

### CHARACTERISTICS OF ADULT RESPONDENTS

<b>Gender:</b>	Male		51%
	Female		49%
	Neutral		0%
<b>Age:</b>	21 - 24		8%
	25 - 34		21%
	35 - 44		37%
	45 - 54		20%
	55 - 64		12%
	65 & Over		2%
<b>Survey Method</b>	Face to Face	69	77%
	Telephone	21	23%
		90	100%
<b>Services</b>	Mental Health		66%
	Drug & Alcohol		31%
	Mental Health and Drug & Alcohol		3%

### CHARACTERISTICS OF YOUTH RESPONDENTS

<b>Gender:</b>	Male		45%
	Female		55%
	Neutral		0%
<b>Age:</b>	14 - 15		27%
	16-17		46%
	18-20		27%
	20 & Over		0%
<b>Survey Method</b>	Face to Face	12	55%
	Telephone	10	45%
		22	100%
<b>Services</b>	Mental Health		100%
	Drug & Alcohol		0%
	Mental Health and Drug & Alcohol		0%

#### Contact Information

Somerset-Bedford HealthChoices  
 245 West Race Street  
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Survey Administration and Evaluation Services  
 provided by:

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Bedford-Somerset  
 HealthChoices



245 West Race Street  
 Somerset, Pennsylvania 15501

Bedford-Somerset  
 Recipients  
 Rate Their  
 Behavioral  
 Health Services

October—December 2025 Consumer and Family  
 Satisfaction and Outcomes Survey Findings

April 2026

### CHARACTERISTICS OF PARENT/FAMILY RESPONDENTS

<b>Gender:</b>	Male		92%
	Female		8%
	Did Not Identify		0%
<b>M. Age:</b>	5 or under		4%
	6 - 8		38%
	9 - 13		58%
	14 & Over		0%
<b>Survey Method</b>	Face to Face	12	50%
	Telephone	12	50%
		24	100%
<b>Services</b>	Mental Health		100%
	D&A		0%
	Both MH and D&A		0%

## BACKGROUND

The Office of Mental Health and Substance Abuse Services (OMHSAS) of the Pennsylvania Department of Human Services requires counties to assess member satisfaction with, and outcomes of, publicly funded behavioral health services provided through participating providers of Community Care. A total of 136 adults, adolescents and parent/family caregivers participated in the survey process during January–March 2026.

## RATING TREATMENT SUCCESS

**Adolescents** between 14 and 20 years of age were asked how they had improved as a direct result of the behavioral health services they received. Percentages below represent those respondents who “strongly agreed” or “agreed” with the following statements: They were also asked their opinion regarding the treatment they received from their provider. N=22

27%	Do you know where to find the number to call Magellan?
77%	Aware you can file a complaint/grievance if needed?
41%	Reviewed your insurance benefits/treatment options.
100%	We meet at times that are convenient for me.
100%	Given a choice in different providers available.
100%	Received help I needed in reasonable amount of time.
41%	Provider offered information on Peer Support Services.
95%	Provider helped me make a plan to deal with problems.
100%	Encouraged to make my own treatment decisions.
100%	Comfortable communicating with provider.
95%	Informed me on community resources.
96%	Staff treats me with respect and as an equal.
95%	I manage strong feelings better.
100%	I make better choices throughout day-to-day life.
9%	Have you had any issues/problems with provider?

## RATING SATISFACTION WITH SERVICES

Adult and parent/family caregivers were asked to rate their overall satisfaction with the behavioral health services they received for themselves or their child. Percentages below represent those respondents who “strongly agreed” or “agreed” with the following statements. The questions covered the member’s perception of treatment, outcomes, treatment by the provider and staff of Community Care. The parent/family caregivers interviewed responded on behalf of their child under 14 years of age. The table below shows survey findings, where percentages represent respondents who “strongly agreed” or “agreed” with each item, using a 5– point scale.

ADULT SATISFACTION WITH SERVICES	AGREE	PARENT/CAREGIVER SATISFACTION WITH SERVICES	AGREE
	N=90		N=24
Do you know where to find the number to call Magellan?	36%	Do you know where to find the number to call Magellan?	46%
Are you aware you can file a complaint/grievance if needed?	54%	Aware how to file a complaint/grievance if needed?	63%
Have you reviewed your insurance benefits/treatment options?	27%	Have reviewed insurance benefits/treatment options?	25%
I was able to get help needed within a reasonable amount of time.	96%	Service are available at times that are convenient.	100%
Made aware of availability of other providers and given choice.	85%	Given a choice of different providers available.	83%
Provider helped me create plans to deal with problems.	93%	Gets help child needs within reasonable amount time.	96%
Provider encourages me to make my own treatment decisions.	92%	Provider explained child’s diagnosis to me.	96%
I feel comfortable communicating with my provider.	94%	Helped us create plan to deal with any problem.	96%
I feel I have enough time with staff during most sessions	94%	Encouraged to make child’s treatment decisions.	100%
Provider offered information on Peer Support Services.	69%	Comfortable communicating with provider.	100%
Provider offered information on community resources and support.	98%	Feel like child has enough time with staff during sessions.	100%
Staff treats me with respect and as equal partner in treatment.	97%	Provider and PCP work together and share information.	90%
Clear information given on who to call between appointments.	98%	Given advance notice to my schedule arrangements	100%
I deal better with daily problems.	91%	Staff treats us with respect and as equal partners.	100%
I feel more hopeful about the future.	92%	Know who to contact between appointments	96%
Treatment is effective in helping achieve my recovery goals.	95%	Child deals with daily problems better.	100%
I have had issues with the or problems with the provider. (No)	95%	Our family has improved since child started treatment.	91%
I would recommend provider to others.	94%	Child’s behavioral health is improving.	91%
I was given a chance to make treatment decisions.	90%	I have had issues or problems with the provider. (No)	96%
In the past 12 months, I was able to get the help I needed.	87%	I would recommend my provider to others.	100%
I have trouble getting medications that work for me. (No)	90%	Child’s quality of life has improved from treatment.	83%