST contractor, The Center for Behavioral Health Data Research, along with Somerset-Bedford Counties, to discuss mutual goals. These meetings will continue regularly.

The following themes were examined in 2025:

Barriers to access:

Surveys in all Magellan counties asked about access barriers in a variety of different ways. While the large majority of respondents on most surveys reported being able to get the help they needed in a timely manner, there was a lot of variability in responses about access to care. Some respondents continue to report experiences with wait lists, staff turnover, lack of staffing, and scheduling issues with certain providers. The CFST survey for Somerset and Bedford counties includes several questions about access, including availability, convenience, and the ability to initiate treatment in a timely manner.

Magellan and Somerset-Bedford will partners regularly review identify needs in the county and plan network expansion around these identified needs Meanwhile, Magellan tracks access barriers via the internal Assess-Shape-Collaborate (ASC) system, by monitoring member complaints about access issues, and with a survey of outpatient providers in which information is updated every 2 weeks about wait times for intakes, therapists, and prescribers. The bed search team continues to diligently work to find appropriate placements for members in need of 24-hour care.

Education about and linkage to peer support services:

Some CFST surveys directly ask respondents if they were taught about, linked to, or encouraged to try peer support programs, while others ask respondents if they think it would have been helpful to be linked to peer support services. For the past several years, the percentages of respondents who report that they were taught about or linked to peer services tend to be low.

Magellan continues to encourage providers to educate members about and make referrals to peer services. Member-facing Magellan staff are trained to educate members about and make referrals to peer support services. Additionally, Magellan has launched a corporate-level initiative to expand access to and enhance the quality of peer support services. Magellan will also advocate for adding a question on peer support services to the CFST surveys in other counties served.

Behavioral health (BH)/physical health (PH) coordination:

The majority of the CFST surveys ask about how physical health has been addressed, and collaboration between BH and PH providers, and there appears to be opportunity for improvement in this area. Some surveys revealed that members who have physical health conditions don't know if their behavioral health and physical health providers communicated, even when they remember signing a release for this. Survey respondents who indicated that their BH and PH providers did communicate overwhelmingly reported that this was helpful to them. The CFST provider for Somerset-Bedford does ask specifically about BH-PH collaboration, and how helpful this has been.

Magellan's Member Experience Survey does ask about BH-PH coordination, and only about 80% said they were satisfied with the level of cooperation between their BH and PH providers, so there is opportunity for improvement. Magellan continues to strongly encourage collaboration between BH and PH providers, and the Integrated Health and Community Health Choices Care Managers actively work to ensure integrated care on a daily basis with members with co-occurring BH and PH conditions.

Providers instilling hope:

Some CFST surveys in Magellan counties directly ask whether the respondents' providers have conveyed or instilled hope, and others ask if they feel more hopeful about the future since engaging in services. The positive response to these questions tends to be very high (above 85%). In recent years, Magellan has advocated for the importance of including survey questions about whether providers instill hope with members, as hope has been established as an essential component of wellness and recovery. There is also a "hope question" on the Magellan Member Experience survey.

Magellan conducts analysis by demographic category on the survey "hope question," in order to identify any disparities in experience among different groups of members with their providers conveying hope about their future and their recovery. Magellan's Recovery & Resiliency team includes a discussion about hope, and how providers have conveyed hope, in Member Advisory Work Group (MAWG) meetings. In the coming year, Magellan will also communicate about conveying hope in QI newsletter articles and in Provider Town Halls. Magellan will continue to advocate for CFST surveys to include questions about hope. The CFST vendor for Somerset-Bedford has a question about feeling more hopeful since engaging in treatment, and they were open to adding a question about providers instilling hope for their future surveys.

Cultural competency and respect for difference:

CFST contractors across counties are consistently asking about experiences with provider cultural competency, though their survey questions in the area vary quite a bit. A very high majority of respondents (over 90%) in the various surveys reported that providers and services have been sensitive to or respectful of to their race, culture, beliefs, customs, and aspects of their identity.

Magellan maintains a robust cultural competency program, which is woven into the overall quality improvement program. Magellan monitors provider cultural competency via cultural competency self-assessments, as well as via tracking of member complaints and ASC reports about provider opportunities for

improvement. Magellan includes questions on the Member Experience Survey about whether a member's cultural and language needs have been respected and has also conducted analysis of survey questions by demographic category. Magellan also offers resources on cultural competency and cultural responsiveness on the Magellan of PA website.

Addressing Trauma:

All CFST surveys touch upon aspects of trauma-informed principles, i.e., being treated with dignity and respect, having input into one's own treatment decisions, but in 2 counties respondents are asked directly about how trauma is addressed. Opportunities for improvement have been identified around consistently including trauma screening as part of an assessment, and in implementing trauma-informed principles in the delivery of services.

Magellan encourages providers to adopt trauma-informed principles, and to also assess trauma history and provide trauma-focused interventions when appropriate. Magellan's Treatment Record Reviews (TRRs) ensure that provider assessments include screening for trauma. Magellan's website contains educational materials for providers and members, including practice guidelines and tip sheets focused on trauma. Magellan will also advocate for adding a question to the Magellan Member Experience Survey.

Other themes in CFST surveys that Magellan closely monitors include respondent familiarity with how to contact Magellan and about Magellan's complaint and grievance processes, and respondent familiarity with how to file complaints with their provider organizations. There have been no recognizable increases or decreases in the level of member familiarity with Magellan reflected in the surveys, but Magellan continues to remind members frequently and in multiple ways about how to contact customer service, and how to file complaints or grievances. Magellan will encourage CFST providers to include questions about whether providers have informed respondents about their internal complaint procedures. The CFST survey for Somerset-Bedford includes several BH-MCO specific questions that will help Magellan identify any improvement opportunities with ensuring members know how and why to contact Magellan.

New themes to examine in CFST Surveys:

Magellan will also look closely at CFST survey questions that touch upon whether providers have helped members connect with social supports. It is noted that the most frequently health-related social need (HRSN) area cited for members is social isolation/lack of social support.

Next steps:

Magellan will continue to collect CFST survey reports from it Somerset-Bedford and identify themes or trends that cross counties and that intersect with Magellan efforts. The surveys will also be used to help inform new Magellan efforts, and future changes to Magellan's own member experience surveys. Information from Somerset-Bedford CFST surveys will be presented and discussed in Provider Profiling meetings. Magellan also continues to monitor CFST survey findings about opportunities for improvement in member knowledge about how to contact Magellan, and knowledge of the complaints and grievances processes. Regular education on this is provided in the onboarding information provided to new members as well as in Magellan member newsletters.

Technical Notes

A. Projected Surveys – January 1, 2026 – December 31, 2026

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, 2026, and December 31, 2026.

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 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 calendar year in January.

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 Counties 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.

1. 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.

2. **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 members are 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 Somerset-Bedford 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.