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

Behavioral Health Services of Bedford and Somerset Counties

3rd Quarter July-September 2026

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

Detailed Report of Survey Findings
October 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 YTD Total	What quarter is it?			
		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 3rd Quarter Report
This 3rd Quarter Bedford-Somerset C/FST Report provides details on the 90 adult, 25 family and 19 youth (134 total) interviews that were completed between July through September 2026.

Adult Survey Process & Findings
This 3rd Quarter Bedford-Somerset Counties C/FST Report covers the period between July and September 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.

3rd Quarter 2026 Adult Sample Characteristics versus 2nd Quarter 2026 Comparison:
1. Lower percentage of face-to-face – 59% (53 of 90) versus 72% (65 of 90).
2. Higher percentage of female respondents –59% (53 of 90) versus 54% (49 of 90).
3. Lower percentage of respondents in the age range of 55-64 – 8% (7 of 90) versus 21% (19 of 90).
4. Higher percent of MH only (includes medication mgt) – 84% (76 of 90) versus 71% (64 of 90).
5. Lower respondents receiving less than six months of treatment– 23% (21 of 90) versus 38% (34 of 90).
6. Similar percentage of respondents receiving treatment services over 4 years with the same provider – 29% (26 of 90) versus 30% (27 of 90).

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% (5 of 5, excludes 85 “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 31% (28 of 90) for the 3rd quarter. This indicator was 69% (251 of 363) for the previous MCO for calendar year 2025.

3. The lowest awareness indicator during the 3rd Quarter is, *“Have you reviewed your insurance benefits and treatment options available through Magellan,”* at 13% (12 of 90). This number was also low at 38% for 2025.

4. Surveyed adults are generally pleased with ***Access*** to provider treatment services having 92% to 94% 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 99%. 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 81% (57 of 70, excludes 20 neutral) 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 96% (86 of 90) and *"I have been given clear information on who to contact if I need immediate help between appointments,"* at 93% (84 of 90).

7. Adult perception of ***Treatment Outcomes*** was 94% - 96%% 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 helping achieve recovery goals"* These indicators were 97%- 98% for calendar year 2025.

8. Just 4% (4 of 90) of interviewed adults reported having issues or problems with their provider during the 3rd Quarter of 2026. These members reported "other" reasons for having issues or problems. See Page 27 Literal Comments regarding member provider related problems.

Suicide Prevention and Community Resilience **– newly added section**
The following four questions were added as part of an Office of Mental Health and Substance Abuse Services (OMHSAS) statewide Performance Improvement Process. (PIP). A separate report is available.

Adult responses were 92% - 97% (82-87 of 90) for three of four questions including, "I know how to access the suicide line or 988," "My provider asked me questions to assess if I have depression," and "I have access to a variety of clinical services to seek help if I ever have suicidal thoughts."

The lowest rated question in the group was, "I feel comfortable discussing the subject of suicide with others" at 81% (73 of 90).

No adult members refused to answer the questions regarding suicide prevention and community resilience and only one adult member indicated a "not applicable: response to one question.

Adult – Member Request for Assistance (MRAs)
Upon completing the survey, 0% (1 of 4, excluding 86 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 3rd Quarter of 2026, 23 adult quality audits were performed. 100% (23 of 23) of adults felt the length of the survey and number of questions were satisfactory. 100% (23 of 23) of adults were satisfied with the survey process and 100% (23 of 23) of adults felt ok or good about being contacted.

Member comments,
"She (surveyor) was very nice."
"This (survey) should happen more often, to ensure people get what they need."
"She (surveyor) helped me walk away from the drama at the provider's office and I will find help When I am ready."
"She (surveyor) is very sweet, keep her doing this job. You can tell she genuinely care."
"I was caught off guard when I got the phone call. I didn't know I was going to get a call on this."
"I would recommend you guys going everywhere and doing this. This is a wonderful thing to do."
"I was not offended by being contacted."
"I am glad I could help out."

Adult Demographics

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.
	270	**90**	**90**	**90**	**-**
Q4-What type of survey is it?					
Phone	**83** **30.7%**	21 23.3%	25 27.8%	37 41.1%	- -
Face to Face	**187** **69.3%**	69 76.7%	65 72.2%	53 58.9%	- -

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.
	270	**90**	**90**	**90**	**-**
Q5-What county does the member live in?					
Somerset	**161** **59.6%**	59 65.6%	51 56.7%	51 56.7%	- -
Bedford	**109** **40.4%**	31 34.4%	39 43.3%	39 43.3%	- -

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	**270**	**90**	**90**	**90**	**-**
Q6-What is your gender?					
Male	**124** **45.9%**	46 51.1%	41 45.6%	37 41.1%	- -
Female	**146** **54.1%**	44 48.9%	49 54.4%	53 58.9%	- -
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 Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	**270**	**90**	**90**	**90**	**-**
Q7-How old are you?					
21-24	**16** **5.9%**	7 7.8%	3 3.3%	6 6.7%	- -
25-34	**81** **30.0%**	19 21.1%	24 26.7%	38 42.2%	- -
35-44	**80** **29.6%**	33 36.7%	28 31.1%	19 21.1%	- -
45-54	**51** **18.9%**	18 20.0%	13 14.4%	20 22.2%	- -
55-64	**37** **13.7%**	11 12.2%	19 21.1%	7 7.8%	- -
65 and older	**5** **1.9%**	2 2.2%	3 3.3%	- -	- -

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	**270**	**90**	**90**	**90**	**-**
Q8-What do you consider your race to be?					
Caucasian	**255** **94.4%**	90 100.0%	83 92.2%	82 91.1%	- -
African American	**7** **2.6%**	- -	2 2.2%	5 5.6%	- -
Hispanic American	**2** **0.7%**	- -	2 2.2%	- -	- -
American Indian/Alaskan Native	**3** **1.1%**	- -	1 1.1%	2 2.2%	- -
Asian American	**-** **-**	- -	- -	- -	- -
Multi-racial	**-** **-**	- -	- -	- -	- -
Other	**3** **1.1%**	- -	2 2.2%	1 1.1%	- -

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	**270**	**90**	**90**	**90**	**-**
Q9-Are you receiving services primarily for:					
Mental Health	**199** **73.7%**	59 65.6%	64 71.1%	76 84.4%	- -
Substance Use Disorder Services	**62** **23.0%**	28 31.1%	23 25.6%	11 12.2%	- -
Both Mental Health and Substance Use Disorder Services	**9** **3.3%**	3 3.3%	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 Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	**270**	**90**	**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	**77** **28.5%**	32 35.6%	28 31.1%	17 18.9%	- -
No	**193** **71.5%**	58 64.4%	62 68.9%	73 81.1%	- -

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	**270**	**90**	**90**	**90**	**-**
Q10B-Are you aware that you can file a complaint and/or grievance if needed?					
Yes	**121** **44.8%**	49 54.4%	44 48.9%	28 31.1%	- -
No	**149** **55.2%**	41 45.6%	46 51.1%	62 68.9%	- -

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	**270**	**90**	**90**	**90**	**-**
Q10C-Have you reviewed your insurance benefits and treatment options through Magellan?					
Yes	**61** **22.6%**	24 26.7%	25 27.8%	12 13.3%	- -
No	**209** **77.4%**	66 73.3%	65 72.2%	78 86.7%	- -

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	29	14	10	5	-
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	28 96.6%	14 100.0%	9 90.0%	5 100.0%	- -
No	1 3.4%	- -	1 10.0%	- -	- -

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 Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	270	90	90	90	-
Q13-What is the name of your treatment provider?					
ACRP	20 7.4%	6 6.7%	6 6.7%	8 8.9%	- -
Alliance Medical Services	3 1.1%	2 2.2%	1 1.1%	- -	- -
Beal Counseling and Consulting	14 5.2%	6 6.7%	5 5.6%	3 3.3%	- -
Bedford DBHS	44 16.3%	8 8.9%	20 22.2%	16 17.8%	- -
Cambria-Somerset Counseling	1 0.4%	- -	- -	1 1.1%	- -
Cen-Clear	1 0.4%	1 1.1%	- -	- -	- -
Croyle-Nielson	- -	- -	- -	- -	- -
Discovery House	- -	- -	- -	- -	- -
Clarvida (FBR)	5 1.9%	2 2.2%	3 3.3%	- -	- -
Hyndman Area Health Center	4 1.5%	- -	2 2.2%	2 2.2%	- -
Mary Berge and Associates	2 0.7%	- -	- -	2 2.2%	- -
Nulton Diagnostic and Treatment Center	50 18.5%	16 17.8%	10 11.1%	24 26.7%	- -
Peerstar	- -	- -	- -	- -	- -
Primary Health Network	- -	- -	- -	- -	- -
Pyramid HealthCare	4 1.5%	3 3.3%	1 1.1%	- -	- -
Somerset DBHS	58 21.5%	18 20.0%	19 21.1%	21 23.3%	- -
Somerset Hospital	- -	- -	- -	- -	- -
Twin Lakes	32 11.9%	13 14.4%	9 10.0%	10 11.1%	- -
UPMC Western Behavioral Health of the Alleghenies (UPMC WBHA)	- -	- -	- -	- -	- -
White Deer Run/Cove Forge	19 7.0%	9 10.0%	10 11.1%	- -	- -
Other	13 4.8%	6 6.7%	4 4.4%	3 3.3%	- -

Adult Treatment Provider Level Analysis

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	270	90	90	90	-
Q14-What service are you receiving from this (name of provider)?					
MH BCM (Blended Case Management)	14 5.2%	7 7.8%	5 5.6%	2 2.2%	- -
Crisis Intervention	- -	- -	- -	- -	- -
Medication/Psychiatry/Telepsychiatry	97 35.9%	24 26.7%	33 36.7%	40 44.4%	- -
MH Inpatient Hospitalization	- -	- -	- -	- -	- -
MH Outpatient Therapy/EOP	90 33.3%	29 32.2%	26 28.9%	35 38.9%	- -
MH Partial Hospitalization	1 0.4%	- -	- -	1 1.1%	- -
Peer Support Services	1 0.4%	1 1.1%	- -	- -	- -
Psych Rehab	6 2.2%	2 2.2%	2 2.2%	2 2.2%	- -
Substance Use (SU) Inpatient/Rehabilitation	23 8.5%	11 12.2%	9 10.0%	3 3.3%	- -
SU-ICM (Intensive Case Management)	- -	- -	- -	- -	- -
SU Intensive Outpatient Therapy	15 5.6%	8 8.9%	4 4.4%	3 3.3%	- -
SU Detox	3 1.1%	- -	3 3.3%	- -	- -
Naltrexone Maintenance	- -	- -	- -	- -	- -
Buprenorphine Maintenance	2 0.7%	1 1.1%	- -	1 1.1%	- -
SU Certified Recovery Specialist	1 0.4%	1 1.1%	- -	- -	- -
SU Outpatient Therapy	13 4.8%	3 3.3%	7 7.8%	3 3.3%	- -
SU Partial Hospitalization	1 0.4%	1 1.1%	- -	- -	- -
Methadone Maintenance	2 0.7%	1 1.1%	1 1.1%	- -	- -
Other	1 0.4%	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 Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	270	90	90	90	-
Q15-How long have you been receiving services from this provider?					
Less than 6 months	79 29.3%	24 26.7%	34 37.8%	21 23.3%	- -
6-11 months	32 11.9%	10 11.1%	9 10.0%	13 14.4%	- -
1 to 2 years	42 15.6%	14 15.6%	9 10.0%	19 21.1%	- -
2 to 3 years	35 13.0%	13 14.4%	11 12.2%	11 12.2%	- -
4 + years	82 30.4%	29 32.2%	27 30.0%	26 28.9%	- -

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 responses reduce total	250	76	89	85	-
Q16-Were you put on a waiting list to be seen by (provider)?					
Yes	38 15.2%	9 11.8%	12 13.5%	17 20.0%	- -
No	212 84.8%	67 88.2%	77 86.5%	68 80.0%	- -

Adult Teleheath Services

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.
Neutrals and NA responses reduce totals	139	41	47	51	-
Q17-If you've received services by video or telephone, were you satisfied with the services you received?					
Very Satisfied/Satisfied	139 100.0%	41 100.0%	47 100.0%	51 100.0%	- -
Very dissatisfied/Dissatisfied	- -	- -	- -	- -	- -

Adult Access to Services

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	**267**	**89**	**88**	**90**	**-**
Q18A-I feel I was able to get the help I needed within a reasonable amount of time.					
Strongly Agree/Agree	**258** **96.6%**	85 95.5%	88 100.0%	85 94.4%	- -
Strongly Disagree/Disagree	**9** **3.4%**	4 4.5%	- -	5 5.6%	- -

96.6% 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 Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	**258**	**85**	**86**	**87**	**-**
Q18B-I was made aware of the availability of different providers for this service and given a choice.					
Strongly Agree/Agree	**225** **87.2%**	72 84.7%	72 83.7%	81 93.1%	- -
Strongly Disagree/Disagree	**33** **12.8%**	13 15.3%	14 16.3%	6 6.9%	- -

87.2% of target rate Y-T-D **Satisfactory**

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.
Neutral responses reduce totals	**265**	**85**	**90**	**90**	**-**
Q18C-Services are available at times that are convenient.					
Strongly Agree/Agree	**255** **96.2%**	83 97.6%	89 98.9%	83 92.2%	- -
Strongly Diagree/Disagree	**10** **3.8%**	2 2.4%	1 1.1%	7 7.8%	- -

96.2% 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 Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	**267**	**90**	**87**	**90**	**-**
Q19A-(Provider) helped me create a plan to deal with any problems I have.					
Strongly Agree/Agree	**252** **94.4%**	84 93.3%	83 95.4%	85 94.4%	- -
Strongly Disagree/Disagree	**15** **5.6%**	6 6.7%	4 4.6%	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 Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	**268**	**90**	**89**	**89**	**-**
Q19B-Does the provider encourage you to make your own decisions regarding treatment?					
Strongly Agree/Agree	**255** **95.1%**	83 92.2%	84 94.4%	88 98.9%	- -
Strongly Disagree/Disagree	**13** **4.9%**	7 7.8%	5 5.6%	1 1.1%	- -

95.1% 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 Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	**261**	**86**	**87**	**88**	**-**
Q19C-How comfortable do you feel communicating with your mental health provider?					
Strongly Agree/Agree	**254** **97.3%**	81 94.2%	86 98.9%	87 98.9%	- -
Strongly Disagree/Disagree	**7** **2.7%**	5 5.8%	1 1.1%	1 1.1%	- -

97.3% 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 Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	**268**	**89**	**90**	**89**	**-**
Q19D-I feel I have enough time with staff during most sessions.					
Strongly Agree/Agree	**254** **94.8%**	84 94.4%	87 96.7%	83 93.3%	- -
Strongly Disagree/Disagree	**14** **5.2%**	5 5.6%	3 3.3%	6 6.7%	- -

94.8% 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 Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral answers reduce total	**270**	**90**	**90**	**90**	**-**
Q19E-My provider has offered information on Peer Support Services.					
Strongly Agree/Agree	**180** **66.7%**	62 68.9%	61 67.8%	57 63.3%	- -
Strongly Disagree/Disagree	**60** **22.2%**	25 27.8%	22 24.4%	13 14.4%	- -
Neutral	**30** **11.1%**	3 3.3%	7 7.8%	20 22.2%	- -

66.7% 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 Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral/NA responses reduce totals	**242**	**81**	**83**	**78**	**-**
Q20-My provider has talked with me about community resources and other supports, if needed.					
Strongly Agree/Agree	**226** **93.4%**	79 97.5%	75 90.4%	72 92.3%	- -
Strongly Disagree/Disagree	**16** **6.6%**	2 2.5%	8 9.6%	6 7.7%	- -

93.4% 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 Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	**235**	**83**	**78**	**74**	**-**
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	**220** **93.6%**	73 88.0%	75 96.2%	72 97.3%	- -
Strongly Disagree/Disagree	**15** **6.4%**	10 12.0%	3 3.8%	2 2.7%	- -

93.6% of target rate Y-T-D **Meets Expectations**

Adult Recovery Oriented Practices

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.
Neutral responses reduce totals	**270**	**90**	**90**	**90**	**-**
Q22A-Staff treat me with respect and sees me as an equal partner in my treatment program.					
Always /Almost Always/Often	**263** **97.4%**	87 96.7%	90 100.0%	86 95.6%	- -
Sometimes	**6** **2.2%**	3 3.3%	- -	3 3.3%	- -
Rarely/Never	**1** **0.4%**	- -	- -	1 1.1%	- -

97.4% 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 Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	**270**	**90**	**90**	**90**	**-**
Q22B-I have been given clear information on who to contact if I need immediate help between appointments.					
Always,Almost Always, Often	**258** **95.6%**	88 97.8%	86 95.6%	84 93.3%	- -
Sometimes	**3** **1.1%**	- -	2 2.2%	1 1.1%	- -
Rarely/Never	**9** **3.3%**	2 2.2%	2 2.2%	5 5.6%	- -

95.6% 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 Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	**251**	**87**	**78**	**86**	**-**
Q23A-I deal better with daily problems.					
Strongly Agree/Agree	**239** **95.2%**	79 90.8%	78 100.0%	82 95.3%	- -
Strongly Disagree/Disagree	**12** **4.8%**	8 9.2%	- -	4 4.7%	- -

95.2% 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 Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	256	88	84	84	-
Q23B-I feel more hopeful about the future.					
Strongly Agree/Agree	239 93.4%	81 92.0%	77 91.7%	81 96.4%	- -
Strongly Disagree/Disagree	17 6.6%	7 8.0%	7 8.3%	3 3.6%	- -

93.4% 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 Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	253	83	87	83	-
Q23C-How effective do you feel that treatment was in helping you achieve your recovery goals?					
Strongly Agree/Agree	239 94.5%	79 95.2%	82 94.3%	78 94.0%	- -
Strongly Disagree/Disagree	14 5.5%	4 4.8%	5 5.7%	5 6.0%	- -

94.5% 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 Quarte- r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	270	90	90	90	-
Q24-Have you had any issues or problems with services from (name of provider)?					
Yes	12 4.4%	5 5.6%	3 3.3%	4 4.4%	- -
No	258 95.6%	85 94.4%	87 96.7%	86 95.6%	- -

Adult Provider Issues or Problems

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 responses reduce total	12	5	3	4	-
Q25-If yes, what were the issues or problems with services from (name of provider)?					
Lack of treatment planning and coordination	- -	- -	- -	- -	- -
Services not provided when I needed them	- -	- -	- -	- -	- -
Poor Communication	1 8.3%	1 20.0%	- -	- -	- -
Frequent staff changes	2 16.7%	1 20.0%	- -	1 25.0%	- -
Frequent Provider Cancellations	- -	- -	- -	- -	- -
Other	9 75.0%	3 60.0%	3 100.0%	3 75.0%	- -

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.
Neutrals reduce total	11	5	2	4	-
Q26-Were you able to resolve these issues or problems with (name of provider) through a discussion with the program manager, or did you choose not to take any action?					
I resolved the problem with the program manager	1 9.1%	1 20.0%	- -	- -	- -
I chose not to take any action	1 9.1%	1 20.0%	- -	- -	- -
I filed a formal complaint	- -	- -	- -	- -	- -
Other	9 81.8%	3 60.0%	2 100.0%	4 100.0%	- -

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.
Neutrals reduce total	3	1	-	2	-
Q27-If you chose to not take any action, why?					
The problem was not that serious	- -	- -	- -	- -	- -
I was concerned with how the provider would react	2 66.7%	1 100.0%	- -	1 50.0%	- -
I didn't know how to file a formal complaint	- -	- -	- -	- -	- -
Other	1 33.3%	- -	- -	1 50.0%	- -

Adult Department of Human Services Questions

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	270	90	90	90	-
Q28-Would you reccommend your provider to others?					
Yes	260 96.3%	85 94.4%	88 97.8%	87 96.7%	- -
No	10 3.7%	5 5.6%	2 2.2%	3 3.3%	- -

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	270	90	90	90	-
Q29-What effect has the treatment you've received had on the quality of your life? (State question)					
Much better	136 50.4%	49 54.4%	42 46.7%	45 50.0%	- -
A little better	87 32.2%	25 27.8%	31 34.4%	31 34.4%	- -
About the same	40 14.8%	14 15.6%	17 18.9%	9 10.0%	- -
A little worse	7 2.6%	2 2.2%	- -	5 5.6%	- -
Much worse	- -	- -	- -	- -	- -

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	270	90	90	90	-
Q30-Were you given the chance to make treatment decisions? (State question)					
Yes	248 91.9%	81 90.0%	82 91.1%	85 94.4%	- -
No	7 2.6%	4 4.4%	1 1.1%	2 2.2%	- -
Sometimes	15 5.6%	5 5.6%	7 7.8%	3 3.3%	- -

Adult Department of Human Services Questions

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.
N/A's reduce total	270	90	90	90	-
Q31-In the last twelve months, were you able to get the help you needed? (State question)					
Yes	244 90.4%	78 86.7%	81 90.0%	85 94.4%	- -
Sometimes	20 7.4%	11 12.2%	9 10.0%	- -	- -
Never	6 2.2%	1 1.1%	- -	5 5.6%	- -

Adult Behavioral Health Medications

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.
N/A's reduce total	17	6	6	5	-
Q32-If you were not able to get behavioral health services in the last twelve months, what stopped you?					
Money issues	- -	- -	- -	- -	- -
Transportation issues	3 17.6%	3 50.0%	- -	- -	- -
Language barriers	- -	- -	- -	- -	- -
Inconvenient times	- -	- -	- -	- -	- -
Childcare issues	- -	- -	- -	- -	- -
Long waiting list	- -	- -	- -	- -	- -
Didn't know where to get help	- -	- -	- -	- -	- -
Other	14 82.4%	3 50.0%	6 100.0%	5 100.0%	- -

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's reduce totals	219	72	75	72	-
Q33-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you?					
Yes	27 12.3%	7 9.7%	12 16.0%	8 11.1%	- -
No	192 87.7%	65 90.3%	63 84.0%	64 88.9%	- -

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	270	90	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	1 0.4%	- -	- -	1 1.1%	- -
No	11 4.1%	5 5.6%	3 3.3%	3 3.3%	- -
Not Applicable	258 95.6%	85 94.4%	87 96.7%	86 95.6%	- -

***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?

Q2- The human race, I don't classify
Q2- The human race
Q3- American

Q10D-These questions are about your managed care company Magellan.

Q1- This is the first time I am hearing about Magellan
Q3- I am not familiar with them
Q3- I did not know any of this
Q3- I was not aware of them
Q3- Not familiar with who they are

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?

Q2- I am disappointed, they let me know my benefits are going to be cut

Q12A-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?

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
Q2- Horizon Behavioral Health
Q2- Horizon Behavioral Health
Q2- Horizon Behavioral Health
Q2- Horizon Behavioral Health
Q3- Horizon Behavioral Health
Q3- Horizon Behavioral Health
Q3- Horizon Behavioral Health

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 once 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

Q2- I was not made aware of different providers, but I didn't really look into it either

Q2- This doctor was the only one mentioned to me

Q2- My BCM got me in here

Q2- I was put on a waiting list

Q2- I have been here since I was a child, so I am not sure

Q2- They did not let me know about other providers and I feel they are not available at times that are convenient

Q2- It was not explained to me that I could choose my provider, this one was assigned to me

Q2- No one told me of other rehabs

Q2- I called and they gave me an outpatient therapist because it would take weeks to get a doctors appointment

Q2- They did not give me a choice

Q3- I never got a choice, they assigned the doctor to me

Q3- I told them my issues and they assigned me an outpatient therapist and a doctor

Q3- I feel like they didn't help me at all. They were unprofessional and not there for me

Q3- They did not tell me about other providers

Q3- They did not tell me about other providers

Q3- No, I have to keep switching therapists

Q3- This was the only doctor, I was not given a choice

Q3- I only saw the doctor here one time and they didn't help

Q3- Bedford only has one choice

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

Q19F-Treatment Experiences

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.

Q2- We did not create a plan. They do not help with anything here. If I don't keep on them, I don't get anything done

Q2- I don't think they have peer support here

Q2- I do not believe they mentioned Peer Support

Q2- I am not sure if they helped me create a plan or not. I don't feel comfortable talking to the doctor because he is hard to relate to. They did not provide me with Peer Support services

Q2- We have to make our own appointments

Q2- They did not provide me information on Peer Support services

Q2- I would like to have more one on one. They should give us more phone calls

Q2- I am not sure if they gave me information on Peer Support

Q2- They did not offer peer support services to me

Q2- I don't feel comfortable communicating with them because I have trust issues. Especially with doctors

Q2- I have not talked to anyone about my treatment

Q2- I don't remember if they offered me Peer Support Services

Q2- I don't know if they offered Peer Support or not

Q2- I don't feel comfortable making my own decisions

Q2- I don't think they told me about Peer Support Services

Q2- No, they didn't offer information on Peer Support, but I did not ask for it either

Q2- I don't believe they gave me Peer Support information

Q2- I am not sure if I got Peer Support information

Q3- I don't feel comfortable talking with anyone. I don't remember if they if they gave me information on Peer Support Services

Q3- I am not sure, I do not know if they have that here

Q3- They don't have Peer Support here

Q3- The doctor is very impersonal and I don't feel comfortable communicating with them. No they don't offer Peer Support services

Q3- I definitely did not have enough time with staff when they were there. They don't know how to talk to people and would make me feel worse about myself

Q3- I don't know if they have Peer Support Services

Q3- I don't think they offer it here

Q19F-Treatment Experiences

Q3- They may have went over Peer Support, I don't remember

Q3- I never asked

Q3- I don't feel like I have enough time with staff. No, they did not go over Peer Support Services with me.

Q3- They don't encourage me to make my own decisions

Q3- I am not sure if they gave me information on Peer Support or not

Q3- I was given information on Peer Support, but it was not explained well

Q3- I do not have enough time with staff and I don't think they mentioned Peer Support Services

Q3- They didn't mention Peer Support to me

Q3- They are not receptive and the medical part of everything did not encourage me to make my own decisions. Sometimes the staff makes snide comments

Q3- They didn't offer information on Peer Support

Q3- I was not offered information on Peer Support Services

Q3- I am not sure if they offered me information on Peer Support Services or not

Q3- I never heard of Peer Support

Q3- I am not interested in Peer Support

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

Q2- I have no idea

Q2- I am not sure if they work together or not

Q2- I am not sure if they do or not

Q2- I am not sure if they work together or not

Q2- It does not matter if I sign a paper for them to talk to each other, they don't work together or talk to each other

Q2- All of my providers don't talk to each other

Q2- My PCP does not talk to my psychiatrists

Q2- They would not prescribe me medication for anxiety. My heart doctor even wrote them a letter stating it would be beneficial for me to be on one and they ignored it.

Q3- I am not sure if they do or not

Q3- I am not sure if my providers work together or not

Q3- I have no idea, my mental health provider didn't help me at all

Q3- I do not know if they communicate or not

Q3- I have no idea

Q3- They wanted to send me to a nursing home because the food wasn't agreeing with me and making me sick. They said it wasn't appropriate to stay here

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

Q3- My PCP suggested the MH provider would call me to set up an appointment. The communication was a little confusing

Q3- I never needed them to contact my PCP

Q22C-Recovery Oriented Practices

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

Q2- Half of them treat me with respect. The doctor shoos me away if I say something he does not want to hear

Q3- They didn't tell me who to contact if I need immediate help

Q3- Lack of concern- If you come through the door, you are not an individual any more, you are part of the group

Q3- They get rude

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 help. 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

Q2- They do not help me very much. The doctor makes me feel stupid and he seems short on my opinions

Q2- I don't know where I am going to end up after Psych Rehab, I know I will go to outpatient. But other than that, I have no idea what I am doing.

Q2- Need more time and help with my provider

Q2- I don't feel any different dealing with daily problems

Q2- The groups are mainly about people telling personal stories. We need to be showed how to move forward and not have to listen to people tell us how not to get caught doing drugs or where to get them

Q2- I have been here less than six months, and I have not met these goals yet

Q2- I am not real hopeful because I am in a lot of debt

Q2- It depends on the day on how I deal with issues. Treatment is kind of helping me with my recovery goals

Q2- I guess

Q2- We feel like he is over-medicated

Q2- I don't know what the future holds

Q2- Everything is getting better slowly

Q3- I have a lot of anxiety. Treatment is the same, nothing is different. The medication is ok, but not lifting me up or making life better. They are helping me but not extremely helpful.

Q23D-Treatment Outcomes

Q3- I don't know what my future holds right now. I am not sure how I feel about my treatment being effective right now.

Q3- I still have some negative thoughts I am working on

Q3- They are short staffed and made my mental health worse. I still need to work on a lot of my issues

Q3- I am seeking more help and to get back into other services

Q3- Reaching goals is going slower than I anticipated

Q3- Medication and my body. I don't care for how I am being treated right now

Q3- It is still too early to tell if it is effective or not

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

Q2- The descrepnency with nurses on prescriptions between the hospital and DBHS scheduling to get my medications so I don't run out

Q2- The doctors are scared they will lose their license for prescribing me a narcotic. I get treated like I am the local drug dealer here

Q2- The doctor made me feel uncomfortable. I told the nurse that the doctor made me feel uncomfortable too.

Q3- Lack of treatment planning and coordination, services not provided when I needed them, and poor communication

Q3- They told me I couldn't hangout with certain people in the past

Q3- Medical, they are not doing their job. I feel like my health is going downhill since I have come here

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

Q2- I solved it on my own by going to the hospital to get my medications

Q2- I just told them what I needed

Q3- I stopped going- the drama and childish games became too much for me

Q3- I talked to some guy and told him I was getting frustrated with the staff changes

Q3- They changed staff which fixed the problem

Q3- I talked to the nursing staff, it is not resolved, it is getting worse. I did fill out a formal complaint, and they told me to give it to the counselor.

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

Q3- The issue is resolved for now. I have a therapist that is steady and I am comfortable with them.

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 is 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
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 yes, 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 okay
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 definitely have been 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 recommended them!!
Q1- I see others struggling and they could benefit from having a BCM

Q28A-Would you recommend your provider to others?

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 helpful 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
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 me 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
Q2- They are very well structured here
Q2- They are all about your mental health here, and that helps
Q2- The amount of support and knowledge of everyone is very helpful
Q2- I think my counselor is AWESOME!
Q2- The physician is really cool here!
Q2- I have recommended them already, I love it here!
Q2- Communication is clear, it is easy to talk to the doctor
Q2- They weed out problems and give us skills to resolve them
Q2- I don't think the doctor understands peoples health issues and needs. I think the doctor needs updated on current mental health symptoms
Q2- The outpatient therapist listens any time I have issues
Q2- They listen, they are understanding, and they have a lot of resources
Q2- Because I like the program, and it is helpful
Q2- Yes, I do already and it's a good place if you need help
Q2- They are helpful
Q2- They are efficient and work with you
Q2- The doctor is pretty good
Q2- The outpatient therapist is outgoing, understanding, polite and respectful
Q2- There is a good bit of free time here and that helps out a lot
Q2- The outpatient therapist is extremely supportive and helps me with my perspective on my problems

Q28A-Would you recommend your provider to others?

Q2- I really like my therapist and think she is really good with helping me solve my problems
Q2- They have always done right by me
Q2- The staff is nice
Q2- This is a better place than I was at
Q2- They seem to care and listen when I talk
Q2- The staff is helpful
Q2- They are thoughtful
Q2- I like that I can text or call
Q2- The staff is top notch, they truly care about their patients
Q2- The service is good, they are really good at her job
Q2- I like the staff, they are nice
Q2- The BCM helps me get a job working with other individuals to solve problems in the community
Q2- The doctor sits down and talks to me
Q2- The outpatient therapist helps me with CBT and helps me journal
Q2- The doctor takes the time to listen to me
Q2- The outpatient therapist is relatable and they care
Q2- This is the first doctor that really cares about me as a person
Q2- The staff is extremely helpful
Q2- I like to see people healthy, see myself healthy
Q2- They help me meet my needs
Q2- They have met every need I need at this time
Q2- They give me the help I need
Q2- Everyone is nice, no one here is rude
Q2- They are good about what I need
Q2- They are very supportive
Q2- They are willing to work with you
Q2- Yes I would so they can get help with their emotional problems
Q2- They help you feel like you actually have a future to live for
Q2- They helped me get back on my feet
The program has worked for me
Q2- They are good people
Q2- I would recommend them because there are too many people out there dying from fentanyl
Q2- Therapy is helping
Q2- I feel like I am in a safe environment
Q2- This is a nice place
Q2- I would not recommend this place because of the doctors
Q2- It depends on the provider and the insurance
Q2- They are not making me feel fearful of coming in for help
Q2- They listen to me
Q2- Some things they help you with, some things they don't
Q2- They are a good provider
Q2- They take their time when they are talking to you

Q28A-Would you recommend your provider to others?

Q2- They have helped so much
Q2- They are caring
Q2- The doctor listens to me
Q2- They are really helpful
Q2- Anyone that has issues similar to mine, I tell them to go here
Q2- The atmosphere is great and everyone is friendly
Q3- They are great!
Q3- They are respectful and give good advice
Q3- Because the staff is really helpful
Q3- He was patient, he did not rush me through anything
Q3- They are great, they work through your problems with you
Q3- Personally it is the psychiatrist, I feel like they listen to me
Q3- They are very good at helping me with my problems
Q3- They are very diverse among counselors
Q3- The therapist gives me advice to help me with current issues and coping skills to do
Q3- They are easy to talk to
Q3- They are very helpful
Q3- Everyone is friendly and takes my needs very seriously
Q3- They help me through a lot
Q3- They are always helpful and reliable
Q3- They treated me like I was in charge of my recovery
Q3- They ban you for 30 days if you miss an appointment, that's ridiculous when you are there to get help.
Q3- Coming here gets me out of the house
Q3- They are extremely nice and friendly here
Q3- I like that I am seen on a regular basis.
Q3- They consistency with the provider is amazing
Q3- I feel like they work with your schedule to get you an appointment
Q3- My therapist has always made me feel comfortable
Q3- Maybe, some are better than others
Q3- The staff is respectful
Q3- They're very easy to talk to
Q3- They go above and beyond to help you here
Q3- They are amazing here
Q3- I am happy with my services
Q3- I feel comfortable talking with my therapist and doctor
Q3- The therapist has done wonders for my mental health and talking to someone helps
Q3- The receptionist is really kind, she is really religious and I like that
Q3- They care about our health and I get to hangout with people.
Q3- They are very helpful
Q3- They are flexible in their scheduling and have the option to do telehealth
Q3- The outpatient therapist can give me more hours when I need them
Q3 They are respectful

Q28A-Would you recommend your provider to others?

Q3- The group of peers, the people that come in help you
Q3- I just like the group
Q3- They're good dealing with mental health
Q3- It an all around great facility
Q3- The staff is nice
Q3- My therapist is a good listener
Q3- They give good advice for job coaching and health
Q3- I would refer my family to them cause they help a lot
Q3- My doctor is always understanding and listens to my thoughts on my medications
Q3- Yes I would because they are good
Q3- The staff is wondering
Q3- They are really thorough here
Q3- They are understanding here
Q3- My doctor take the time to talk to me
Q3- I think the counselor really tries to listen
Q3- They are compassionate
Q3- They are understanding and listen
Q3- I think the care you get here is genuine
Q3- They're very good with what they do
Q3- I would because my therapist is patient and listens to me
Q3- They offer me appointments quick
Q3- The staff is nice and helpful
Q3- They have helped me mentally with my problems
Q3- They are really organized
Q3- I would because my counselor is fantastic
Q3- I genuinely believe they take in the situation based on what you need
Q3- I told them what didn't work and we found a solution quickly

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

Q1- I am over medicated
Q1- I have money and transportation issues. I also did not know where to get help
Q1- Learning day by day
Q2- The doctor stresses me out
Q2- I have transportation issues and I don't know where to get help
Q2- I have transportation issues and scheduling issues
Q2- The doctors like to make $250,000 a year but don't like to help you. I know the anxiety medication will help me, but they won't prescribe it to me
Q3- Money issues, transportation, I didn't know where to get help, and the lack of services and help from the provider
Q3- Not reliable with individuals

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 remeron. 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

Q2- The doctor insisted on sending me scripts to a different pharmacy instead of my preferred pharmacy

Q2- The medication is effecting my weight

Q2- I am still trying to find one that fits

Q2- I have not seen the doctor to get medications yet

Q2- They will not prescribe what I know works for me

Q2- They adjust her medication and she gets used to it. So it does not help as much as it should

Q2- Yes, I was on certain medications, and they don't want to give them to you. They think you are a drug addict, and I had to give them a blood test

Q2- We feel they need adjusted so that he's not over-medicated

Q2- I need my medication adjusted

Q3- There is no prescription coverage

Q3- I have been on the same medication for a year and they are not working as well as they were. I am thinking about changing to another provider and taking care of all of that myself

Q3- The doctor does not work individually, he just goes and puts you on whatever they want

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 fantastic, 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

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

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

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

Q2- I am grateful for the compassion of the staff

Q2- I feel Twin Lakes and Hyndman really care about how my recovery is going

Q2- I love the staff here

Q2- I would like to see the doctor in person and not over telehealth if that is possible

Q2- They are flexible with scheduling. If I need to change, they are on the ball with helping me reschedule

Q2- The staff is awesome at listening to me. I would like Fridays to be moved up to 1:30. Everyone is awesome!

Q2- The outpatient therapist has changed my outlook on life for the better. I look forward to seeing her every week

Q2- I have been to three different therapists here, and my current one seems to be the best. They were very much willing to work with me to find a therapist that will be a good fit

Q2- I am happy with the services I get here

Q2- The communication with them is good

Q2- The BCM listens to me better. When they are not available, I ask the pastor

Q2- The doctor should offer telehealth. She is only in on Fridays and if we can't make it, we should have the option to do telehealth

Q2- She teaches me new skills and she gives me a better way of thinking

Q2- Help more in groups so they guide us to a better outcome

Q2- They need a coffee pot in the waiting room. Other than that they are doing amazing

Q3- They actually listen to what I say to them. Makes me feel heard

Q3- Outpatient therapist makes me feel like a normal human being

Q3- I wish the doctor would listen a little better

Q3- They have friendly staff, are caring, warm, welcoming, and kind

Q3- Everyone at DBHS has been wonderful to work with

Q3- Being banned for 30 days when you are trying to get mental health help is ridiculous. Do you know what could happen to some people knowing they are looking for help and their doctor banned them for missing an appointment. I understand they have other people going there; but life happens and some things are out of our control. They would also have me sign papers saying they treated me for appointment dates that I did not have.

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

Q3- They are great here

Q3- They are very educated on the things they need to know to help people that come here

Q3- I like that I get to talk to the nurse before I talk to the doctor. I feel more comfortable doing that

Q3- They do a good job over all and keep up with prescription refills

Q3- My therapist is one of the best therapists I have had in my entire life. They have been there to help with my needs

Q3- Here, is amazing, great staff, and give lots of great help

Q3- They treat you like you are a human and not another drug addict

Q3- They change my BCM too often

Q3- They help you with your problems and help you get through life better.

Q3- The doctor gives me the choice on if I want to increase my medications or not

Q3- The therapist is accommodating to my needs and that helps a lot

Q3- I just wish I'd have another appointment with that doctor and explain to him what is going on

Q3- My therapist is very skilled at her job

Q3- It's good they offer services for people

Q3- This place is here to help people

Q3- I think they are really top notch. They support you if you need resources or help

Q3- I like how they work around my schedule

Q3- They let you tell them what is good for you, like you make your own decisions

Q3- I would like more time in my sessions

Q3- I love community health services

Family Survey Findings

Family Survey Process & Findings
The following are C/FST Findings and Recommendations based on the 25 family/caregiver surveys completed during the 3rd Quarter of 2026 for the period between July to September 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.

3rd Quarter 2026 Family Sample Characteristics versus 2nd Quarter 2026 Comparison:
1.Lower percentage of face-to-face surveys – 60% (15 of 25) versus 79% (19 of 24).
2. Higher ratio of male caregivers – 12% (3 of 25) versus 4% (1 of 24).
3. Lower percentage of child members under age 5 - 0% (0 of 25) versus 21% (5 of 24).
4. Equivalent percentage step/adoptive/grandparent/aunt/uncle – 12% (3 of 25) versus 13% (3 of 24).
5. Lower ratio of male service recipients – 60% (15 of 25) versus 63% (15 of 24).
6. Lower percent of members receiving IBHS – 12% (3 of 25) versus 21% (5 of 24).
7. Higher percentage 28% (7 of 25) versus 17% (4 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 20% (5 of 25) for the 3rd Quarter of 2026. This indicator was 49% (47 of 96) for calendar year 2025.

Magellan's complaint and grievance awareness indicator fell to 44% (11 of 25) from 71% (17 of 25) in the 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 87% - 96% in all four indicators during the 3rd 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," "I feel like my child was able to get the help he/she needed within a reasonable amount of time"* and *"I feel like my child's MH provider explained and made me understand my child's diagnosis."*

3. Likewise, Family/caregivers are generally pleased with their provider ***Treatment Experiences*** in the 3rd Quarter with satisfaction scores of 92%-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," "If meetings are held, I am always informed with enough advance notice that I can make arrangements to attend,"* and *"As appropriate, my providers (physical and behavioral health) work together and share information to provide my child the best care possible.,"*

The indicator *"My child's provider has talked with us about community resources and other supports, if needed"* was just 81% (17 of 21) during the 3rd Quarter of 2026.

4. Family/caregivers were generally pleased with ***Provider Recovery Orientation*** with a satisfaction score of 100% in both questions during the 3rd 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 95-100% in all three indicators for the 3rd 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 8% (2 of 25) of family/caregivers reported having issues or problems with their provider during the 3rd Quarter of 2026 and was 4% (4 of 96) for calendar year 2025. See literal comments on Page 48.

7. 92% (12 of 13, excluding 12 n/a) of family/caregivers reported no problems in getting the behavioral health medications that work for their child during the 3rd Quarter of 2026 and was 93% (54 of 58) for the calendar year 2025.

Suicide Prevention and Community Resilience – newly added section
The following four questions were added as part of an Office of Mental Health and Substance Abuse Services (OMHSAS) statewide Performance Improvement Process. (PIP). A separate report is available.

Family/Caregivers responses were 84% - 92% (21-23 of 25) for three of four questions including, *"My child and I know how to access the suicide line or 988," "My child and I feel comfortable discussing the subject of suicide with other,"* and *"My child and I have access to a variety of clinical services to seek help if my child ever have suicidal thoughts."*

The lowest rated question in the group was," *My provider asked my child and I questions to assess if my child has depression,"* at 78% (18 of 25).

Only 12% (3 of 25) family/caregivers refused to answer the questions regarding suicide prevention and community resilience and two family/caregivers were neutral and three indicated a "not applicable: response to some questions.

Family/Caregiver – Member Request for Assistance
Upon completing the survey, 100% (2 of 2, 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 3rd Quarter 2026, 7 family/caregiver quality audits were performed. 100% (7 of 7) of family/caregivers felt the length of the survey and number of questions were satisfactory. 100% (7 of 7) of family/caregivers were satisfied with the survey process and 100% (7 of 7) of family/caregivers felt ok or good about being contacted.

Member comments
"None."

Family Demographics

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	74	**24**	**25**	**25**	**-**
Q4-What kind of survey is it?					
Phone	**27** **36.5%**	12 50.0%	5 20.0%	10 40.0%	- -
Face to Face	**47** **63.5%**	12 50.0%	20 80.0%	15 60.0%	- -

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	74	**24**	**25**	**25**	**-**
Q5-What county does the member live in?					
Somerset	**38** **51.4%**	17 70.8%	9 36.0%	12 48.0%	- -
Bedford	**36** **48.6%**	7 29.2%	16 64.0%	13 52.0%	- -

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	74	**24**	**25**	**25**	**-**
Q6-What is your gender?					
Male	**4** **5.4%**	- -	1 4.0%	3 12.0%	- -
Female	**70** **94.6%**	24 100.0%	24 96.0%	22 88.0%	- -
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 Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	74	**24**	**25**	**25**	**-**
Q7-What is your child's gender?					
Male	**52** **70.3%**	22 91.7%	15 60.0%	15 60.0%	- -
Female	**22** **29.7%**	2 8.3%	10 40.0%	10 40.0%	- -
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 Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	74	**24**	**25**	**25**	**-**
Q8-How old is the child who is receiving the services?					
5 years or younger	**6** **8.1%**	1 4.2%	5 20.0%	- -	- -
6-8 years	**20** **27.0%**	9 37.5%	3 12.0%	8 32.0%	- -
9-13 years	**45** **60.8%**	14 58.3%	15 60.0%	16 64.0%	- -
14 years and older	**3** **4.1%**	- -	2 8.0%	1 4.0%	- -

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	74	**24**	**25**	**25**	**-**
Q9-What is your relationship to this child?					
Parent	**67** **90.5%**	23 95.8%	22 88.0%	22 88.0%	- -
Grandparent	**6** **8.1%**	- -	3 12.0%	3 12.0%	- -
Aunt/Uncle	**-** **-**	- -	- -	- -	- -
Brother/Sister	**-** **-**	- -	- -	- -	- -
Foster parent	**-** **-**	- -	- -	- -	- -
Adoptive parent	**-** **-**	- -	- -	- -	- -
Step-parent	**1** **1.4%**	1 4.2%	- -	- -	- -
Other	**-** **-**	- -	- -	- -	- -

Family Demographics

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	74	**24**	**25**	**25**	**-**
Q10-What do you consider the child's race to be?					
Caucasian	**63** **85.1%**	22 91.7%	18 72.0%	23 92.0%	- -
African American	**1** **1.4%**	1 4.2%	- -	- -	- -
Hispanic American	**-** **-**	- -	- -	- -	- -
American Indian/Alaskan Native	**1** **1.4%**	- -	- -	1 4.0%	- -
Asian/Pacific Islander	**-** **-**	- -	- -	- -	- -
Multi-racial	**9** **12.2%**	1 4.2%	7 28.0%	1 4.0%	- -
Other	**-** **-**	- -	- -	- -	- -

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	74	**24**	**25**	**25**	**-**
Q11-Is your child receiving services for:					
Mental Health Services	**74** **100.0%**	24 100.0%	25 100.0%	25 100.0%	- -
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 Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	74	**24**	**25**	**25**	**-**
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	**26** **35.1%**	11 45.8%	7 28.0%	8 32.0%	- -
No	**48** **64.9%**	13 54.2%	18 72.0%	17 68.0%	- -

Family Satisfaction with Magellan

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	**74**	**24**	**25**	**25**	**-**
Q12B-Are you aware that you can file a complaint and/or grievance if needed?					
Yes	**44** **59.5%**	15 62.5%	18 72.0%	11 44.0%	- -
No	**30** **40.5%**	9 37.5%	7 28.0%	14 56.0%	- -

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	**74**	**24**	**25**	**25**	**-**
Q12C-Have you reviewed your insurance benefits and treatment options through Magellan?					
Yes	**15** **20.3%**	6 25.0%	4 16.0%	5 20.0%	- -
No	**59** **79.7%**	18 75.0%	21 84.0%	20 80.0%	- -

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
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 Quarte-r 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 Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	**74**	**24**	**25**	**25**	**-**
Q15-What is the name of your child's treatment provider?					
ACRP	**28** **37.8%**	5 20.8%	12 48.0%	11 44.0%	- -
Adelphoi Village	**-** **-**	- -	- -	- -	- -
Beal Counseling	**-** **-**	- -	- -	- -	- -
Bedford DBHS	**3** **4.1%**	2 8.3%	- -	1 4.0%	- -
Children's Aid Home	**-** **-**	- -	- -	- -	- -
Clarvida	**6** **8.1%**	1 4.2%	4 16.0%	1 4.0%	- -
Croyle-Nielson	**-** **-**	- -	- -	- -	- -
Footsteps	**-** **-**	- -	- -	- -	- -
Hyndman Area Health Center	**-** **-**	- -	- -	- -	- -
Mary Berge and Associates	**-** **-**	- -	- -	- -	- -
The Meadows	**-** **-**	- -	- -	- -	- -
Merakey	**-** **-**	- -	- -	- -	- -
Nulton Diagnostic and Treatment Center	**17** **23.0%**	5 20.8%	3 12.0%	9 36.0%	- -
Pediatric Care Specialists	**6** **8.1%**	2 8.3%	3 12.0%	1 4.0%	- -
Pyramid HealthCare	**-** **-**	- -	- -	- -	- -
Somerset DBHS	**4** **5.4%**	2 8.3%	- -	2 8.0%	- -
Twin Lakes	**-** **-**	- -	- -	- -	- -
Youth Advocate Programs (YAP)	**6** **8.1%**	4 16.7%	2 8.0%	- -	- -
Other	**4** **5.4%**	3 12.5%	1 4.0%	- -	- -

Family Treatment Provider Level Analysis

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	**74**	**24**	**25**	**25**	**-**
Q16-Which mental health service does your child recieve from this provider to focus the survey on?					
IBHS: (BHT, BC, MT, ABA)	**16** **21.6%**	8 33.3%	5 20.0%	3 12.0%	- -
Crisis Intervention	- -	- -	- -	- -	- -
Family Based MH Services	- -	- -	- -	- -	- -
Peer Support	- -	- -	- -	- -	- -
Medication/Psychiatry/Telepsychiatry	**33** **44.6%**	7 29.2%	13 52.0%	13 52.0%	- -
MH Inpatient Hospitalization	- -	- -	- -	- -	- -
MH Partial Hospitalization	- -	- -	- -	- -	- -
MH BCM (Blended Case Management)	**1** **1.4%**	1 4.2%	- -	- -	- -
MH Outpatient Therapy/Counseling	**24** **32.4%**	8 33.3%	7 28.0%	9 36.0%	- -
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 Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	**74**	**24**	**25**	**25**	**-**
Q17-How long has your child been receiving services from (provider)?					
6 months or less	**13** **17.6%**	2 8.3%	6 24.0%	5 20.0%	- -
6 months to 1 year	**14** **18.9%**	2 8.3%	10 40.0%	2 8.0%	- -
1 to 2 years	**12** **16.2%**	7 29.2%	1 4.0%	4 16.0%	- -
2 to 4 years	**22** **29.7%**	11 45.8%	4 16.0%	7 28.0%	- -
4 or more years	**13** **17.6%**	2 8.3%	4 16.0%	7 28.0%	- -

Family Telehealth Services

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral/NA's responses reduce totals	**31**	**9**	**11**	**11**	**-**
Q18-If your child received services by video or telephone, how satisfied were you with the services your child received?					
Very Satisfied/Satisfied	**29** **93.5%**	9 100.0%	11 100.0%	9 81.8%	- -
Very Dissatisfied/Dissatisfied	**2** **6.5%**	- -	- -	2 18.2%	- -

Family Access to Services

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	**66**	**22**	**21**	**23**	**-**
Q19A-Services are available at times that are convenient.					
Strongly Agree/Agree	**60** **90.9%**	22 100.0%	18 85.7%	20 87.0%	- -
Strongly Disagree/Disagree	**6** **9.1%**	- -	3 14.3%	3 13.0%	- -

90.9% 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 Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	**70**	**24**	**22**	**24**	**-**
Q19B-I was made aware of the availability of different providers for this service and given a choice.					
Strongly Agree/Agree	**62** **88.6%**	20 83.3%	21 95.5%	21 87.5%	- -
Strongly Disagree/Disagree	**8** **11.4%**	4 16.7%	1 4.5%	3 12.5%	- -

88.6% of target rate Y-T-D **Satisfactory**

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	**70**	**23**	**23**	**24**	**-**
Q19C-I feel like my child was able to get the help he/she needed within a reasonable amount of time.					
Strongly Agree/Agree	**68** **97.1%**	22 95.7%	23 100.0%	23 95.8%	- -
Strongly Disagree/Disagree	**2** **2.9%**	1 4.3%	- -	1 4.2%	- -

97.1% 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 Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	**72**	**23**	**25**	**24**	**-**
Q20A-Provider helped us create a plan to deal with any problems my child has.					
Strongly Agree/Agree	**68** **94.4%**	22 95.7%	24 96.0%	22 91.7%	- -
Strongly Disagree/Disagree	**4** **5.6%**	1 4.3%	1 4.0%	2 8.3%	- -

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 Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	**71**	**23**	**25**	**23**	**-**
Q20B-Does your provider encourage you to make your own decisions regarding your child's treatment?					
Strongly Agree/Agree	**70** **98.6%**	23 100.0%	25 100.0%	22 95.7%	- -
Strongly Disagree/Disagree	**1** **1.4%**	- -	- -	1 4.3%	- -

98.6% 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 Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	**73**	**24**	**25**	**24**	**-**
Q20C-How comfortable do you feel communicating with your child's mental health provider?					
Strongly Agree/Agree	**72** **98.6%**	24 100.0%	25 100.0%	23 95.8%	- -
Strongly Disagree/Disagree	**1** **1.4%**	- -	- -	1 4.2%	- -

98.6% 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 Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	**73**	**23**	**25**	**25**	**-**
Q20D-I feel my child has enough time with staff during most sessions.					
Strongly Agree/Agree	**72** **98.6%**	23 100.0%	25 100.0%	24 96.0%	- -
Strongly Disagree/Disagree	**1** **1.4%**	- -	- -	1 4.0%	- -

98.6% 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 Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral/NA's responses reduce totals	**59**	**20**	**16**	**23**	**-**
Q21-As appropriate, my providers (physical and behavioral health) work together and share information to provide my child the best care possible.					
Strongly Agee/Agree	**56** **94.9%**	18 90.0%	16 100.0%	22 95.7%	- -
Strongly Disagree/Disagree	**3** **5.1%**	2 10.0%	- -	1 4.3%	- -

94.9% 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 Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals and N/A's reduce total	**60**	**19**	**20**	**21**	**-**
Q22-My child's provider has talked with us about community resources and other supports, if needed.					
Strongly Agree/Agree	**52** **86.7%**	18 94.7%	17 85.0%	17 81.0%	- -
Strongly Disagree/Disagree	**8** **13.3%**	1 5.3%	3 15.0%	4 19.0%	- -

86.7% of target rate Y-T-D **Satisfactory**

Family Treatment Experience

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral/NA's responses reduce totals	**70**	**24**	**24**	**22**	**-**
Q23-If meetings are held, I am always informed with enough advance notice that I can make arrangements to attend.					
Strongly Agree/Agree	**69** **98.6%**	24 100.0%	23 95.8%	22 100.0%	- -
Strongly Disagree/Disagree	**1** **1.4%**	- -	1 4.2%	- -	- -

98.6% 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 Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	**72**	**24**	**25**	**23**	**-**
Q24A-Staff treats us with respect and sees us as equal partners in my child's treatment program.					
Strongly Agree/Agree	**72** **100.0%**	24 100.0%	25 100.0%	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 Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	**73**	**24**	**24**	**25**	**-**
Q24B-I have been given clear information on who to contact if my child needs immediate help between appointments.					
Strongly Agree/Agree	**72** **98.6%**	23 95.8%	24 100.0%	25 100.0%	- -
Strongly Disagree/Disagree	**1** **1.4%**	1 4.2%	- -	- -	- -

98.6% 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 Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	**69**	**20**	**25**	**24**	**-**
Q25A-My child deals better with daily problems.					
Strongly Agree/Agree	**69** **100.0%**	20 100.0%	25 100.0%	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 Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	**69**	**23**	**23**	**23**	**-**
Q25B-Our family has improved since my child started treatment.					
Strongly Agree/Agree	**67** **97.1%**	21 91.3%	23 100.0%	23 100.0%	- -
Strongly Disagree/Disagree	**2** **2.9%**	2 8.7%	- -	- -	- -

97.1% 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 Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	**67**	**21**	**24**	**22**	**-**
Q25C-I feel my child's behavioral health is improving.					
Strongly Agree/Agree	**64** **95.5%**	19 90.5%	24 100.0%	21 95.5%	- -
Strongly Disagree/Disagree	**3** **4.5%**	2 9.5%	- -	1 4.5%	- -

95.5% 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 Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	**74**	**24**	**25**	**25**	**-**
Q26-Have you had any issues or problems with this (provider)?					
Yes	**4** **5.4%**	1 4.2%	1 4.0%	2 8.0%	- -
No	**70** **94.6%**	23 95.8%	24 96.0%	23 92.0%	- -

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	**4**	**1**	**1**	**2**	**-**
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** **25.0%**	1 100.0%	- -	- -	- -
Services not provided when my child needs them	**-** **-**	- -	- -	- -	- -
Frequent Provider Cancellations	**-** **-**	- -	- -	- -	- -
Other	**3** **75.0%**	- -	1 100.0%	2 100.0%	- -

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	**4**	**1**	**1**	**2**	**-**
Q28-Were you able to resolve these issues or problems with the provider through discussion with the program manager, file a formal complaint, or choose not to take action?					
I resolved the problem with the program manager	**1** **25.0%**	1 100.0%	- -	- -	- -
I filed a formal complaint	**-** **-**	- -	- -	- -	- -
I chose not to take any action	**1** **25.0%**	- -	- -	1 50.0%	- -
Other	**2** **50.0%**	- -	1 100.0%	1 50.0%	- -

Family Provider Issues or Problems

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	4	1	1	2	-
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	4 100.0%	1 100.0%	1 100.0%	2 100.0%	- -

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	74	24	25	25	-
Q30-Would you recommend your child's provider to others?					
Yes	72 97.3%	24 100.0%	25 100.0%	23 92.0%	- -
No	2 2.7%	- -	- -	2 8.0%	- -

Family Department of Human Services Questions

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	74	24	25	25	-
Q31-What effect has the treatment your child received had on the quality of your child's life? (State question)					
Much better	39 52.7%	16 66.7%	11 44.0%	12 48.0%	- -
A little better	23 31.1%	4 16.7%	11 44.0%	8 32.0%	- -
About the same	12 16.2%	4 16.7%	3 12.0%	5 20.0%	- -
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 Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	**74**	**24**	**25**	**25**	**-**
Q32-Were you and your child given the chance to make treatment decisions? (State Question)					
Yes	**70** **94.6%**	22 91.7%	25 100.0%	23 92.0%	- -
No	**2** **2.7%**	1 4.2%	- -	1 4.0%	- -
Sometimes	**2** **2.7%**	1 4.2%	- -	1 4.0%	- -

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	**74**	**24**	**25**	**25**	**-**
Q33-In the last twelve months was your child able to get the help they needed? (State question)					
Yes	**68** **91.9%**	20 83.3%	25 100.0%	23 92.0%	- -
Sometimes	**6** **8.1%**	4 16.7%	- -	2 8.0%	- -
Never	**-** **-**	- -	- -	- -	- -

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	**2**	**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	**2** **100.0%**	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 Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
NA responses reduce total	48	15	20	13	-
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	5 10.4%	3 20.0%	1 5.0%	1 7.7%	- -
No	43 89.6%	12 80.0%	19 95.0%	12 92.3%	- -

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 Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	4	1	1	2	-
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	2 50.0%	- -	- -	2 100.0%	- -
No	2 50.0%	1 100.0%	1 100.0%	- -	- -

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

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
Q2- Horizon

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
Q2- Times are very tight
Q2- Services are not available at times that are convenient
Q2- The therapist has limited time
Q2- Yes and no, they have been trying to get her and aide for the last seven months
Q3- I am retired so it's not a big deal for me, but my daughter would have to take off work
Q3- They assigned the doctor for us, I did not choose them. I already knew the diagnosis, they didn't need to explain it to me
Q3- They sent a text stating they don't have a BHT and the BC would only be with us for 12 hours a month. They did not offer other providers and my daughter is not currently getting the help she needs
Q3- Services are not convenient for me, later in the afternoon
Q3- Not really, we can only go on Wednesdays

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

Q3- He doesn't listen to me

Q3- They don't really encourage us to make decisions, we just go with the flow

Q3- They removed all safe guards to help her with no backup plan. They removed the BHT because they were together too long. I was told there is a two year limit

Q3- My sons issue is not behavioral health

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

Q3- I work from home

Q24C-Recovery Oriented Practices

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

Q2- I am not sure if they gave me the information on who to contact or not

Q3- Not the staff, just doctor issues

Q3- Six month ago I would've said yes, but not now

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

Q3- He has has three med changes since March

Q3- Her behavioral health was improving, but her dad and I don't see eye to eye on her treatment

Q3- Doctor issues

Q3- When regular services were a thing, I would say yes but there has been a recent decline

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

Q2- There is a male teacher there that kept pushing boundaries. We told the staff she was uncomfortable around him. I recently found out he quit.

Q3- Poor communication and the doctor has poor bedside manner, he is not organized

Q3- Lack of treatment planning and coordination, services not provided when needed, poor communication, and frequent staff changes and cancellations

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

Q2- I told them about her feeling uncomfortable around him, but all she said was she was sorry and brushed it off

Q3- They will not communicate with me!

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

Q1- I already resolved the problem
Q2- I said something about it
Q3- I am still deciding on what to do
Q3- I filed a complaint with you doing and MRA

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 accommodating with the whole family and very open about his progress
Q1- She is absolutely wonderful
Q1- They were easy to reschedule and very accommodating
Q2- Probably, there is not a lot of resources
Q2- The doctor helps with medication
Q2- I am pleased with how things are going
Q2- Yes, I actually already do
Q2- They were quick to get us in, and they are very kind
Q2- Scheduling is convenient
Q2- They had someone from emergency talk to me before I was a patient and they were awesome to get me in!!!
Q2- I think everybody I met at ACRP is great
Q2- They are not what they used to be. They don't have the teachers qualified to be there
Q2- They help me
Q2- Absolutely, she has just thrived since coming here
Q2- Communication with staff is good
Q2- The personal connection between the staff and my child is good
Q2- We have such a great success with them
Q2- They help with my medications

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

Q2- Everyone is very friendly and I trust them
Q2- The staff is friendly
Q2- The scheduling availability is good
Q3- They are friendly here
Q3- The doctor is understanding and knowledgeable when it comes to a child's mental health
Q3- The therapist is outstanding, all around amazing, and bonds well with my child
Q3- The provider works with children, there are not a lot of resources in the county.
Q3- I like the fact that they listen to her
Q3- The therapist is friendly and understanding
Q3- The flexibility they have
Q3- The doctor does not have good people skills
Q3- They are fabulous
Q3- The doctor was highly recommended by PCP
Q3- Not many other services in the county
Q3- I get everything I need from here
Q3- The therapist is good at explaining everything to me
Q3- They followed protocol but did not have a plan to actually treat my daughter. I feel like they punished my daughter
Q3- Both my kids go here and I don't have any issues
Q3- They are helpful and the doctor is awesome
Q3- I like it here
Q3- The aide is amazing, they help tremendously!!
Q3- They are accomadating to get help quickly
Q3- They have completely changed our lives
Q3- They help with his issues

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
Q3- Communication issues with the doctor

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

Q1- ABA, there is a waiting list
Q2- The one on one support at school
Q2- Yes, we are waiting for ABA services and I would like to get and IEP
Yes, because they removed her BHT and she needs one
Q3- At one time ACRP had some ladies come to the house and work with my son. That would be nice to have again and I believe he needs IBHS

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

Q2- There have been times, it has been out of stock

Q3- Multiple issues with the doctor

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

Q1- The doctor pushes 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 consist ant 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 has 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

Q2- The doctor lets them ask questions and that is a nice thing to do

Q2- Her therapist is great!

Q3- They are really professional here. She is a sweet, beautiful little girl

Q3- This provider has an organized system and it seems to work well

Q3- ACRP is a good place to come to, they provide good service

Q3- They make you feel welcome here

Q3- Everyone is wonderful, but their scheduling department sucks!!

Q3- I like everything so far

Q3- She was doing amazing with her services, but when they removed her BHT it was a total 180 and a major decline

Youth Survey Findings

Youth C/FST Survey Process & Findings
The following are C/FST Findings and Recommendations based on the 19 youth (Ages 14 to 20) surveys completed during the 3rd Quarter of Calendar Year 2026 for the period from July to September 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.

3rd Quarter 2026 Youth Sample Characteristics versus the 2nd Quarter 2026 Comparison:
1. Lower percent of face-to-face – 26% (5 of 19) versus 30% (7 of 23).
2. Lower ratio of male treatment recipients – 21% (4 of 19) versus 52% (12 of 23).
3. Lower percentage of youth members aged 14-15 – 16% (3 of 19) versus 44% (10 of 23).
4. Lower percentage total youth members receiving IBHS – 0% (0 of 19) versus 4% (1 of 23).
5. Higher ratio of youths receiving treatment from same provider four (4) years or longer – 32% (6 of 19) versus 13% (3 of 23).

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 11% (2 of 19) of youths interviewed during the 3rd 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.

58% (11 of 19) of youths in the 3rd Quarter were, “aware they could file a complaint and/or grievance with Magellan.” This indicator was 83% (70 of 84) for calendar year 2025.

21% (4 of 19) of youths interviewed during the 3rd 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 19 “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 three of four indicators 83%-100% in the 3rd 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.

The new fourth Access indicator, *“My provider has offered information on Peer Support Services”* was rated 77% (10 of 13).

3. Youths surveyed on **Treatment Experiences** rated satisfaction in all six indicators at 92%-100% in the 3rd Quarter of 2026. These questions include “*Provider helped me create a plan to deal with any problem I have,” “Does the provider encourage you to make your own decisions regarding treatment,” “How comfortable do you feel communicating with your mental health provider,” “I am included in meetings about my treatment,” “My provider has talked with me about community resources and other supports, if needed,” and “As appropriate, my providers (physical and behavioral health) work together and share information to provide me the best care possible.”*

4. Youths interviewed the 3rd Quarter showed similar satisfaction with ***Provider Recovery Orientation*** satisfaction scores in both indicators, 84% (16 of 19) agreed *"I have been given clear information on who to contact if I need immediate help between sessions,"* and 89% (17 of 19) *"Staff treats me with respect and sees me as an equal partner in my treatment program."*

5. Youth perception of ***Treatment Outcomes*** this quarter is 89%-95% (16-18 to 19) in all three indicators. These questions include, *"I manage strong feelings better," "I make better choices about how to deal with day-to-day life,"* and *"I believe that treatment is working because I feel better."* These indicators were 92% - 95% for calendar year 2025.

6. 13% (2 of 16, excluding 3 n/a response) of youths taking behavioral health medications reported problems in getting the medications that work for them. This indicator was 8% (6 of 69, excluding 12 n/a) for calendar year 2025.

7.. 11% (2 of 19) of youths reported having issues or problems with their provider during the 3rd Quarter of 2026. This indicator was 2.4% (2 of 84) for calendar year 2025.

Suicide Prevention and Community Resilience **– newly added section**
The following four questions were added as part of an Office of Mental Health and Substance Abuse Services (OMHSAS) statewide Performance Improvement Process. (PIP). A separate report is available.

Youth perceptions were 84% - 100% (16-19 of 19) for three of four questions including, *"I know how to access the suicide line or 988," "My provider asked me questions to assess if I have depression,"* and *"I have access to a variety of clinical services to seek help if I ever have suicidal thoughts."*

The lowest rated question in the group was, *"I feel comfortable discussing the subject of suicide with others"* at 53% (10 of 19).

No youth members refused to answer the questions regarding suicide prevention and community resilience or indicated a "not applicable: response to any question.

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 2, excluding 17) 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 3rd Quarter 2026, no (0) youth quality audits were performed

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
	64	**22**	**23**	**19**	**-**
Q4-What type of survey is it?					
Phone	**40** **62.5%**	10 45.5%	16 69.6%	14 73.7%	- -
Face to Face	**24** **37.5%**	12 54.5%	7 30.4%	5 26.3%	- -

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
	64	**22**	**23**	**19**	**-**
Q5-What county does the member live in?					
Somerset	**40** **62.5%**	15 68.2%	13 56.5%	12 63.2%	- -
Bedford	**24** **37.5%**	7 31.8%	10 43.5%	7 36.8%	- -

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
	64	**22**	**23**	**19**	**-**
Q6-What is your gender?					
Male	**26** **40.6%**	10 45.5%	12 52.2%	4 21.1%	- -
Female	**38** **59.4%**	12 54.5%	11 47.8%	15 78.9%	- -
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
	64	**22**	**23**	**19**	**-**
Q7-How old are you?					
14-15 years	**19** **29.7%**	6 27.3%	10 43.5%	3 15.8%	- -
16-17 years	**15** **23.4%**	10 45.5%	5 21.7%	- -	- -
18-20 years	**30** **46.9%**	6 27.3%	8 34.8%	16 84.2%	- -
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
	64	**22**	**23**	**19**	**-**
Q8-What do you consider your race to be?					
Caucasian	**59** **92.2%**	20 90.9%	21 91.3%	18 94.7%	- -
African American	**1** **1.6%**	1 4.5%	- -	- -	- -
Hispanic American	**-** **-**	- -	- -	- -	- -
American Indian/Alaskan Native	**-** **-**	- -	- -	- -	- -
Asian American	**-** **-**	- -	- -	- -	- -
Multi-Racial	**4** **6.3%**	1 4.5%	2 8.7%	1 5.3%	- -
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
	64	**22**	**23**	**19**	**-**
Q9-Are you receiving services primarily for:					
Mental Health	**64** **100.0%**	22 100.0%	23 100.0%	19 100.0%	- -
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	**64**	**22**	**23**	**19**	**-**
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	**21** **32.8%**	6 27.3%	11 47.8%	4 21.1%	- -
No	**43** **67.2%**	16 72.7%	12 52.2%	15 78.9%	- -

Youth Satisfaction with Magellan

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it? 1st Qtr Jan-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Base	64	22	23	19	-
Q10B-Are you aware that you can file a complaint and/or grievance if needed?					
Yes	47 73.4%	17 77.3%	19 82.6%	11 57.9%	- -
No	17 26.6%	5 22.7%	4 17.4%	8 42.1%	- -

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it? 1st Qtr Jan-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Base	64	22	23	19	-
Q10C-Have you reviewed your insurance benefits and treatment options through Magellan?					
Yes	18 28.1%	9 40.9%	7 30.4%	2 10.5%	- -
No	46 71.9%	13 59.1%	16 69.6%	17 89.5%	- -

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it? 1st Qtr Jan-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 Quarter Jan...	2nd Quarter Apr...	3rd Quarter July...	4th Quarter 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	**64**	**22**	**23**	**19**	**-**
Q13-What is the name of your treatment provider?					
ACRP	**9** **14.1%**	3 13.6%	2 8.7%	4 21.1%	- -
Adelphoi Village	**-** **-**	- -	- -	- -	- -
Beal Counseling	**4** **6.3%**	- -	2 8.7%	2 10.5%	- -
Bedford DBHS	**14** **21.9%**	6 27.3%	4 17.4%	4 21.1%	- -
Blair Family Solutions	**-** **-**	- -	- -	- -	- -
Children's Aid Home	**-** **-**	- -	- -	- -	- -
Clarvida	**5** **7.8%**	- -	2 8.7%	3 15.8%	- -
Croyle Nielson	**-** **-**	- -	- -	- -	- -
Footsteps	**-** **-**	- -	- -	- -	- -
Hyndman Area Health Center	**-** **-**	- -	- -	- -	- -
Mary Berge and Associates	**-** **-**	- -	- -	- -	- -
The Meadows	**-** **-**	- -	- -	- -	- -
Merakey	**1** **1.6%**	- -	1 4.3%	- -	- -
Nulton Diagnostic and Treatment Center	**13** **20.3%**	7 31.8%	5 21.7%	1 5.3%	- -
Pediatric Care Specialists	**-** **-**	- -	- -	- -	- -
Pyramid HealthCare	**-** **-**	- -	- -	- -	- -
Somerset DBHS	**14** **21.9%**	5 22.7%	5 21.7%	4 21.1%	- -
Somerset Hospital	**-** **-**	- -	- -	- -	- -
Twin Lakes	**-** **-**	- -	- -	- -	- -
Youth Advocate Programs (YAP)	**2** **3.1%**	1 4.5%	1 4.3%	- -	- -
Other	**2** **3.1%**	- -	1 4.3%	1 5.3%	- -

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	**64**	**22**	**23**	**19**	**-**
Q14-What service are you receiving from this provider?					
Crisis Intervention	- -	- -	- -	- -	- -
IBHS (BHT, BC, MT, ABA)	**2** **3.1%**	1 4.5%	1 4.3%	- -	- -
MH CRR Home	- -	- -	- -	- -	- -
Family Based MH Services	- -	- -	- -	- -	- -
Peer Support	- -	- -	- -	- -	- -
MH Inpatient Hospitalization	- -	- -	- -	- -	- -
Medication/Psychiatric/Telepsychiatry	**26** **40.6%**	11 50.0%	8 34.8%	7 36.8%	- -
MH (BCM) Blended Case Management	**3** **4.7%**	1 4.5%	1 4.3%	1 5.3%	- -
MH Outpatient Therapy/Counseling (individual or group)	**32** **50.0%**	9 40.9%	12 52.2%	11 57.9%	- -
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	**1** **1.6%**	- -	1 4.3%	- -	- -
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	**64**	**22**	**23**	**19**	**-**
Q15-How long have you been receiving your current services from this provider?					
Less than 6 months	**11** **17.2%**	1 4.5%	6 26.1%	4 21.1%	- -
6-11 months	**11** **17.2%**	6 27.3%	1 4.3%	4 21.1%	- -
1 to 2 years	**17** **26.6%**	4 18.2%	8 34.8%	5 26.3%	- -
2 to 4 years	**11** **17.2%**	6 27.3%	5 21.7%	- -	- -
4 + years	**14** **21.9%**	5 22.7%	3 13.0%	6 31.6%	- -

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	**62**	**20**	**23**	**19**	**-**
Q16-Were you put on a waiting list to be seen by (provider)?					
Yes	**17** **27.4%**	6 30.0%	8 34.8%	3 15.8%	- -
No	**45** **72.6%**	14 70.0%	15 65.2%	16 84.2%	- -

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	**35**	**11**	**10**	**14**	**-**
Q17-If you received services by video or telephone, were you satisfied with the services you received?					
Yes	**32** **91.4%**	9 81.8%	10 100.0%	13 92.9%	- -
No	**3** **8.6%**	2 18.2%	- -	1 7.1%	- -

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	**62**	**22**	**22**	**18**	**-**
Q18A-We meet at times that are convenient for me.					
Strongly Agree/Agree	**59** **95.2%**	22 100.0%	22 100.0%	15 83.3%	- -
Strongly Disagree/Disagree	**3** **4.8%**	- -	- -	3 16.7%	- -

95.2% of target rate Y-T-D **Meets Expectations**

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
Neutrals reduce total	**60**	**20**	**21**	**19**	**-**
Q18B-I was made aware of the availability of different providers for this service and given a choice.					
Strongly Agree/Agree	**60** **100.0%**	20 100.0%	21 100.0%	19 100.0%	- -
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 Qtr Ja-n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Neutrals reduce total	**64**	**22**	**23**	**19**	**-**
Q18C-I feel I was able to get the help I needed within a reasonable amount of time.					
Strongly Agree/Agree	**64** **100.0%**	22 100.0%	23 100.0%	19 100.0%	- -
Strongly Diagree/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 Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	**64**	**22**	**23**	**19**	**-**
Q18D-My provider has offered information on Peer Support Services.					
Strongly Agree/Agree	**35** **54.7%**	9 40.9%	16 69.6%	10 52.6%	- -
Strongly Disagree/Disagree	**15** **23.4%**	10 45.5%	2 8.7%	3 15.8%	- -
Neutral	**14** **21.9%**	3 13.6%	5 21.7%	6 31.6%	- -

Youth Treatment Experiences

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
Neutrals reduce total	**62**	**20**	**23**	**19**	**-**
Q19A-(Provider) helped me create a plan to deal with any problems I have.					
Strongly Agree/Agree	**61** **98.4%**	19 95.0%	23 100.0%	19 100.0%	- -
Strongly Disagree/Disagree	**1** **1.6%**	1 5.0%	- -	- -	- -

98.4% 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 Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	**62**	**20**	**23**	**19**	**-**
Q19B-I am an active participant in developing a treatment plan that is a good fit for me.					
Strongly Agree/Agree	**62** **100.0%**	20 100.0%	23 100.0%	19 100.0%	- -
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 Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	**61**	**20**	**23**	**18**	**-**
Q19C-I feel comfortable asking questions about my treatment.					
Strongly Agree/Agree	**59** **96.7%**	20 100.0%	22 95.7%	17 94.4%	- -
Strongly Disagree/Disagree	**2** **3.3%**	- -	1 4.3%	1 5.6%	- -

96.7% of target rate Y-T-D **Meets Expectations**

Youth Treatment Experiences

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
Neutral/NA responses reduce totals	59	18	23	18	-
Q20-I am included in meetings about my treatment.					
Strongly Agree/Agree	57 96.6%	16 88.9%	23 100.0%	18 100.0%	- -
Strongly Disagree/Disagree	2 3.4%	2 11.1%	- -	- -	- -

96.6% 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 Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral/NA responses reduce totals	55	21	21	13	-
Q21-My provider has talked with me about community resources and other supports, if needed.					
Strongly Agree/Agree	53 96.4%	20 95.2%	21 100.0%	12 92.3%	- -
Strongly Disagree/Disagree	2 3.6%	1 4.8%	- -	1 7.7%	- -

96.4% of target rate Y-T-D **Meets Expectations**

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
Neutral/NA responses reduce totals	57	18	21	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	54 94.7%	17 94.4%	20 95.2%	17 94.4%	- -
Strongly Disagree/Disagree	3 5.3%	1 5.6%	1 4.8%	1 5.6%	- -

94.7% of target rate Y-T-D **Meets Expectations**

Youth Recovery Oriented Practices

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it? 1st Quarter Jan-March	2nd Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	64	22	23	19	-
Q23A-I have been given clear information on who to contact if I need immediate help between sessions.					
Always, Almost Always, Often	60 93.8%	22 100.0%	22 95.7%	16 84.2%	- -
Sometimes	1 1.6%	- -	1 4.3%	- -	- -
Rarely/Never	3 4.7%	- -	- -	3 15.8%	- -

93.8% 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 Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	64	22	23	19	-
Q23B-Staff treats me with respect and sees me as an equal partner in my treatment program.					
Always, Almost Alwys, Often	61 95.3%	21 95.5%	23 100.0%	17 89.5%	- -
Sometimes	1 1.6%	1 4.5%	- -	- -	- -
Rarely/Never	2 3.1%	- -	- -	2 10.5%	- -

95.3% of target rate Y-T-D **Meets Expectations**

Youth Outcomes

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
Neutrals reduce total	59	20	21	18	-
Q24A-I manage strong feelings better. (Anger, sadness, etc.)					
Strongly Agree/Agree	57 96.6%	19 95.0%	21 100.0%	17 94.4%	- -
Strongly Disagree/Disagree	2 3.4%	1 5.0%	- -	1 5.6%	- -

96.6% 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 Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	59	19	22	18	-
Q24B-I make better choices about how to deal with day to day life.					
Strongly Agree/Agree	57 96.6%	19 100.0%	22 100.0%	16 88.9%	- -
Strongly Disagree/Disagree	2 3.4%	- -	- -	2 11.1%	- -

96.6% of target rate Y-T-D **Meets Expectations**

Youth Outcomes

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	**60**	**19**	**22**	**19**	**-**
Q24C-I believe treatment is working because I feel better.					
Strongly Agree/Agree	**59** **98.3%**	19 100.0%	22 100.0%	18 94.7%	- -
Strongly Disagree/Disagree	**1** **1.7%**	- -	- -	1 5.3%	- -

98.3% of target rate Y-T-D **Meets Expectations**

Youth Provider Issues or Concerns

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	**64**	**22**	**23**	**19**	**-**
Q25-Have you had any issues or problems with services from (provider)?					
Yes	**5** **7.8%**	2 9.1%	1 4.3%	2 10.5%	- -
No	**59** **92.2%**	20 90.9%	22 95.7%	17 89.5%	- -

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
N/A responses reduce total	**5**	**2**	**1**	**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	**2** **40.0%**	- -	1 100.0%	1 50.0%	- -
Frequent staff changes	**-** **-**	- -	- -	- -	- -
Frequent Provider Cancellations	**-** **-**	- -	- -	- -	- -
Other	**3** **60.0%**	2 100.0%	- -	1 50.0%	- -

Youth Provider Issues or Concerns

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	5	2	1	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 20.0%	1 50.0%	- -	- -	- -
I chose not to take any action	1 20.0%	- -	1 100.0%	- -	- -
I filed a formal complaint	- -	- -	- -	- -	- -
Other	3 60.0%	1 50.0%	- -	2 100.0%	- -

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A responses reduce total	3	1	2	-	-
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	1 33.3%	- -	1 50.0%	- -	- -
Other	2 66.7%	1 100.0%	1 50.0%	- -	- -

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	64	22	23	19	-
Q29-Would you recommend your provider to others?					
Yes	61 95.3%	21 95.5%	23 100.0%	17 89.5%	- -
No	3 4.7%	1 4.5%	- -	2 10.5%	- -

Youth Department of Human Services Questions

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	**64**	**22**	**23**	**19**	**-**
Q30-What effect has the treatment you've received had on the overall quality of your life?					
Much better	**33** **51.6%**	15 68.2%	12 52.2%	6 31.6%	- -
A little better	**20** **31.3%**	7 31.8%	6 26.1%	7 36.8%	- -
About the same	**11** **17.2%**	- -	5 21.7%	6 31.6%	- -
A little worse	**-** **-**	- -	- -	- -	- -
Much worse	**-** **-**	- -	- -	- -	- -

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	**64**	**22**	**23**	**19**	**-**
Q31-Were you given the chance to make treatment decisions?					
Yes	**54** **84.4%**	21 95.5%	16 69.6%	17 89.5%	- -
No	**-** **-**	- -	- -	- -	- -
Sometimes	**10** **15.6%**	1 4.5%	7 30.4%	2 10.5%	- -

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
Base	**64**	**22**	**23**	**19**	**-**
Q32-In the last twelve months, were you able to get the help you needed? (State question)					
Yes	**61** **95.3%**	21 95.5%	23 100.0%	17 89.5%	- -
Sometimes	**3** **4.7%**	1 4.5%	- -	2 10.5%	- -
Never	**-** **-**	- -	- -	- -	- -

Youth Department of Human Services Questions

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	2	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	1 50.0%	- -	- -	1 100.0%	- -
Language barriers	- -	- -	- -	- -	- -
Inconvenient times	- -	- -	- -	- -	- -
Long waiting list	- -	- -	- -	- -	- -
Didn't know where to get help	- -	- -	- -	- -	- -
Attitude/Personality Conflicts	1 50.0%	1 100.0%	- -	- -	- -
Other	- -	- -	- -	- -	- -

- No data this quarter

Youth Behavioral Health Medications

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
NA reponses reduce total	55	20	19	16	-
Q34-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you?					
Yes	3 5.5%	- -	1 5.3%	2 12.5%	- -
No	52 94.5%	20 100.0%	18 94.7%	14 87.5%	- -

Q35 can be found in the back with literal questions.

Name Release

Counts Respondents	2026 Y-T-D Total	What quarter is it? 1st Quarter Jan-March	2nd Quarte-r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	64	22	23	19	-
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	5	2	1	2	-
Not Applicable	59	20	22	17	-

***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-Magellan 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
Q3- I don't know where to find their phone number

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 Magllan'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 Magellan's complaint process with in the last 12 months, were you satisfied with how your complaint was handled?

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

Q2- Pressley Ridge School
Q3- Martha Emerick

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

Q2- They gave us whoever had an available therapist at the time

Q2- I have to cancel sometimes, and they get upset when I do

Q2- I am not sure if they gave us information on Peer Support

Q2- They never mentioned peer support to me

Q2- They did not offer me information on Peer Support

Q3- I don't remember if they told me about Peer Support Services

Q3- It's hard to find a good time for an appointment because of my job. They did not tell me about Peer Support Services

Q3- I don't think they offered me information on Peer Support Services

Q3- My doctor does not provide Peer Support

Q3- They have a work schedule and the nurse will not work with me. I don't know if we went over Peer Support or not

Q3- I don't think they went over Peer Support

Q3- School and work interfere with my treatment

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

Q2- I am not very talkative in general so I don't feel comfortable talking to them about anything

Q3- The nurse is what makes my experience here miserable

Q3- I am still learning to open up more

Q23C-Recovery Oriented Practices

Q1- Things just started to get better

Q2- It's hard to get a hold of someone sometimes

Q3- They did not tell me who to contact if I need immediate help. I don't get treated very nice

Q3- I don't think they gave me any phone number to call

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
Q2- I am working on how to manage my feelings better and to make better better choices
Q2- I am working on myself to feel better
Q2- My feelings are not as bad as they used to be
Q3- I don't make better choices on how to deal with day-to-day issues yet
Q3- I still have a lot of anger issues and it all depends on the day
Q3- There was no outcome. I feel like I am going backwards and I am not in treatment anymore

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
Q3- The nurse is not very patient with trying to work out a time with me

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
Q3- I talked to someone but nothing was done about it
Q3- We never got a discharge date and things ended right away

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

Q1- Things are getting better
Q2- He likes his aid and does not want to get her in trouble

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

Q29A-Would you recommend your provider to others?

Q1- They know what they are doing
Q1- They understand their clients
Q1- It helps you build your confidence more to get help
Q1- My therapist listens very well,
Q2- I would recommend them because of the resources they offer
Q2- They have helped me not be scared of therapy
Q2- They have helped me a lot in the last three years
Q2- It helps me keep my emotions in check and help me feel smart
Q2- They have good services and help me with my problems
Q2- They are really good here
Q2- They are good
Q2- They are there for me
Q2- The lady I speak to when I am there is nice and has given me good advice
Q2- I like how they work with you. They are flexible and the communication is great!
Q2- The doctor is nice to talk to
Q2- They are really patient and talk to me
Q2- They understand what I am saying
Q2- He is fun and easy to talk to
Q2- They have helped me with my recovery and are supportive
Q2- I would recommend these services to other people
Q2- They are amazing here
Q2- They helped me with my progress in life
Q3- The staff is really nice
Q3- They help me with my mental health
Q3- I like the people here
She is a really good listener
Q3- It depends on what they are going there for though
Q3- They are very helpful in a good way
Q3- I feel like she helps and understands me
Q3- It is a good place, they people are nice
Q3- They are always willing to help
Q3- They are patient and understanding
Q3- It would be nice to have people come here who need help
Q3- I am very disappointed with them for not showing up
Q3- Right now there is a waitig list and they don't go by the waiting list
Q3- Right now there is a waiting list and they don't go by the waiting list

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

Q2- One of my medications is always on back order

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 racists and actually care

Q2- She has improved greatly with her emotional outbursts

Q2- They are doing pretty well

Q3- I am always on time for my appointments, others make me late. I wish the provider would be on time for my appointments. They treat me like I matter and not just a number here.

Q3- She actually listens to what I say without judging me

Q3- They are good people here and give out resources that help

Provider Responses

Provider Responses to 2nd Quarter (April - June) 2026 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)

No provider responses were due or received.

MCO Responses

Magellan Managed Care Organization (MCO) Response to 2nd Quarter 2026 C/FST Report

No MCO response was due or received.

Technical Notes

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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 receive 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 Magellan, 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 Magellan members who happened to be at the provider during that time and who wished to participate in the survey. The second method involved calling Magellan 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 Magellan (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 Megellan'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 Megellan'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.

C/FST Program Member Assistance & Reporting

1. Monthly Status & Problem Resolution
Consistent with the requirements of DHS's Appendix L, BHSSBC, Magellan, 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.