

Behavioral Health Services of Bedford and Somerset Counties
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Somerset PA 15501

Behavioral Health Services of Bedford and Somerset Counties

4th Quarter/Annual Report 2024

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

**Detailed Report of Survey Findings
January 2025**

**Survey Administration and Evaluation Services
Provided By:**

**THE CENTER
FOR BEHAVIORAL HEALTH
DATA RESEARCH, INC.**

The Consumer Family Satisfaction Team (C/FST) program is a statewide county based program mandated by Appendix L of the Pennsylvania HealthChoices Program to measure member perceptions of satisfaction and treatment outcomes with publicly funded mental health and drug and alcohol services.

Chart Informational Guide

An appropriate benchmark system is utilized to highlight positive findings and better recognize areas requiring improvement.

Above 90% Benchmark - **Meets Expectations**

Between 80%-90% - **Satisfactory**

Below 80% - **Requires Action**

No chart information - **No data this quarter**

Data Utilization & Provider Response

Per the Pennsylvania HealthChoices Program, the C/FST data is designed to be utilized as an additional input to the provider's existing internal quality improvement processes. Additionally, the provider is to review their quarterly and year-to-date data and respond with actions your organization will take to improve any indicator that has at least five (5) year-to-date completed interviews/surveys and is below the 80% benchmark.

***Please note that no written response is required for 1st quarter survey results, nor for any YTD score that was skewed below benchmark due to the results of only one quarter.**

Counts Break % Respondents	2019/2020	What quarter is it?			
	YTD Total	1st Q Jul-Sept	2nd Q Oct-Dec	3rd Q Jan-Mar	4th Q Apr-Jun
(N/A) responses reduce total	7	7	-	-	-
The people I spoke to at Community Care were helpful.					
Yes	7 100.0%	7 100.0%	-	-	-
No	-	-	-	-	-

100% of target rate Y_T_D

Meets Expectations

Not all charts are benchmarked. Benchmarked charts are identified by one of three colors (green, yellow, or red) directly below the chart. **If you have 5 or more surveys Y-T-D, the benchmark will determine if you need to respond.** (See sample above).

Introduction

The **Bedford-Somerset Consumer/Family Satisfaction Team (C/FST)** is a county-wide program mandated under Appendix L of the Pennsylvania HealthChoices Program to obtain input from individuals and caregivers receiving treatment from publicly funded mental health and drug & alcohol services.

The C/FST is required to be independent and unbiased, although it does seek input from the county (primary contractor), the Managed Care Organization (the insurance company) and treatment providers, as well as individuals being treated and other stakeholders in designing its data collection processes and interview questionnaires.

Individuals receiving treatment are interviewed and asked for their opinions (perceptions) of the ease of accessing treatment, their treatment experiences, their perception of provider recovery orientation practices and treatment outcomes. They are also asked about issues or problems.

The C/FST produces a quarterly report starting with the 1st Quarter produced in April for the January-March period and ending with a 4th Quarter produced in January which also includes the annual report as quarter-to-quarter and year-to-date results are tracked and compared.

The county, MCO and providers are asked to utilize the C/FST data as an additional input into their internal quality improvement processes to support both system and treatment outcomes.

How this report is organized:

The 1st Section covers adults (age 21 and above) interviewed for the present quarter, while the 2nd Section covers family/caregivers (of a child under age 14) receiving treatment and the 3rd Section covers Youths (between the ages of 14 and 21) receiving treatment.

The first two pages of Adult, Family and Youth sections contain a C/FST analysis of interviews/surveys achieved for that quarter, changes in sample characteristics, findings and recommendations.

Some questions provide for an opportunity for the respondent to give literal comments and these are shown under the question, if any additional comments were made.

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

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

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

Adult Survey Findings

Bedford-Somerset C/FST – 2024 4th Quarter/Annual Report

This 4th Quarter Bedford-Somerset C/FST Report provides details on the 83 adult, 26 family and 18 youth (127 total) interviews that were completed between October 2024 and December 2024. The Report also includes data on the 355 adults, 98 family and 82 youth surveys (535 total) for calendar year 2024.

Adult Survey Process & Findings

This 4th Quarter Bedford-Somerset Counties C/FST Report covers the period between October and December 2024 and provides detail on the 83 adults interviews/surveys that were completed.

Survey Results & Variations on Sample Characteristics

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

4th Quarter 2024 Adult Sample Characteristics versus 2024 3rd Quarter Comparison:

1. Lower percentage of face-to-face – 71% (59 of 83) versus 84% (76 of 90).
2. Lower percentage of female respondents – 59% (49 of 83) versus 64% (58 of 90).
3. Lower percentage of respondents in the age range of 55-64 – 8% (7 of 83) versus 17% (15 of 90).
4. Lower percent of MH only (includes medication mgt) – 60% (50 of 83) versus 69% (62 of 92).
5. Lower ratio of respondents receiving less than six months of treatment from provider – 36% (30 of 83) versus 51% (46 of 90).
6. Lower percentage of respondents receiving treatment services over 4 years with the same provider – 31% (26 of 83) versus 41% (37 of 90).

Findings Overview

1. Adult overall satisfaction with Community Care continues to be good with 100% (16 of 16, excludes 67 “not applicable”) of adults agreeing with, *“If you had contact with Community Care over the past 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you.”* This indicator is 98% for calendar year 2024 and was 99% for calendar year 2023.
2. Community Care’s complaint and grievance awareness indicators remained consistent during the 4th Quarter. The indicator, *“Are you aware that you can file a complaint and/or grievance if needed?”* is 80% (66 of 83) and is 70% for calendar year 2024 compared to 82% for calendar year 2023. In the 4th Quarter 2024, no adult members reported using either Community Care’s complaint and/or grievance process within the last 12 months.
3. The lowest awareness indicator during the 4th Quarter was, *“Have you reviewed your insurance benefits and treatment options available through Community Care,”* at 34% (28 of 83). This indicator is 31% for calendar year 2024 compared to 39% for calendar year 2023.
4. Surveyed adults are generally pleased with **Access** to provider treatment services having 86% to 96% level of satisfaction in the three satisfaction indicators covering, *“I feel I was able to get the help I needed within a reasonable amount of time,” “I was made aware of the availability of different providers for this service and given a choice,”* and *“Services are available at times that are convenient.”*
5. Adults surveyed are also generally pleased with their provider **Treatment Experiences**, rating all six indicators of satisfaction from 91% to 100%. These include, *“(Provider) helped me create a plan to deal with any problems I have,” “I am an active participant in developing a treatment plan that is a good fit for me,” “I feel comfortable asking questions about my treatment,” “I feel I have enough time with staff during most sessions,” “My provider has talked with me about community resources and other supports, if needed,”* and *“As appropriate, my providers work together and share information to provide me the best care possible.”* These indicators were rated 94% to 99% for calendar year 2024.

6. Surveyed adults continue to be pleased with their provider **Recovery Oriented Practices** rating, “*Staff treats me with respect and sees me as an equal partner in my treatment program,*” at 97% (80 of 83) and “*I have been given clear information on who to contact if I need immediate help between appointments,*” at 90% (75 of 83).

7. Adult perception of **Treatment Outcomes** was 96% - 100% in all three indicators. These indicators have been consistently in the ninety percent level of satisfaction and this quarter continues that trend as adult service recipients believe, “*I deal better with daily problems,*” “*I feel more hopeful about the future,*” and “*I feel treatment is working.*” These indicators were 99% for calendar year 2024 compared to 96% to 98% for calendar year 2023.

8. Just 2% (2 of 83) of interviewed adults reported having issues or problems with their provider during the 4th Quarter of 2024. One member reported “frequent staff changes” and one member reported “other” as the reasons.” See Page 27 *Literal Comments* regarding member provider related problems.

Adult – Member Request for Assistance (MRAs)

Upon completing the survey, 0% (0 of 83 members surveyed overall) representing 0% (0 of the 1) adult members that reported having problems) expressed interest in having a provider or MCO concern or issue they shared during the interview referred for immediate handling by BHSSBC.

Quality Audits

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

During the 4th Quarter, 17 adult quality audits were performed. 100% (17 of 17) of adults felt the length of the survey and number of questions were satisfactory. 100% (17 of 17) of adults were satisfied with the survey process and 100% (17 of 17) of adults felt ok or good about being contacted.

Member comments,

“She (surveyor) was amazing. She answered all my questions and provided me with resources.”

“Everything went well.”

“I do not feel any type of way about being contacted.”

“I feel they should do more surveys like this to make sure people are doing good.”

“She (surveyor) was very nice when she asked if I wanted to do a survey.”

“She (surveyor) was very nice.”

“I enjoyed doing the survey with her. She is very nice, and I look forward to her surveying me again,”

Adult Demographics

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	355	100	82	90	83
Q4-What type of survey is it?					
Phone	61 17.2%	12 12.0%	11 13.4%	14 15.6%	24 28.9%
Face to Face	294 82.8%	88 88.0%	71 86.6%	76 84.4%	59 71.1%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
	355	100	82	90	83
Q5-What county does the member live in?					
Somerset	188 53.0%	55 55.0%	51 62.2%	45 50.0%	37 44.6%
Bedford	167 47.0%	45 45.0%	31 37.8%	45 50.0%	46 55.4%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	355	100	82	90	83
Q6-What is your gender?					
Male	150 42.3%	49 49.0%	35 42.7%	32 35.6%	34 41.0%
Female	203 57.2%	49 49.0%	47 57.3%	58 64.4%	49 59.0%
Does not identify with either gender	2 0.6%	2 2.0%	- -	- -	- -
Refused to answer	- -	- -	- -	- -	- -

Adult Demographics

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	355	100	82	90	83
Q7-How old are you?					
21-24	23 6.5%	12 12.0%	- -	4 4.4%	7 8.4%
25-34	98 27.6%	24 24.0%	28 34.1%	29 32.2%	17 20.5%
35-44	114 32.1%	34 34.0%	21 25.6%	23 25.6%	36 43.4%
45-54	64 18.0%	18 18.0%	17 20.7%	17 18.9%	12 14.5%
55-64	44 12.4%	11 11.0%	11 13.4%	15 16.7%	7 8.4%
65 and older	12 3.4%	1 1.0%	5 6.1%	2 2.2%	4 4.8%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	355	100	82	90	83
Q8-What do you consider your race to be?					
Caucasian	331 93.2%	96 96.0%	79 96.3%	78 86.7%	78 94.0%
African American	3 0.8%	3 3.0%	- -	- -	- -
Hispanic American	1 0.3%	- -	- -	- -	1 1.2%
American Indian/Alaskan Native	- -	- -	- -	- -	- -
Asian American	- -	- -	- -	- -	- -
Multi-racial	12 3.4%	1 1.0%	3 3.7%	5 5.6%	3 3.6%
Other	8 2.3%	- -	- -	7 7.8%	1 1.2%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	355	100	82	90	83
Q9-Are you receiving services primarily for:					
Mental Health	231 65.1%	71 71.0%	48 58.5%	62 68.9%	50 60.2%
Drug and Alcohol Services	114 32.1%	29 29.0%	34 41.5%	23 25.6%	28 33.7%
Both Mental Health and Drug and Alcohol Services	10 2.8%	- -	- -	5 5.6%	5 6.0%

Adult Satisfaction with Community Care

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	355	100	82	90	83
Q10A-Do you know where to find the number to call Community Care with questions or concerns? (Note to Surveyor: If no give number 1-866-483-2908.)					
Yes	187 52.7%	55 55.0%	39 47.6%	38 42.2%	55 66.3%
No	168 47.3%	45 45.0%	43 52.4%	52 57.8%	28 33.7%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	355	100	82	90	83
Q10B-Are you aware that you can file a complaint and/or grievance if needed?					
Yes	249 70.1%	77 77.0%	50 61.0%	56 62.2%	66 79.5%
No	106 29.9%	23 23.0%	32 39.0%	34 37.8%	17 20.5%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	355	100	82	90	83
Q10C-Have you reviewed your insurance benefits and treatment options through Community Care?					
Yes	110 31.0%	41 41.0%	23 28.0%	18 20.0%	28 33.7%
No	245 69.0%	59 59.0%	59 72.0%	72 80.0%	55 66.3%

Adult Satisfaction with Community Care

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
NA reduces totals	45	10	14	5	16
Q11-If you had contact with Community Care (CCBH) in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?					
Yes	44 97.8%	9 90.0%	14 100.0%	5 100.0%	16 100.0%
No	1 2.2%	1 10.0%	- -	- -	- -

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
NA reduces totals	8	3	4	-	1
Q12-If you used Community Care's complaint and/or grievance process within the last 12 months, were you satisfied with how your complaint and/or grievance was handled?					
Yes	7 87.5%	3 100.0%	4 100.0%	- -	- -
No	1 12.5%	- -	- -	- -	1 100.0%

Adult Treatment Provider Level Analysis

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	355	100	82	90	83
Q13-What is the name of your treatment provider?					
ACRP	8 2.3%	2 2.0%	4 4.9%	1 1.1%	1 1.2%
Allegiance Rehabilitation	-	-	-	-	-
Alliance Medical Services	-	-	-	-	-
Beal Counseling and Consulting	5 1.4%	1 1.0%	1 1.2%	-	3 3.6%
Bedford DBHS	61 17.2%	18 18.0%	10 12.2%	21 23.3%	12 14.5%
Cambria-Somerset Counseling	2 0.6%	-	-	-	2 2.4%
Cen-Clear	-	-	-	-	-
Croyle-Nielson	-	-	-	-	-
Discovery House	1 0.3%	1 1.0%	-	-	-
Family Behavioral Resources	10 2.8%	3 3.0%	3 3.7%	-	4 4.8%
Hyndman Area Health Center	2 0.6%	-	-	2 2.2%	-
Mary Berge and Associates	-	-	-	-	-
Nulton Diagnostic and Treatment Center	66 18.6%	19 19.0%	14 17.1%	16 17.8%	17 20.5%
Peerstar	1 0.3%	-	-	1 1.1%	-
Primary Health Network	-	-	-	-	-
Pyramid HealthCare	56 15.8%	17 17.0%	19 23.2%	9 10.0%	11 13.3%
Somerset DBHS	74 20.8%	26 26.0%	14 17.1%	21 23.3%	13 15.7%
Somerset Hospital	-	-	-	-	-
Twin Lakes	20 5.6%	4 4.0%	2 2.4%	5 5.6%	9 10.8%
UPMC Western Behavioral Health of the Alleghenies (UPMC WBHA)	1 0.3%	1 1.0%	-	-	-
White Deer Run/Cove Forge	36 10.1%	5 5.0%	13 15.9%	10 11.1%	8 9.6%
Other	12 3.4%	3 3.0%	2 2.4%	4 4.4%	3 3.6%

Adult Treatment Provider Level Analysis

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	355	100	82	90	83
Q14-What service are you receiving from this (name of provider)?					
MH BCM (Blended Case Management)	23 6.5%	7 7.0%	2 2.4%	11 12.2%	3 3.6%
Crisis Intervention	-	-	-	-	-
Medication/Psychiatry/Telepsychiatry	100 28.2%	30 30.0%	23 28.0%	24 26.7%	23 27.7%
MH Inpatient Hospitalization	-	-	-	-	-
MH Outpatient Therapy/EOP	83 23.4%	21 21.0%	19 23.2%	19 21.1%	24 28.9%
MH Partial Hospitalization	3 0.8%	2 2.0%	-	-	1 1.2%
Peer Support Services	2 0.6%	-	1 1.2%	1 1.1%	-
Psych Rehab	25 7.0%	11 11.0%	3 3.7%	8 8.9%	3 3.6%
Substance Use (SU) Inpatient/Rehabilitation	43 12.1%	8 8.0%	15 18.3%	8 8.9%	12 14.5%
SU-ICM (Intensive Case Management)	12 3.4%	2 2.0%	2 2.4%	2 2.2%	6 7.2%
SU Intensive Outpatient Therapy	8 2.3%	1 1.0%	2 2.4%	1 1.1%	4 4.8%
SU Detox	11 3.1%	2 2.0%	4 4.9%	3 3.3%	2 2.4%
Naltrexone Maintenance	1 0.3%	1 1.0%	-	-	-
Buprenorphine Maintenance	13 3.7%	5 5.0%	3 3.7%	4 4.4%	1 1.2%
SU Certified Recovery Specialist	-	-	-	-	-
SU Outpatient Therapy	8 2.3%	2 2.0%	-	3 3.3%	3 3.6%
SU Partial Hospitalization	18 5.1%	6 6.0%	6 7.3%	5 5.6%	1 1.2%
Methadone Maintenance	2 0.6%	2 2.0%	-	-	-
Other	3 0.8%	-	2 2.4%	1 1.1%	-
Do Not Know	-	-	-	-	-

Adult Treatment Provider Level Analysis

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	355	100	82	90	83
Q15-How long have you been receiving services from this provider?					
Less than 6 months	162 45.6%	38 38.0%	48 58.5%	46 51.1%	30 36.1%
6-11 months	26 7.3%	10 10.0%	7 8.5%	1 1.1%	8 9.6%
1 to 2 years	41 11.5%	19 19.0%	6 7.3%	4 4.4%	12 14.5%
2 to 3 years	27 7.6%	12 12.0%	6 7.3%	2 2.2%	7 8.4%
4 + years	99 27.9%	21 21.0%	15 18.3%	37 41.1%	26 31.3%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
NA responses reduce total	333	92	81	79	81
Q16-Were you put on a waiting list to be seen by (provider)?					
Yes	58 17.4%	18 19.6%	10 12.3%	14 17.7%	16 19.8%
No	275 82.6%	74 80.4%	71 87.7%	65 82.3%	65 80.2%

Adult Telehealth Services

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	207	63	46	49	49
Q17-If you've received services by video or telephone, were you satisfied with the services you received?					
Very Satisfied/Satisfied	204 98.6%	62 98.4%	44 95.7%	49 100.0%	49 100.0%
Very dissatisfied/Dissatisfied	3 1.4%	1 1.6%	2 4.3%	- -	- -

Adult Access to Services

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	348	98	81	89	80
Q18A-I feel I was able to get the help I needed within a reasonable amount of time.					
Strongly Agree/Agree	333 95.7%	96 98.0%	75 92.6%	85 95.5%	77 96.3%
Strongly Disagree/Disagree	15 4.3%	2 2.0%	6 7.4%	4 4.5%	3 3.8%

95.7% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	331	97	74	83	77
Q18B-I was made aware of the availability of different providers for this service and given a choice.					
Strongly Agree/Agree	286 86.4%	90 92.8%	65 87.8%	65 78.3%	66 85.7%
Strongly Disagree/Disagree	45 13.6%	7 7.2%	9 12.2%	18 21.7%	11 14.3%

86.4% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	349	100	81	88	80
Q18C-Services are available at times that are convenient.					
Strongly Agree/Agree	341 97.7%	98 98.0%	81 100.0%	85 96.6%	77 96.3%
Strongly Disagree/Disagree	8 2.3%	2 2.0%	- -	3 3.4%	3 3.8%

97.7% of target rate Y-T-D

Meets Expectations

Adult Treatment Experiences

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	344	99	78	88	79
Q19A-(Provider) helped me create a plan to deal with any problems I have.					
Strongly Agree/Agree	326 94.8%	98 99.0%	68 87.2%	88 100.0%	72 91.1%
Strongly Disagree/Disagree	18 5.2%	1 1.0%	10 12.8%	- -	7 8.9%

94.8% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	346	100	79	86	81
Q19B-I am an active participant in developing a treatment plan that is a good fit for me.					
Strongly Agree/Agree	341 98.6%	100 100.0%	77 97.5%	86 100.0%	78 96.3%
Strongly Disagree/Disagree	5 1.4%	- -	2 2.5%	- -	3 3.7%

98.6% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	348	100	81	84	83
Q19C-I feel comfortable asking questions about my treatment.					
Strongly Agree/Agree	347 99.7%	100 100.0%	80 98.8%	84 100.0%	83 100.0%
Strongly Disagree/Disagree	1 0.3%	- -	1 1.2%	- -	- -

99.7% of target rate Y-T-D

Meets Expectations

Adult Treatment Experiences

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	340	100	78	84	78
Q19D-I feel I have enough time with staff during most sessions.					
Strongly Agree/Agree	329 96.8%	99 99.0%	75 96.2%	82 97.6%	73 93.6%
Strongly Disagree/Disagree	11 3.2%	1 1.0%	3 3.8%	2 2.4%	5 6.4%

96.8% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral/NA responses reduce totals	339	97	69	90	83
Q20-My provider has talked with me about community resources and other supports, if needed.					
Strongly Agree/Agree	317 93.5%	92 94.8%	63 91.3%	86 95.6%	76 91.6%
Strongly Disagree/Disagree	22 6.5%	5 5.2%	6 8.7%	4 4.4%	7 8.4%

93.5% of target rate Y-T-D

Meets Expectations

Adult Providers Share Information

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral/NA responses reduce totals	335	93	78	83	81
Q21-As appropriate, my providers (physical and behavioral health) work together and share information to provide me the best care possible.					
Strongly Agree/Agree	332 99.1%	93 100.0%	78 100.0%	82 98.8%	79 97.5%
Strongly Disagree/Disagree	3 0.9%	- -	- -	1 1.2%	2 2.5%

99.1% of target rate Y-T-D

Meets Expectations

Adult Recovery Oriented Practices

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	355	100	82	90	83
Q22A-Staff treat me with respect and sees me as an equal partner in my treatment program.					
Always /Almost Always/Often	347 97.7%	97 97.0%	82 100.0%	88 97.8%	80 96.4%
Sometimes	4 1.1%	- -	- -	1 1.1%	3 3.6%
Rarely/Never	4 1.1%	3 3.0%	- -	1 1.1%	- -

97.7% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	355	100	82	90	83
Q22B-I have been given clear information on who to contact if I need immediate help between appointments.					
Always,Almost Always, Often	328 92.4%	99 99.0%	69 84.1%	85 94.4%	75 90.4%
Sometimes	5 1.4%	- -	5 6.1%	- -	- -
Rarely/Never	22 6.2%	1 1.0%	8 9.8%	5 5.6%	8 9.6%

92.4% of target rate Y-T-D

Meets Expectations

Adult Outcomes

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	332	98	69	85	80
Q23A-I deal better with daily problems.					
Strongly Agree/Agree	329 99.1%	97 99.0%	68 98.6%	85 100.0%	79 98.8%
Strongly Disagree/Disagree	3 0.9%	1 1.0%	1 1.4%	- -	1 1.3%

99.1% of target rate Y-T-D

Meets Expectations

Adult Outcomes

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	327	97	70	84	76
Q23B-I feel more hopeful about the future.					
Strongly Agree/Agree	322 98.5%	96 99.0%	69 98.6%	84 100.0%	73 96.1%
Strongly Disagree/Disagree	5 1.5%	1 1.0%	1 1.4%	- -	3 3.9%

98.5% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutral responses reduce totals	330	99	69	85	77
Q23C-I feel treatment is working.					
Strongly Agree/Agree	326 98.8%	97 98.0%	68 98.6%	84 98.8%	77 100.0%
Strongly Disagree/Disagree	4 1.2%	2 2.0%	1 1.4%	1 1.2%	- -

98.8% of target rate Y-T-D

Meets Expectations

Adult Provider Issues or Problems

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	355	100	82	90	83
Q24-Have you had any issues or problems with services from (name of provider)?					
Yes	12 3.4%	4 4.0%	4 4.9%	2 2.2%	2 2.4%
No	343 96.6%	96 96.0%	78 95.1%	88 97.8%	81 97.6%

Adult Provider Issues or Problems

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
NA responses reduce total	12	4	4	2	2
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	4 33.3%	2 50.0%	1 25.0%	1 50.0%	-
Frequent staff changes	1 8.3%	-	-	-	1 50.0%
Frequent Provider Cancellations	-	-	-	-	-
Other	7 58.3%	2 50.0%	3 75.0%	1 50.0%	1 50.0%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	11	4	4	2	1
Q26-Were you able to resolve these issues or problems with (name of provider) through a discussion with the program manager, or did you choose not to take any action?					
I resolved the problem with the program manager	3 27.3%	1 25.0%	2 50.0%	-	-
I chose not to take any action	3 27.3%	1 25.0%	1 25.0%	1 50.0%	-
I filed a formal complaint	-	-	-	-	-
Other	5 45.5%	2 50.0%	1 25.0%	1 50.0%	1 100.0%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Neutrals reduce total	6	1	1	2	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	1 16.7%	-	-	1 50.0%	-
I didn't know how to file a formal complaint	-	-	-	-	-
Other	5 83.3%	1 100.0%	1 100.0%	1 50.0%	2 100.0%

Adult Department of Human Services Questions

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	355	100	82	90	83
Q28-What effect has the treatment you've received had on the overall quality of your life?					
Much better	211 59.4%	68 68.0%	37 45.1%	51 56.7%	55 66.3%
A little better	101 28.5%	17 17.0%	32 39.0%	31 34.4%	21 25.3%
About the same	41 11.5%	14 14.0%	13 15.9%	8 8.9%	6 7.2%
A little worse	1 0.3%	-	-	-	1 1.2%
Much worse	1 0.3%	1 1.0%	-	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	355	100	82	90	83
Q29-Were you given the chance to make treatment decisions?					
Yes	316 89.0%	89 89.0%	74 90.2%	83 92.2%	70 84.3%
No	6 1.7%	-	1 1.2%	1 1.1%	4 4.8%
Sometimes	33 9.3%	11 11.0%	7 8.5%	6 6.7%	9 10.8%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	355	100	82	90	83
Q30-In the last twelve months, were you able to get the help you needed?					
Yes	303 85.4%	94 94.0%	66 80.5%	70 77.8%	73 88.0%
No	2 0.6%	-	1 1.2%	-	1 1.2%
Sometimes	50 14.1%	6 6.0%	15 18.3%	20 22.2%	9 10.8%

Adult Department of Human Services Questions

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
N/A's reduce total	9	1	4	1	3
Q31-If you were not able to get behavioral health services in the last twelve months, what stopped you?					
Money issues	-	-	-	-	-
Transportation issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Childcare issues	1 11.1%	-	-	-	1 33.3%
Long waiting list	-	-	-	-	-
Didn't know where to get help	-	-	-	-	-
Other	8 88.9%	1 100.0%	4 100.0%	1 100.0%	2 66.7%

Adult Behavioral Health Medications

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
N/A's reduce total	326	89	77	83	77
Q32-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you?					
Yes	25 7.7%	2 2.2%	11 14.3%	9 10.8%	3 3.9%
No	301 92.3%	87 97.8%	66 85.7%	74 89.2%	74 96.1%

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

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

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter April-June	3rd Quarter July-Sept.	4th Quarter Oct-Dec.
Base	11	4	4	2	1
Q34-If you shared problems about your provider or your managed care company during this survey, are you interested in having your concerns addressed immediately by Behavioral Health Services of Somerset and Bedford Counties?					
Yes	1 9.1%	1 25.0%	- -	- -	- -
No	10 90.9%	3 75.0%	4 100.0%	2 100.0%	1 100.0%

***Q34A-If you wish, I can forward your concerns directly to Behavioral Health Services of Somerset and Bedford Counties, but I would need to include your name and information from our survey, which means your comments would no longer be anonymous. This may include discussing your specific concerns with your provider. If you do not wish to have this done, all your answers remain confidential. I encourage you to contact Behavioral Health Services of Somerset and Bedford Counties yourself at any time to have your concerns addressed.**

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

Name Release not displayed due to HIPAA

Literal Comments

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

- Q3- Bi-Racial
- Q3- Bi-Racial
- Q3- Bi-Racial
- Q3- Bi-Racial
- Q3- Bi-Racial
- Q3- Bi-Racial
- Q3- Bi-Racial
- Q4- Human, it's a racist question. (Caucasian)

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

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

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

Q13A-What is the name of your treatment provider? Literal Comments

- Q1- Dolminis
- Q1- DLP Conemaugh Physician Practices, LLC
- Q1- PATHWAYS
- Q2- Liz Brendlinger, Therapy and Counseling, Greensburg
- Q2- Horizon Behavioral Health
- Q3- Horizon Behavioral Health
- Q3- Horizon Behavioral Health
- Q3- Rhonda Clark
- Q3- Children's Behavioral Health
- Q4- Pathways
- Q4- Pathways
- Q4- Hyndman Family Health Center

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

- Q2- Halfway House
- Q2- Halfway house
- Q3- IBHS Services

Q18D-Access Literal Comments

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

Q1- The caseworker has huge caseloads and limited services.

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

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

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

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

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

Q1- They did not give me a choice.

Q2- I have a UTI and I put all the paperwork in and talked to all the staff and no one had done anything to get me medication or to a doctor. It has been over a week.

Q2- I was not aware I could go somewhere else.

Q2- There was only one doctor, I didn't have a choice.

Q2- There is no program. We went to the walk in clinic and they told me I needed to go to urgent care and they took me back to the facility. It took me four days to get to the walk in clinic and now I have to wait to go to urgent care. I have been sick for over a week.

Q2- There are long waiting lists for appointments and I had to ask for more services. No one told me the services they provide.

Q2- No one told me about other halfway houses I could go to.

Q2- I was not aware of other providers, they were chosen for me

Q2- I was not made aware of other providers for my services

Q3- I schedule around my job and probation recommended this provider.

Q3- I have a good experience with them

Q3- I'm in the state drug treatment program and they told me where to go.

Q3- They jam everything we need to do in the first week, and then we have nothing to do for the rest of the time we are here.

Q3- No one told me I could go somewhere else.

Q3- I feel like I wasn't getting the help I needed, but we are getting there.

Q3- I don't remember if I was told about other providers or not.

Q3- No one told me about other providers

Q3- They wake me up at 5 AM, for MAT when regular medicine is at 7:30. They can give me all the medicine at 7:30

Q3- I don't feel OT gets in touch with me as often as I need her to. I was told she would have different availability.

Q3- They didn't give me a choice

Q3- It was so long ago, I don't remember if different providers were available at the time.

Q3- Most of my care management did everything for me. The hospital set me up with my BCM.

Q4- They never said anything about different providers.

Q4- The help I need mentally and for my addiction yes, but help for housing and a job no. We don't even have access to the internet to look for anything.

Q4- Everything is all about the staff, they don't put our needs before theirs.

Q4- I've only been here for a couple days.

Q19E-Treatment Experiences Literal Comments

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

Q2- We did not create a plan yet.

Q2- I am going to say neutral for those questions, because we are working on it right now.

Q2- I need more time with my counselor.

Q2- I feel like I'll get in trouble if I ask too many questions.

Q2- We did not create a plan for anything yet.

Q2- Just sticking to the one we have. It seems to be working.

Q2- They kind of do their own thing here, it takes so long to get started.

Q2- Sometimes the person ahead of me take time from my appointment

Q2- We have talked about different strategies, but the problem is they don't always work with ADHD

Q3- We talk about everything

Q3- I feel I need more time with my counselor, they say they are here if we need anything, but when we ask for help, they say they are busy or don't have time to help us.

Q3- I'm not sure sometimes if I should say anything or ask

Q3- Sometimes I feel like I don't have enough time with my therapist. An hour doesn't seem long enough.

Q3- Depends on what the session is about, sometimes I don't feel like we get enough time with our counselors.

Q3- Sometimes I don't like to talk in groups, that is why I go to one on one therapy

Q3- Sometimes I don't feel like asking questions, but sometimes I will.

Q3- I think therapy could be a little longer, but they explained that they are understaffed.

Q4- I've only been here for three days, so we are still working on everything.

Q4- I feel I need more one on one time with my counselor.

Q4- I feel that I need more time with my counselor, none of us have enough time with them.

Q4- We are working on a plan.

Q4- I don't understand how to set goals, I am struggling with it. My therapist is helping me with it.

Q4- I wish the sessions would go longer.

Q4- We did not get that far yet.

Q4- No, they didn't help me create a plan.

Q4- They did not help me work on a plan yet.

Q4- The lead counselor is overloaded with work and I only met one on one once. I only saw her twenty minutes, and that was with another counselor.

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

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

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

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

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

Q2- I do not know if all my providers work together to give me the best care possible.

Q2- I don't know if my providers talk to each other or not.

Q3- One person here doesn't know anything from my doctor or counselor. They don't share information with each other.

Q3- I am not sure if they do or not.

Q3- Not sure if they work together or not.

Q4- I see a lot of doctors and they do not communicate with each other.

Q22C-Recovery Oriented Practices Literal Comments.

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

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

Q2- No one ever told me who to go to if I need immediate help.

Q2- No one told me who to go to if I need immediate help.

Q2- No one told me who to contact if I need immediate help.

Q2- I don't think they told me who to contact if I need immediate help

Q3- I do what I am supposed to do and they will not let me leave two days early. I know someone else here that did not do what they were supposed to do, and they got to leave. They have favorites here

Q3- I have not been told who to get or talk to if I need immediate help.

Q4- They never told me who I should contact if I need immediate help.

Q4- No one gave me any information on who I should contact if I need help.

Q23D-Outcome Literal Comments

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

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

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

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

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

Q2- I've only been here for a couple days so we are still working on everything.

Q2- I don't feel hopeful about the future because I have had a lot of deaths in the family lately and my husband and I have separated.

Q2- I need more help medically, they are not getting me the help I need and I can't focus on my treatment here because I am so sick. I am getting wrote up because I can't go to group and do things I am supposed to do because I am sick but they are not getting me the help I need.

Q2- Sometimes I feel more hopeful about the future, I just have a lot of stuff to do.

Q2- I have issues with medical problems, I don't have enough support

Q23D-Outcome Literal Comments

Q2- I still have suicidal thoughts, but I don't cry all the time. My bipolar and anxiety is still high

Q3- I was here before and everything is still the same. They should change it up some. Maybe that is why so many people end back up in a rehab because they are not doing their jobs right the first five times.

Q3- I need to work on dealing with daily problems better.

Q3- I am not real sure on how I deal with everything yet.

Q3- I feel overwhelmed sometimes and don't feel like treatment is working. They tell me it is, but I don't feel like it is.

Q3- I sometimes feel more hopeful about the future

Q3- The therapist and I don't get along, so I am changing to the OT a Nulton Diagnostics..

Q3- Sometimes I don't want to come here and they say I'm faking being sick, and they force me to come here. They bully me, calling me to come and psych rehab is understaffed.

Q4- I need more help with anger management.

Q4- I don't know right now, I am still working on everything.

Q4- No comment.

Q4- I had crisis at my house yesterday and they told me I needed my medicine adjusted.

Q4- I wish things could be more one on one.

y2

Q4- It depends on the day.

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

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

Q1- Issues with the doctor not treating people as humans and he doesn't want to listen to me.

Q2- Poor communication, I didn't feel my issues were being heard with with the doctor but the nurse practitioner did hear my views.

Q2- I have an address to go home to or a hotel room that was paid for because my case manager said it was okay. Then they said I can not go to a hotel and my apartment is not safe because of all the drugs.

Q2- They set me up with a therapist that did not validate my concerns and feelings

Q3- There is a lot of poor communication. Psych Rehab makes me feel sad about my recovery if I slip. Sometimes I get along with staff, and sometimes I don't. They go behind my back to the doctor and make it a big deal about my relapse.

Q4- My therapist is telling me that the commissioners are telling the big wigs at DBHS that therapy needs to be shortened and not ongoing. She told me she would let me know ahead of time if that happens. I have only been with her for one year.

Q26A-Were you able to resolve these issues or problems with provider through discussion with the program manager or did you choose not to take any action? Literal Comments

Q1- I am going to go to another doctor, they gave me another option.

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

Q2- I am looking for another doctor.

Q3- I waited until it passed.

Q4- Psychiatrist is retiring so I have been assigned to a new one.

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

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

Q2- I am not sure how to go about taking action.

Q3- They are not going to do anything about it, so why say anything

Q4- I will once I research who I need to write to.

Q4- Nothing anyone can do about it.

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

Q1- The staff bashes me about my past.

Q2- I don't like the doctor.

Q2- There are long waiting lists and I don't know where to get help.

Q2- Nothing is working. The medication is our biggest thing right now with my sleep. I can go two or three weeks without sleep. When I do get sleep, it's only one or two hours and then two or three weeks again.

Q2- My anxiety is a big barrier that prevents me from going to get help

Q3- I am not completely getting the help I need. I am not able to get a therapist, waiting for legal help.

Q4- Need more time

Q4- Would be nice to have more time with counselors and doctors.

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

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

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

Q2- The doctor won't prescribe me medicine, it took six months to get medicine.

Q2- I am on MAT and it took them 5 days to get them for me. I was sick from not having them going through withdrawal because of that and there is no reason for it.

Q2- The psych doctor would not give me the medicine I was prescribed when I came here. I would like to have stayed on the medicine I was already taking because I know it works for me.

Q2- Just the sleep medication

Q2- My anxiety and depression medicine is not working.

Q3- The telehealth doctor said my issue was a family doctor issue, not a psych med issue.

Q3- It's hard to get on suboxone and it should be included in our comfort meds. Some of us are on suboxone when we come in here and it's still hard to get on it.

Q3- I can't wait to get back to my own pharmacy. I am using my CRR's pharmacy and they are always late. I have to go a day or two without my medicine because they are late.

Q3- They had to change my meds because and lower the dose because the dose interfered with my heart medication.

Q3- The doctor does not want to listen to give me medication. I feel the time I have meeting with the doctor is too short.

Q4- They took me off one med and I have been struggling. I have an appointment tomorrow and will be able to talk to my doctor about it.

Q4- I was on Clonazipam and he took it away from me because I got arrested because it was in my system. I would like him to straighten everything out and put me back on it.

The doctor took me off my medicine because of a DUI.

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

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

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

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

Q1- Everything is going good here.

Q1- My therapist is very kind and knowledgeable.

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

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

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

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

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

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

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

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

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

Q1- I enjoy the services and learn from them.

Q1- This is a nice place.

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

Q1- Thank staff for all they do for me

Q2- The medical staff seems overwhelmed. Getting my medication in was a nightmare.

Q2- They need to be on top of the medical issues. The nursing staff needs to be retrained on how to treat people or hire more of them.

Q2- To have more phone calls to call loved ones. We get one phone call a week. That is not enough time to talk to loved ones when we are trying to get help.

Q2- They desperately need more staff. They are all over loaded with cases and literally tell us "I don't have time to help you" That's not fair to the people here because we are here to get help and if they can't help us they need to move on or hire more people.

Q2- The nurse practitioner is great and easy to talk to. The doctor is not easy to talk to and I feel he does not care about my issues.

Q2- Therapist changed my life, I feel very comfortable with her.

Q2- I'm just very thankful for this place. It has helped me to be in groups and talk about our addiction. Twin Lakes has helped me tremendously.

Q2- They need to communicate more with each other so everyone knows what is going on and exactly why I can't go home.

Q2- If it's not court ordered to be here, I should be able to do what I want. They are telling me that I have to go to a halfway house and I don't want to, I want to go home.

Q2- I am happy with my current services.

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

Q2- We eat every meal last and they run out of stuff. They ran out of pancake syrup and got the staff some to use but would not get any for the consumers to use. I was five minutes late for group and they took my smoke break away, but some girl called me a dyke and she did not get in trouble. This is supposed to be a zero tolerance facility and they pick and choose who gets in trouble for what. Our smoke break is every 3 hours and the employees that vape, vape inside. How is that fair when it's a smoke free building and no one gets to smoke whenever they want.

Q2- The male tech here is AWESOME! I wish I could say his name because he goes out of his way to help everyone here and needs to be recognized for what he does!

Q2- Some of the staff make it clear that they are only here for a paycheck. They need to realize that attitudes affect the people that come here to get help. They should be trained on how to treat people that are trying to get help for their addiction, even if they are only here for a paycheck.

Q2- They need more staff here.

Q2- I'm glad they're available and can get appointments as needed

Q2- I am very satisfied. I can contact my therapist by email anytime.

Q2- My therapist was empathetic and caring

Q2- I love both the doctor and the therapist

Q3- They have been a help to me.

Q3- I'm really thankful for Twin Lakes. They have helped me tremendously.

Q3- They need to get it together and worry about getting people through the program and not worry about the money they are making.

Q3- I really appreciate the staff here. My therapist is very helpful, caring, and truthful.

Q3- They are excellent! I would not go anywhere else. Especially with the people I see, they are great!

Q3- I am getting the care I need and I am satisfied with the services I am receiving.

Q3- MAT should be quicker to get and should be a comfort medication.

Q3- They are just wonderful. I can not say enough good things about them. They have made a total difference in my life.

Q3- They need to have the pastor come in more than once or twice a month. I put in for a bible, because the pastor ran out of them the day he was here. They have been on the table for four days and they did not give them to us yet. I brought a brand new razor and put in to get it for a week straight and they won't give it to me.

Q3- We need more food. We barely get any food, the portions are small. We see the employees when they get their food and their containers are so full most of them can't shut the lid. How is that right?

Q3- I feel like no one listens to me when I talk about my problems

Q3- I really love Nultons and treatment is beneficial to me.

Q3- I think Pysch Rehab should encourage us more and build us up, not scare us into recovery. The staff throws it in my face that I slipped up one time. My counselor said " I don't care if you do like me and I don't care if you don't like me."

Q3- My BCM is the best one I have had

Q3-They were very helpful

Q3- It was a wonderful experience overall.

Q3- I am very satisfied with everything.

Q3- The personnel at MH/MR have been helping tremendously. Psych Rehab has been very insightful.

Q3- I think everybody is very polite and kind. It's nice when I'm away from family to have kind people.

Q3- Everyone is kind and I've been involved in all the treatment decisions, that means a lot to me.

Q4- I like the services I am getting here. The nurse practitioner is great, they are fantastic.

Q4- They need more supplies and information on gambling addiction.

Q4- Everything is well organized here.3

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

Q4- The counselors here are very good counselors, they take to hearth helping people.

Q4- They are all really nice here, I think.

Q4- I hope a lot of treatment places have a staff like this one.

Q4- She is helping me become independent and less dependent on others, including her.

Q4- Psych Rehab has me motivated to get my college degree and that is my number one treatment goal. My number two treatment goal is to understand psychosis schizophrenia and schizoaffective disorder in everyday life.

Q4- I wish they had a pill for happiness.

Q4- Happy with the professional assistance I am receiving.

Q4- The therapist is great.

Q4- The doctor and outpatient therapist listen to my problems and don't push you through appointments.

Q4- Great therapy and counseling has enabled me to go back to school. The BCM treatment plan has helped me go back to school. Therapy has enlarged understanding about my illness.

Q4- They are great!

Q4- I would recommend them to other people.

Q4- Access to more information for after care and new treatment. Access to the internet.

Q4- They need to shut this place down and rehire all new employees that are not recovering addicts that have not bee clean for more than six months. A lot of their employees are in recovery and they have said they have not been off drugs for more than six months.

Q4- They need to hire someone to help out the lead counselor. She is by herself and has about 70 people to tend you.

Q4- Everyone is good at their jobs and super nice.

Q4- Everyone is AMAZING!!!

Q4- They are wonderful.

Family Survey Findings

Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 26 family/caregiver surveys completed during the 4th Quarter of 2024 for the period between October to December 2024 and the 98 total interviews/surveys for calendar year 2024.

Survey Results

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

4th Quarter 2024 Family Sample Characteristics versus 3rd 2024 Quarter Comparison:

1. Lower percentage of face-to-face surveys – 42% (11 of 26) versus 48% (12 of 25).
2. Higher ratio of male caregivers – 15% (4 of 26) versus 0% (0 of 25).
3. Lower percentage of child members under age 5 - 4% (1 of 26) versus 8% (2 of 25).
4. Lower percentage step/adoptive/grandparent/aunt/uncle – 15% (4 of 26) versus 20% (5 of 25).
5. Higher ratio of male service recipients – 69% (18 of 26) versus 40% (10 of 25).
6. Lower total members receiving IBHS – 4% (1 of 26) versus 20% (5 of 25).
7. Higher percentage 19% (5 of 26) versus 16% (4 of 25) of members receiving services for four (4) years or longer from provider.

Findings Overview

1. The indicator, *“Have you reviewed your child’s insurance benefits and treatment options through Community Care?”* was 62% (16 of 26) for the 4th Quarter of 2024. This indicator is 48% for calendar year 2024 compared to 66% for calendar year 2023.

Community Care’s complaint and grievance awareness indicators increased to 92% (24 of 26) from 68% (17 of 25) in the previous quarter as more family/caregivers agreed with, *“Are you aware that you can file a complaint and/or grievance if needed.”* This indicator is 89% for calendar year 2024 compared to 93% for calendar year 2023.

2. Family/caregivers are generally pleased with **Access** to provider treatment services with a satisfaction score of 96% - 100% in all three indicators during the 4th Quarter of 2024 and is 93% - 100% for calendar year 2024 compared to 94% to 96% for calendar year 2023. These indicators include, *“Services are available at times that are convenient,” “I was made aware of the availability of different providers for this service and given a choice,”* and *“I feel like my child was able to get the help he/she needed within a reasonable amount of time.”*

3. Likewise, Family/caregivers are generally pleased with their provider **Treatment Experiences** in the 4th Quarter with satisfaction scores of 96% to 100% in five of seven indicators. These include, *“I feel comfortable asking questions about my child’s treatment,” “I feel my child has enough time with staff during most sessions,” “We are active participants in developing a treatment plan that is a good fit for my child and family,” “If meetings are held, I am always informed with enough advance notice that I can make arrangements to attend,”* and *“As appropriate, my providers (physical and behavioral health) work together and share information to provide my child the best care possible.”*

“Provider helped us create a plan to deal with any problems my child has,” also increased to 96% (24 of 25, excluding 1 n/a) and *“My child’s provider has talked with us about community resources and other supports, if needed,”* increased to 100% (20 of 20, excluding “neutral and n/a responses).

4. Family/caregivers were generally pleased with **Provider Recovery Orientation** with a satisfaction score of 100% in both indicators during the 4th Quarter of 2024 and were 93% - 98% for calendar year 2023. These include, *“(Provider) staff treats us with respect and sees us as equal partners in my child’s treatment program,”* and *“I have been given clear information on who to contact if my child needs immediate help between appointments.”*

6. Family/caregiver satisfaction scores with **Treatment Outcomes** were positive with satisfaction scores being 92% to 100% in all three indicators. These include, *“My child deals more effectively with daily problems,”* *“I feel my child’s behavioral health is improving,”* and *“Our family has improved since my child started treatment.”* These indicators were 90% - 92% for calendar year 2024 compared to 95%-99% for calendar year 2023.

7. Just 4% (1 of 26) of family/caregivers reported having issues or problems with their provider during the 4th Quarter and is 7% (7 of 98) for calendar year 2024 compared to 4% (5 of 116) for calendar year 2023. See literal comments on Page 52.

8. 90% (18 of 20, excluding 6 n/a) of family/caregivers reported no problems in getting the behavioral health medications that work for their child during the 4th Quarter of 2024 and is 85% (64 of 75, excluding 23 n/a) for calendar year 2024 compared to 88% for calendar year 2023.

Family/Caregiver – Member Request for Assistance

Upon completing the survey, 0% (0 of 26) of family/caregiver members surveyed expressed interest in having any concern or issue they shared during the interview referred for immediate handling by BHSSBC. This indicator is 7% (7 of 98) for calendar year 2024.

Quality Audits

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

During the 4th Quarter 2024, 8 family/caregiver quality audits were performed. 100% (8 of 8) of family/caregivers felt the length of the survey and number of questions were satisfactory. 100% (8 of 8) of family/caregivers were satisfied with the survey process and 100% (8 of 8) of family/caregivers felt ok or good about being contacted.

Member comments

“Kind of curious as to why I was called.”

“I think it was a good thing that she was calling me to see if things were being done well and in a suitable way.”

“She (surveyor) was nice, very professional, and answered question.”

“I did not have a problem with being contacted.”

“I did not mind doing the survey.”

Family Demographics

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	98	29	18	25	26
Q4-What kind of survey is it?					
Phone	31 31.6%	- -	3 16.7%	13 52.0%	15 57.7%
Face to Face	67 68.4%	29 100.0%	15 83.3%	12 48.0%	11 42.3%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	98	29	18	25	26
Q5-What county does the member live in?					
Somerset	36 36.7%	9 31.0%	4 22.2%	14 56.0%	9 34.6%
Bedford	62 63.3%	20 69.0%	14 77.8%	11 44.0%	17 65.4%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	98	29	18	25	26
Q6-What is your gender?					
Male	7 7.1%	2 6.9%	1 5.6%	- -	4 15.4%
Female	91 92.9%	27 93.1%	17 94.4%	25 100.0%	22 84.6%
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Family Demographics

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	98	29	18	25	26
Q7-What is your child's gender?					
Male	55 56.1%	21 72.4%	6 33.3%	10 40.0%	18 69.2%
Female	43 43.9%	8 27.6%	12 66.7%	15 60.0%	8 30.8%
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	98	29	18	25	26
Q8-How old is the child who is receiving the services?					
5 years or younger	6 6.1%	3 10.3%	- -	2 8.0%	1 3.8%
6-8 years	29 29.6%	9 31.0%	8 44.4%	8 32.0%	4 15.4%
9-13 years	56 57.1%	14 48.3%	8 44.4%	14 56.0%	20 76.9%
14 years and older	7 7.1%	3 10.3%	2 11.1%	1 4.0%	1 3.8%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	98	29	18	25	26
Q9-What is your relationship to this child?					
Parent	80 81.6%	21 72.4%	17 94.4%	20 80.0%	22 84.6%
Grandparent	15 15.3%	7 24.1%	1 5.6%	3 12.0%	4 15.4%
Aunt/Uncle	1 1.0%	-	-	1 4.0%	-
Brother/Sister	-	-	-	-	-
Foster parent	-	-	-	-	-
Adoptive parent	-	-	-	-	-
Step-parent	1 1.0%	-	-	1 4.0%	-
Other	1 1.0%	1 3.4%	-	-	-

Family Demographics

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	98	29	18	25	26
Q10-What do you consider the child's race to be?					
Caucasian	96 98.0%	29 100.0%	18 100.0%	24 96.0%	25 96.2%
African American	-	-	-	-	-
Hispanic American	1 1.0%	-	-	-	1 3.8%
American Indian/Alaskan Native	-	-	-	-	-
Asian/Pacific Islander	-	-	-	-	-
Multi-racial	1 1.0%	-	-	1 4.0%	-
Other	-	-	-	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	98	29	18	25	26
Q11-Is your child receiving services for:					
Mental Health Services	98 100.0%	29 100.0%	18 100.0%	25 100.0%	26 100.0%
Drug and Alcohol Services	-	-	-	-	-
Both Mental Health and Drug and Alcohol Services	-	-	-	-	-

Family Satisfaction with Community Care

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
	98	29	18	25	26
Q12A-Do you know where to find the number to call Community Care with questions or concerns?					
Yes	64 65.3%	19 65.5%	13 72.2%	16 64.0%	16 61.5%
No	34 34.7%	10 34.5%	5 27.8%	9 36.0%	10 38.5%

Family Satisfaction with Community Care

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	98	29	18	25	26
Q12B-Are you aware that you can file a complaint and/or grievance if needed?					
Yes	87 88.8%	29 100.0%	17 94.4%	17 68.0%	24 92.3%
No	11 11.2%	- -	1 5.6%	8 32.0%	2 7.7%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	98	29	18	25	26
Q12C-Have you reviewed your insurance benefits and treatment options through Community Care?					
Yes	47 48.0%	13 44.8%	5 27.8%	13 52.0%	16 61.5%
No	51 52.0%	16 55.2%	13 72.2%	12 48.0%	10 38.5%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
NA responses reduce total	6	2	-	2	2
Q13-If you had contacted Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?					
Yes	5 83.3%	2 100.0%	- -	1 50.0%	2 100.0%
No	1 16.7%	- -	- -	1 50.0%	- -

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
NA responses reduce total	-	-	-	-	-
Q14-If you used Community Care's complaint and/or grievance process in the last 12 months, were you satisfied with how your complaint/grievance was handled?					
Yes	-	-	-	-	-
No	-	-	-	-	-

Family Treatment Provider Level Analysis

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	98	29	18	25	26
Q15-What is the name of your child's treatment provider?					
ACRP	27 27.6%	11 37.9%	3 16.7%	6 24.0%	7 26.9%
Adelphoi Village	-	-	-	-	-
Beal Counseling	-	-	-	-	-
Bedford DBHS	5 5.1%	2 6.9%	1 5.6%	-	2 7.7%
Blair Family Solutions	-	-	-	-	-
Children's Aid Home	-	-	-	-	-
Children's Behavioral Health (CBH)	1 1.0%	-	-	-	1 3.8%
Croyle-Nielson	-	-	-	-	-
Family Behavioral Resources	11 11.2%	1 3.4%	4 22.2%	3 12.0%	3 11.5%
Footsteps	2 2.0%	-	-	2 8.0%	-
Hyndman Area Health Center	-	-	-	-	-
Mary Berge and Associates	-	-	-	-	-
The Meadows	-	-	-	-	-
Merakey	-	-	-	-	-
Nulton Diagnostic and Treatment Center	32 32.7%	12 41.4%	9 50.0%	5 20.0%	6 23.1%
Pediatric Care Specialists	6 6.1%	-	1 5.6%	5 20.0%	-
Pyramid HealthCare	-	-	-	-	-
Somerset DBHS	5 5.1%	1 3.4%	-	-	4 15.4%
Twin Lakes	-	-	-	-	-
Youth Advocate Programs (YAP)	6 6.1%	2 6.9%	-	4 16.0%	-
Other	3 3.1%	-	-	-	3 11.5%

Family Treatment Provider Level Analysis

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	98	29	18	25	26
Q16-Which mental health service does your child receive from this provider to focus the survey on?					
IBHS: (BHT, BC, MT, ABA)	9 9.2%	3 10.3%	-	5 20.0%	1 3.8%
Crisis Intervention	-	-	-	-	-
Family Based MH Services	1 1.0%	-	-	1 4.0%	-
Functional Family Therapy (FFT)	-	-	-	-	-
Peer Support	-	-	-	-	-
Medication/Psychiatry/Telepsychiatry	46 46.9%	19 65.5%	9 50.0%	9 36.0%	9 34.6%
MH Inpatient Hospitalization	-	-	-	-	-
MH Partial Hospitalization	-	-	-	-	-
MH BCM (Blended Case Management)	1 1.0%	-	1 5.6%	-	-
MH Outpatient Therapy/Counseling	40 40.8%	7 24.1%	8 44.4%	10 40.0%	15 57.7%
Multi Systemic Therapy (MST)	-	-	-	-	-
Transitional-Age Youth Assertive Community Treatment (TAY-ACT)	-	-	-	-	-
Trauma-Based Treatment	1 1.0%	-	-	-	1 3.8%
School Based Therapy	-	-	-	-	-
RTF	-	-	-	-	-
Substance Use (SU) Outpatient Therapy	-	-	-	-	-
Substance Use (SU) Detox	-	-	-	-	-
Substance Use (SU) Inpatient/Rehabilitation	-	-	-	-	-
Other	-	-	-	-	-
Do Not Know	-	-	-	-	-

Family Treatment Provider Level Analysis

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	98	29	18	25	26
Q17-How long has your child currently been receiving services from (provider)?					
6 months or less	26 26.5%	10 34.5%	9 50.0%	3 12.0%	4 15.4%
6 months to 1 year	6 6.1%	1 3.4%	1 5.6%	1 4.0%	3 11.5%
1 to 2 years	21 21.4%	6 20.7%	1 5.6%	6 24.0%	8 30.8%
2 to 4 years	31 31.6%	9 31.0%	5 27.8%	11 44.0%	6 23.1%
4 or more years	14 14.3%	3 10.3%	2 11.1%	4 16.0%	5 19.2%

Family Telehealth Services

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral/NA's responses reduce totals	47	13	6	14	14
Q18-If your child received services by video or telephone, how satisfied were you with the services your child received?					
Very Satisfied/Satisfied	45 95.7%	12 92.3%	6 100.0%	13 92.9%	14 100.0%
Very Dissatisfied/Dissatisfied	2 4.3%	1 7.7%	- -	1 7.1%	- -

Family Access to Services

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	95	29	18	23	25
Q19A-Services are available at times that are convenient.					
Strongly Agree/Agree	93 97.9%	28 96.6%	18 100.0%	22 95.7%	25 100.0%
Strongly Disagree/Disagree	2 2.1%	1 3.4%	- -	1 4.3%	- -

97.9% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	97	29	18	25	25
Q19B-I was made aware of the availability of different providers for this service and given a choice.					
Strongly Agree/Agree	90 92.8%	26 89.7%	18 100.0%	22 88.0%	24 96.0%
Strongly Disagree/Disagree	7 7.2%	3 10.3%	- -	3 12.0%	1 4.0%

92.8% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	95	26	18	25	26
Q19C-I feel like my child was able to get the help he/she needed within a reasonable amount of time.					
Strongly Agree/Agree	91 95.8%	26 100.0%	18 100.0%	22 88.0%	25 96.2%
Strongly Disagree/Disagree	4 4.2%	- -	- -	3 12.0%	1 3.8%

95.8% of target rate Y-T-D

Meets Expectations

Family Treatment Experience

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	96	28	18	25	25
Q20A-Provider helped us create a plan to deal with any problems my child has.					
Strongly Agree/Agree	85 88.5%	26 92.9%	18 100.0%	17 68.0%	24 96.0%
Strongly Disagree/Disagree	11 11.5%	2 7.1%	- -	8 32.0%	1 4.0%

88.5% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	95	28	18	23	26
Q20B-We are active participants in developing a treatment plan that is a good fit for my child and family.					
Strongly Agree/Agree	92 96.8%	27 96.4%	18 100.0%	21 91.3%	26 100.0%
Strongly Disagree/Disagree	3 3.2%	1 3.6%	- -	2 8.7%	- -

96.8% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	97	29	18	24	26
Q20C-I feel comfortable asking questions about my child's treatment.					
Strongly Agree/Agree	97 100.0%	29 100.0%	18 100.0%	24 100.0%	26 100.0%
Strongly Disagree/Disagree	- -	- -	- -	- -	- -

100.0% of target rate Y-T-D

Meets Expectations

Family Treatment Experience

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	97	29	18	25	25
Q20D-I feel my child has enough time with staff during most sessions.					
Strongly Agree/Agree	92 94.8%	29 100.0%	16 88.9%	23 92.0%	24 96.0%
Strongly Disagree/Disagree	5 5.2%	- -	2 11.1%	2 8.0%	1 4.0%

94.8% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral/NA's responses reduce totals	85	26	16	21	22
Q21-As appropriate, my providers (physical and behavioral health) work together and share information to provide my child the best care possible.					
Strongly Agree/Agree	83 97.6%	26 100.0%	15 93.8%	20 95.2%	22 100.0%
Strongly Disagree/Disagree	2 2.4%	- -	1 6.3%	1 4.8%	- -

97.6% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals and N/A's reduce total	88	27	18	23	20
Q22-My child's provider has talked with us about community resources and other supports, if needed.					
Strongly Agree/Agree	80 90.9%	26 96.3%	18 100.0%	16 69.6%	20 100.0%
Strongly Disagree/Disagree	8 9.1%	1 3.7%	- -	7 30.4%	- -

90.9% of target rate Y-T-D

Meets Expectations

Family Treatment Experience

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral/NA's responses reduce totals	86	25	18	19	24
Q23-If meetings are held, I am always informed with enough advance notice that I can make arrangements to attend.					
Strongly Agree/Agree	85 98.8%	25 100.0%	17 94.4%	19 100.0%	24 100.0%
Strongly Disagree/Disagree	1 1.2%	- -	1 5.6%	- -	- -

98.8% of target rate Y-T-D

Meets Expectations

Family Recovery Oriented Practices

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	97	29	18	25	25
Q24A-Staff treats us with respect and sees us as equal partners in my child's treatment program.					
Strongly Agree/Agree	95 97.9%	29 100.0%	18 100.0%	23 92.0%	25 100.0%
Strongly Disagree/Disagree	2 2.1%	- -	- -	2 8.0%	- -

97.9% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	97	29	18	24	26
Q24B-I have been given clear information on who to contact if my child needs immediate help between appointments.					
Strongly Agree/Agree	90 92.8%	27 93.1%	18 100.0%	19 79.2%	26 100.0%
Strongly Disagree/Disagree	7 7.2%	2 6.9%	- -	5 20.8%	- -

92.8% of target rate Y-T-D

Meets Expectations

Family Outcomes

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	87	24	17	24	22
Q25A-My child deals better with daily problems.					
Strongly Agree/Agree	80 92.0%	21 87.5%	17 100.0%	20 83.3%	22 100.0%
Strongly Disagree/Disagree	7 8.0%	3 12.5%	- -	4 16.7%	- -

92.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	92	26	17	23	26
Q25B-Our family has improved since my child started treatment.					
Strongly Agree/Agree	84 91.3%	23 88.5%	17 100.0%	20 87.0%	24 92.3%
Strongly Disagree/Disagree	8 8.7%	3 11.5%	- -	3 13.0%	2 7.7%

91.3% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral responses reduce totals	91	28	17	24	22
Q25C-I feel my child's behavioral health is improving.					
Strongly Agree/Agree	82 90.1%	25 89.3%	15 88.2%	20 83.3%	22 100.0%
Strongly Disagree/Disagree	9 9.9%	3 10.7%	2 11.8%	4 16.7%	- -

90.1% of target rate Y-T-D

Meets Expectations

Family Provider Issues or Problems

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	98	29	18	25	26
Q26-Have you had any issues or problems with this (provider)?					
Yes	7 7.1%	1 3.4%	-	5 20.0%	1 3.8%
No	91 92.9%	28 96.6%	18 100.0%	20 80.0%	25 96.2%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	7	1	-	5	1
Q27-If you have had issues or problems with provider, what were they?					
Lack of treatment planning and coordination	-	-	-	-	-
Poor communication	1 14.3%	-	-	1 20.0%	-
Frequent staff changes	-	-	-	-	-
Services not provided when my child needs them	1 14.3%	-	-	1 20.0%	-
Frequent Provider Cancellations	-	-	-	-	-
Other	5 71.4%	1 100.0%	-	3 60.0%	1 100.0%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	7	1	-	5	1
Q28-Were you able to resolve these issues or problems with the provider through discussion with the program manager, file a formal complaint, or choose not to take action?					
I resolved the problem with the program manager	-	-	-	-	-
I filed a formal complaint	-	-	-	-	-
I chose not to take any action	-	-	-	-	-
Other	7 100.0%	1 100.0%	-	5 100.0%	1 100.0%

Family Provider Issues or Problems

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	3	-	-	2	1
Q29-If you chose to not take any action, why?					
The problem was not that serious	-	-	-	-	-
I was concerned with how the provider would react	-	-	-	-	-
I didn't know how to file a formal complaint	1 33.3%	-	-	-	1 100.0%
Other	2 66.7%	-	-	2 100.0%	-

Family Department of Human Services Questions

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	98	29	18	25	26
Q30-What effect has the treatment your child received had on the quality of your child's life?					
Much better	47 48.0%	12 41.4%	9 50.0%	10 40.0%	16 61.5%
A little better	28 28.6%	11 37.9%	4 22.2%	8 32.0%	5 19.2%
About the same	20 20.4%	6 20.7%	5 27.8%	5 20.0%	4 15.4%
A little worse	3 3.1%	-	-	2 8.0%	1 3.8%
Much worse	-	-	-	-	-

Family Department of Human Services Questions

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	98	29	18	25	26
Q31-Were you and your child given the chance to make treatment decisions?					
Yes	92 93.9%	27 93.1%	18 100.0%	22 88.0%	25 96.2%
No	2 2.0%	2 6.9%	- -	- -	- -
Sometimes	4 4.1%	- -	- -	3 12.0%	1 3.8%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	98	29	18	25	26
Q32-In the last twelve months did you have problems getting your child the help they needed?					
Yes	12 12.2%	2 6.9%	4 22.2%	5 20.0%	1 3.8%
No	83 84.7%	27 93.1%	14 77.8%	19 76.0%	23 88.5%
Sometimes	3 3.1%	- -	- -	1 4.0%	2 7.7%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A's reduce total	8	2	1	4	1
Q33-If you weren't able to get behavioral health help for your child in the last 12 months, what stopped you?					
Money issues	-	-	-	-	-
Transportation issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Childcare issues	-	-	-	-	-
Long waiting list	1 12.5%	-	1 100.0%	-	-
Didn't know where to get help	-	-	-	-	-
Services denied	2 25.0%	-	-	2 50.0%	-
Process was overwhelming	-	-	-	-	-
Process was too confusing	-	-	-	-	-
Other	5 62.5%	2 100.0%	-	2 50.0%	1 100.0%

*** Q34-Are there any services your child needs but is not getting?
This is a literal question, it is listed in the back with other literal comments.**

Family Behavioral Health Medications

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
NA responses reduce total	75	26	13	16	20
Q35-If your child is taking behavioral health medications, are you experiencing any problems getting behavioral health medications that work for your child?					
Yes	11 14.7%	6 23.1%	1 7.7%	2 12.5%	2 10.0%
No	64 85.3%	20 76.9%	12 92.3%	14 87.5%	18 90.0%

*** Q36-Please share any additional compliments or suggestions for improvement you have about the services your child participates in with (provider). This is a literal question, it is listed in the back with other literal comments.**

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	7	1	-	5	1
Q37-If you shared problems about your provider or your managed care company during this survey, are you interested in having your concerns addressed immediately by Behavioral Health Services of Somerset and Bedford Counties?					
Yes	2 28.6%	1 100.0%	-	1 20.0%	-
No	5 71.4%	-	-	4 80.0%	1 100.0%

***Question 37A-If you wish, I can forward your concerns directly to Behavioral Health Services of Somerset and Bedford Counties, but I would need to include your name and information from our survey, which means your comments would no longer be anonymous. This may include discussing your specific concerns with your provider. If you do not wish to have this done, all your answers remain confidential. I encourage you to contact Behavioral Health Services of Somerset and Bedford Counties yourself at any time to have your concerns addressed. *If yes, please list name, child's name, child's date of birth and phone number:*
Name Release not displayed due to HIPAA.**

Family Literal Comments

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

Q1- Guardian

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

Q12D-Community Care Literal Comments

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

Q14A-If you contacted Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you? Literal Comments

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

Q4- Cen-Clear

Q4- Kassi Carper (Jennifer Hartey PsyD)

Q4- Horizon Behavioral Health

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

Q19D-Access to Services Literal Comments

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

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

Q3- They have not had any summer programs for him.

Q3- I am researching providers in my area. It took a couple of months to get the help she needed.

Q3- They took away evening hours and it made it difficult to get a good time to schedule.

Q3- Their policies restrict how many counseling sessions per month we can have over telehealth. Sometimes it's not convenient for me to go in to the office.

Q4- They worked with me for the most part, but someone always had a problem. They were the only provider that had family based.

Q4- I was not given other choices.

Q4- The county does not have enough counselors.

Q20E-Treatment Experiences Literal Comments

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

Q2- It's only once a month and I don't feel like that is enough. It's not anything they are doing wrong.

Q3- Ever since March, things have been different. I am to the point of looking for a new provider. I have been willing to do anything and he has been shuffled through the paperwork and lost in the office. I feel that he does not have enough time with staff.

Q3- They didn't really help us create a plan to deal with any problems.

Q3- There really isn't a plan and we don't feel comfortable asking questions. She is in therapy though.

Q3- We don't really have a plan yet

Q3- He needs more services. They took him out of services because he was doing better. His behavior has gone downhill since they took his services away. It was court ordered that services stay in order and ACRP cancelled his services because his dad said he didn't need them anymore.

Q4- The counselor would suggest things to do for us to co parent, I would try them and it made the situation with the dad worse. During the meeting, I would ask the counselors questions, and they would sit there and stare at me with no response. That got me nowhere. The dad stopped going to counseling sessions and had his girlfriend go in his place, and that made it worse. The counselors are afraid of dad and the girlfriend but they won't report any of the information.

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

Q4- They tried working with all of us, but their dad wanted nothing to do with it, which left it with just me and our oldest child doing counseling.

Q24C-Recovery Oriented Practices Literal Comments

Q3- They do not treat us as an equal partner in his treatment program and they only gave me clear information on who to contact about his medication.

Q3- They treat us with respect and see us as an equal partner most of the time.

Q3- They never told me who to talk to if I needed immediate help.

Q3- No one gave me any information on who to contact between appointments if I have an emergency

Q3- They never told me who to contact if I need immediate help.

3

Q4- They won't help, they sit there and let the dads girlfriend talk bad about me in front of my kids. She will scream in my face and they still do nothing.

Q25D-Outcomes Literal Comments

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

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

Q1- He has good days and bad days.

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

Q1- We are working on everything.

Q2- Their behavior is not improving as much as I would like. I feel we need to be seen more than once a month.

Q25D-Outcomes Literal Comments

Q3- He does not deal with daily problems better, he has gotten way worse. We stay home more than we used to. I feel that BHS lied to me. They said I could not be with him to VBS and I feel that I would have been able to.

Q3- He needs more services, and we are looking for someone. We were not allowed to keep going here because we got the straight access card. I don't understand because it is still state insurance, so the whole thing doesn't make sense to me.

Q3- My child does not have behavior issues

Q3- He doesn't really want to be here and is still not ready to talk

Q3- She is improving to a point, but she needs a psychologist. I feel she uses her condition against us and knows what she is doing.

Q4- My child has behavior issues in school, but not with the doctor.

Q4- We are trying to get a therapist to improve services.

Q4- It made my daughter more angry at me for forcing her to go to counseling. It made it worse to the point where none of my kids will come near me or get in my car for my visitations. Nothing has changed, I don't see any of my kids unless it is limited visitations. One time I called my counselor because they would not get in my car and she told me to sit outside their house for the five hours so it counted as my visitation, and I would not get in trouble for missing the visit. I should not have to do any of that!

Q4- Some days are better than others.

Q4- We are getting there slowly dealing with daily problems.

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

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

Q3- IBHS was not helpful or involved.

Q3- The doctor is rude sometimes.

Q3- Services not provided when he needs them. The staff does not listen to my concerns.

Q4- Not helping with the situations with the family, and letting everything fall back on me like it's my fault.

Q28A-Were you able to resolve these issues or problems with the provider through a discussion with the program manager, file a formal complaint, or choose not to take any action? Literal Comments

Q1- Quite honestly yes, I took him to my PCP, and she gave him another medication that works much better. I quit seeing the doctor and let them my PCP would be taking care of meds.

Q3- I talked with everyone of them, there is nothing they can do or say.

Q3- We stopped services.

Q3- I vented to the one lady, but I know it won't do anything.

Q3- I resolved the issue myself

Q3- I tried to resolve the issue of them taking services away. She told me it was my anxiety getting out of hand.

Q4- The counselors knew what was going on but admitted they were scared of the dad and his girlfriend, and did not want to say anything.

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

Q3- I did talk to someone, but they did not help us so we left.

Q3- They did nothing about it, they told me it was all my fault.

Q4- I am afraid their dad will take them away for good even though I'm trying trying everything I can with no help. Everything is court ordered too!

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

Q1- Everyone is short staffed

Q1- They are short staffed

Q3- I am only getting help with medication. We are supposed to have BCH, but the BCH doesn't want to work.

Q3- IBHS did not help us.

Q3- Money issues and we will go weeks without medicine because of the pharmacy

Q4- I took my child to the hospital and they didn't want to help him.

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

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

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

Q1- We are going to need therapy.

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

Q2- We need a BHT and the waiting list is too long.

Q2- Long waiting lists for O.T.

Q2- A TSS, he has problems staying focused. He needs help in the classroom

Q3- All the services but medication.

Q3- We need a BHT

Q3- A psychologist

Q3- Counseling and a BHT

Q4- He needs more therapy

Q4- She needs services but no one does family based counseling.

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

Q1- Getting preauthorization is difficult.

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

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

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

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

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

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

Q2- We couldn't get the consumers medication in, the pharmacy didn't have it. The provider suggested calling it in a few days early

Q3- It got to one point, his medicine was such a mess, the doctor sent it to the pharmacy in Hyndman for us to pick up.

Q3- The pharmacy has had instances where they haven't sent medication. They didn't inform me that I needed to sign to get the medication. I won't complain about the pharmacy because I am afraid to lose services.

Q4- They pharmacy keeps saying they run out of it, or out of stock.

Q4- Every now and then, it comes in the mail, and sometimes they don't always have it.

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

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

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

Q1- They are doing a good job.

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

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

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

Q2- Therapist is very polite, my child sees her by herself the next appointment and that is a good thing.

Q2- They are doing great! The receptionist is amazing!!

Q3- They wouldn't be nice, so no.

Q3- I love how they are always available and they make time for their clients.

Q3- His bedside manner sucks.

Q3- Don't have a child lose a counselor they are comfortable with just because their insurance changed. We still have state insurance. They need to bring back evening hours for those of us that work and don't want to take their children out of school. Some children with autism can not handle the change in routine like that. All doctors offices should have evening hours.

Q3- There is a shortage of staff at all providers to work with children.

Q3- I would like to get a male counselor for my granddaughter, she is well behaved when she is around a male. She has not had a male figure in her life since my husband died. I feel he would be very helpful for us. YAP help us as much as they can, we like it here.

Q3- My father was in the hospital so I had to cancel my daughters appointment. I waited too long to get her back in and they kicked her out.

Q3- They should not be allowed to give anyone legal advice or take services away from a child when it's court ordered and they clearly need them.

Q4- I love them, they are all super here. They are very helpful, I love FBR.

Q4- I changed from telehealth to face to face, it's more personable for the child to participate.

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

I am completely satisfied with ACRP.

Q4- Absolutely love them. Very accomadating.

Q4- She's an amazing therapist

Q4- I recommend them all the time and they will work around your schedule.

Q4- The doctor listens to what I say and my child. I would recommend them to anyone!

Q4- The two family counselor were so afraid of the dad and his girlfriend, that they did not and will not speak up. They could have done more knowing the situation.

Q4- I wish they had PCIT (Parent-Child Interaction Therapy)

Youth Survey Findings

Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 18 youth (Ages 14 to 20) surveys completed during the 4th Quarter of Calendar Year 2024 for the period from October to December 2024 and the 82 youth interviews/surveys completed for calendar year 2024.

Survey Results

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

4th Quarter 2024 Youth Sample Characteristics versus the 3rd 2024 Quarter Comparison:

1. Lower percent of face-to-face – 22% (4 of 18) versus 44% (7 of 16).
2. Lower ratio of male treatment recipients – 56% (10 of 18) versus 19% (3 of 16).
3. Lower percentage of youth members aged 14-15 – 17% (3 of 18) versus 63% (10 of 16).
4. Same percentage total youth members receiving IBHS – 0% (0 of 18) versus 0% (0 of 16).
5. Higher ratio of youths receiving treatment from same provider four (4) years or longer – 33% (6 of 18) versus 31% (5 of 16).

Findings Overview

1. Just 33% (6 of 18) of youths interviewed during the 4th Quarter of 2024 agreed with, *“Have you reviewed your insurance benefits and treatment options through Community Care?”* This indicator is 28% (23 of 82) for calendar year 2024.

68% (12 of 18) of youths in the 4th Quarter were, *“aware they could file a complaint and/or grievance with Community Care.”* This indicator is 77% for calendar year 2024 compared to 79% for calendar year 2023.

33% (6 of 18) of youths interviewed during the 4th Quarter of 2024, *“knew where to find the number to call Community Care with questions or concerns.”* This indicator is 46% (38 of 82) for calendar year 2024 compared to 27% for calendar year 2023.

100% (5 of 5, excluding 13 “not applicable”) of youths agreed with, *“If you had contact with Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you.”* This indicator is 100% for calendar year 2024 compared to 100% for calendar year 2023.

0% (0 of 18) youths reported using Community Care’s complaint or grievance processes during the 4th Quarter of 2024 and is 0% (0 of 82) for calendar year 2024.

2. Youths surveyed on **Access** to provider treatment services rated the three indicators 82% to 100% in the 4th Quarter 2024. These cover, *“We meet at times that are convenient to me,” “I was made aware of the availability of different providers for this service and given a choice,”* and *“I feel I was able to get the help I needed within a reasonable amount of time”*. These indicators are 86% - 99% for calendar year 2024.

3. Youths surveyed on **Treatment Experiences** rated satisfaction in all six indicators at 82% to 100% in the 4th Quarter of 2024. These questions include *“Provider helped me create a plan to deal with any problem I have,” “I am an active participant in developing a treatment plan that is a good fit for me,” “I feel comfortable asking questions about my treatment,” “I am included in meetings about my treatment,” “My provider has talked with me about community resources and other supports, if needed,”* and *“As appropriate, my providers (physical and behavioral health) work together and share information to provide me the best care possible.”*

4. Youths interviewed this quarter also continue to show good results with **Provider Recovery Orientation** satisfaction scores of 100% in both indicators, *“I have been given clear information on who to contact if I need immediate help between sessions,”* and *“Staff treats me with respect and sees me as an equal partner in my treatment program.”* These two indicators were 100% for calendar year 2024.

5. Youth perception of **Treatment Outcomes** this quarter was 81% to 94% 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 2024 compared to 93% to 98% for calendar year 2023.

6. 0% (0 of 12, excluding 6 n/a responses) 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 2024 compared to 5% for calendar year 2023.

7. 11% (2 of 18) of youths reported having issues or problems with their provider during the 4th Quarter of 2024 and 7% (1 of 14) for calendar year compared to 7% for calendar year 2023.

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

Quality Audits

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

During the 4th Quarter 2024, 6 youth quality audits were performed. 100% (6 of 6) of youths felt the length of the survey and number of questions were satisfactory. 100% (6 of 6) of youths were satisfied with the survey process and 100% (6 of 6) of youths felt ok or good about being contacted.

Member comments:

“He (surveyor) was amazing. Very professional and polite.”

“The phone call (to do a survey) was at a convenient time.”

Youth Demographics

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
	82	24	24	16	18
Q4-What type of survey is it?					
Phone	39 47.6%	11 45.8%	5 20.8%	9 56.3%	14 77.8%
Face to Face	43 52.4%	13 54.2%	19 79.2%	7 43.8%	4 22.2%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
	82	24	24	16	18
Q5-What county does the member live in?					
Somerset	42 51.2%	10 41.7%	14 58.3%	9 56.3%	9 50.0%
Bedford	40 48.8%	14 58.3%	10 41.7%	7 43.8%	9 50.0%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
	82	24	24	16	18
Q6-What is your gender?					
Male	34 41.5%	11 45.8%	10 41.7%	3 18.8%	10 55.6%
Female	48 58.5%	13 54.2%	14 58.3%	13 81.3%	8 44.4%
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
	82	24	24	16	18
Q7-How old are you?					
14-15 years	32 39.0%	15 62.5%	4 16.7%	10 62.5%	3 16.7%
16-17 years	13 15.9%	-	8 33.3%	2 12.5%	3 16.7%
18-20 years	30 36.6%	5 20.8%	11 45.8%	4 25.0%	10 55.6%
over 20 years	7 8.5%	4 16.7%	1 4.2%	-	2 11.1%

Youth Demographics

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
	82	24	24	16	18
Q8-What do you consider your race to be?					
Caucasian	76 92.7%	21 87.5%	23 95.8%	15 93.8%	17 94.4%
African American	-	-	-	-	-
Hispanic American	-	-	-	-	-
American Indian/Alaskan Native	1 1.2%	-	1 4.2%	-	-
Asian American	-	-	-	-	-
Multi-Racial	1 1.2%	-	-	-	1 5.6%
Other	4 4.9%	3 12.5%	-	1 6.3%	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
	82	24	24	16	18
Q9-Are you receiving services primarily for:					
Mental Health	82 100.0%	24 100.0%	24 100.0%	16 100.0%	18 100.0%
Drug and Alcohol Services	-	-	-	-	-
Both Mental Health and Drug and Alcohol Services	-	-	-	-	-

Youth Satisfaction with Community Care

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Base	82	24	24	16	18
Q10A-Do you know where to find the number to call Community Care with questions or concerns? (Note to surveyor: If no, give number 1-866-483-2908.)					
Yes	38 46.3%	15 62.5%	9 37.5%	8 50.0%	6 33.3%
No	44 53.7%	9 37.5%	15 62.5%	8 50.0%	12 66.7%

Youth Satisfaction with Community Care

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Base	82	24	24	16	18
Q10B-Are you aware that you can file a complaint and/or grievance if needed?					
Yes	63 76.8%	19 79.2%	17 70.8%	15 93.8%	12 66.7%
No	19 23.2%	5 20.8%	7 29.2%	1 6.3%	6 33.3%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Base	82	24	24	16	18
Q10C-Have you reviewed your insurance benefits and treatment options through Community Care?					
Yes	23 28.0%	8 33.3%	6 25.0%	3 18.8%	6 33.3%
No	59 72.0%	16 66.7%	18 75.0%	13 81.3%	12 66.7%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
N/A responses reduce total	17	4	5	3	5
Q11-If you had contact with Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?					
Yes	17 100.0%	4 100.0%	5 100.0%	3 100.0%	5 100.0%
No	-	-	-	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quar- ter Jan...	2nd Qua- rter Apr...	3rd Quar- ter July...	4th Quar- ter Oct...
N/A responses reduce total	-	-	-	-	-
Q12-If you used Community Care's complaint and/or grievance process within the last 12 months, were you satisfied with how your complaint/grievance was handled?					
Yes	-	-	-	-	-
No	-	-	-	-	-

- No data this quarter

Youth Treatment Provider Analysis

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Base	82	24	24	16	18
Q13-What is the name of your treatment provider?					
ACRP	13 15.9%	3 12.5%	8 33.3%	- -	2 11.1%
Adelphoi Village	-	-	-	-	-
Beal Counseling	-	-	-	-	-
Bedford DBHS	12 14.6%	3 12.5%	2 8.3%	2 12.5%	5 27.8%
Blair Family Solutions	-	-	-	-	-
Children's Aid Home	-	-	-	-	-
Children's Behavioral Health (CBH)	-	-	-	-	-
Croyle Nielson	-	-	-	-	-
Family Behavioral Resources (FBR)	4 4.9%	3 12.5%	- -	- -	1 5.6%
Footsteps	-	-	-	-	-
Hyndman Area Health Center	-	-	-	-	-
Mary Berge and Associates	-	-	-	-	-
The Meadows	1 1.2%	1 4.2%	- -	- -	- -
Merakey	-	-	-	-	-
Nulton Diagnostic and Treatment Center	34 41.5%	11 45.8%	12 50.0%	8 50.0%	3 16.7%
Pediatric Care Specialists	2 2.4%	1 4.2%	- -	- -	1 5.6%
Pyramid HealthCare	-	-	-	-	-
Somerset DBHS	10 12.2%	- -	2 8.3%	5 31.3%	3 16.7%
Somerset Hospital	-	-	-	-	-
Twin Lakes	-	-	-	-	-
Youth Advocate Programs (YAP)	-	-	-	-	-
Other	6 7.3%	2 8.3%	- -	1 6.3%	3 16.7%

Youth Treatment Provider Service Level Analysis

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Base	82	24	24	16	18
Q14-What service are you receiving from this provider?					
Crisis Intervention	1 1.2%	-	-	-	1 5.6%
IBHS (BHT, BC, MT, ABA)	-	-	-	-	-
MH CRR Home	-	-	-	-	-
Family Based MH Services	-	-	-	-	-
Functional Family Therapy (FFT)	-	-	-	-	-
Peer Support	1 1.2%	-	-	-	1 5.6%
MH Inpatient Hospitalization	1 1.2%	1 4.2%	-	-	-
Medication/Psychiatric/Telepsychiatry	36 43.9%	11 45.8%	12 50.0%	9 56.3%	4 22.2%
MH (BCM) Blended Case Management	5 6.1%	1 4.2%	3 12.5%	1 6.3%	-
MH Outpatient Therapy/Counseling (individual or group)	35 42.7%	11 45.8%	8 33.3%	5 31.3%	11 61.1%
MH Partial Hospitalization	1 1.2%	-	1 4.2%	-	-
Residential Treatment Facility (RTF)	-	-	-	-	-
Transitional-Age Youth Assertive Community Treatment (TAY-ACT)	-	-	-	-	-
Substance Use (SU) Detox	-	-	-	-	-
Naltrexone Maintenance	-	-	-	-	-
Substance Use (SU) Outpatient Therapy	-	-	-	-	-
SU Inpatient/Rehabilitation	-	-	-	-	-
Methadone Maintenance	-	-	-	-	-
Multi Systemic Therapy (MST)	-	-	-	-	-
Buprenorphine Maintenance	-	-	-	-	-
Other	2 2.4%	-	-	1 6.3%	1 5.6%
Do Not Know	-	-	-	-	-

Youth Treatment Provider Service Level Analysis

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr J- an-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Base	82	24	24	16	18
Q15-How long have you currently been receiving services from this provider?					
Less than 6 months	16 19.5%	5 20.8%	6 25.0%	3 18.8%	2 11.1%
6-11 months	10 12.2%	3 12.5%	5 20.8%	1 6.3%	1 5.6%
1 to 2 years	21 25.6%	7 29.2%	4 16.7%	5 31.3%	5 27.8%
2 to 4 years	15 18.3%	4 16.7%	5 20.8%	2 12.5%	4 22.2%
4 + years	20 24.4%	5 20.8%	4 16.7%	5 31.3%	6 33.3%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr J- an-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
NA responses reduce total	79	24	24	13	18
Q16-Were you put on a waiting list to be seen by (provider)?					
Yes	19 24.1%	4 16.7%	7 29.2%	3 23.1%	5 27.8%
No	60 75.9%	20 83.3%	17 70.8%	10 76.9%	13 72.2%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quar- ter Jan...	2nd Qua- rter Apr...	3rd Quar- ter July...	4th Quar- ter Oct...
NA responses reduce total	63	21	16	12	14
Q17-If you received services by video or telephone, were you satisfied with the services you received?					
Yes	59 93.7%	20 95.2%	16 100.0%	10 83.3%	13 92.9%
No	4 6.3%	1 4.8%	- -	2 16.7%	1 7.1%

Youth Access to Services

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Base	80	23	23	16	18
Q18A-We meet at times that are convenient for me.					
Strongly Agree/Agree	80 100.0%	23 100.0%	23 100.0%	16 100.0%	18 100.0%
Strongly Disagree/Disagree	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Neutrals reduce total	80	23	24	15	18
Q18B-I was made aware of the availability of different providers for this service and given a choice.					
Strongly Agree/Agree	76 95.0%	23 100.0%	22 91.7%	14 93.3%	17 94.4%
Strongly Disagree/Disagree	4 5.0%	-	2 8.3%	1 6.7%	1 5.6%

95.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Neutrals reduce total	77	24	21	15	17
Q18C-I feel I was able to get the help I needed within a reasonable amount of time.					
Strongly Agree/Agree	73 94.8%	24 100.0%	20 95.2%	15 100.0%	14 82.4%
Strongly Disagree/Disagree	4 5.2%	-	1 4.8%	-	3 17.6%

94.8% of target rate Y-T-D

Meets Expectations

Youth Treatment Experiences

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr J- an-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Neutrals reduce total	81	24	24	16	17
Q19A-(Provider) helped me create a plan to deal with any problems I have.					
Strongly Agree/Agree	70 86.4%	24 100.0%	19 79.2%	13 81.3%	14 82.4%
Strongly Disagree/Disagree	11 13.6%	-	5 20.8%	3 18.8%	3 17.6%

86.4% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	78	24	21	16	17
Q19B-I am an active participant in developing a treatment plan that is a good fit for me.					
Strongly Agree/Agree	77 98.7%	24 100.0%	20 95.2%	16 100.0%	17 100.0%
Strongly Disagree/Disagree	1 1.3%	-	1 4.8%	-	-

98.7% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	79	23	24	14	18
Q19C-I feel comfortable asking questions about my treatment.					
Strongly Agree/Agree	76 96.2%	23 100.0%	22 91.7%	13 92.9%	18 100.0%
Strongly Disagree/Disagree	3 3.8%	-	2 8.3%	1 7.1%	-

96.2% of target rate Y-T-D

Meets Expectations

Youth Recovery Oriented Practices

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Neutral/NA responses reduce totals	81	24	24	16	17
Q20-I am included in meetings about my treatment.					
Strongly Agree/Agree	79 97.5%	24 100.0%	23 95.8%	16 100.0%	16 94.1%
Strongly Disagree/Disagree	2 2.5%	- -	1 4.2%	- -	1 5.9%

97.5% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutral/NA responses reduce totals	74	19	24	15	16
Q21-My provider has talked with me about community resources and other supports, if needed.					
Strongly Agree/Agree	67 90.5%	18 94.7%	20 83.3%	15 100.0%	14 87.5%
Strongly Disagree/Disagree	7 9.5%	1 5.3%	4 16.7%	- -	2 12.5%

90.5% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Neutral/NA responses reduce totals	72	19	23	16	14
Q22-As appropriate, my providers (physical and behavioral health) work together and share information to provide me the best care possible.					
Strongly Agree/Agree	71 98.6%	19 100.0%	23 100.0%	16 100.0%	13 92.9%
Strongly Disagree/Disagree	1 1.4%	- -	- -	- -	1 7.1%

98.6% of target rate Y-T-D

Meets Expectations

Youth Recovery Oriented Practices

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	82	24	24	16	18
Q23A-I have been given clear information on who to contact if I need immediate help between sessions.					
Always, Almost Always, Often	80 97.6%	22 91.7%	24 100.0%	16 100.0%	18 100.0%
Sometimes	2 2.4%	2 8.3%	-	-	-
Rarely/Never	-	-	-	-	-

97.6% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Base	82	24	24	16	18
Q23B-Staff treats me with respect and sees me as an equal partner in my treatment program.					
Always, Almost Always, Often	82 100.0%	24 100.0%	24 100.0%	16 100.0%	18 100.0%
Sometimes	-	-	-	-	-
Rarely/Never	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Youth Outcomes

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Neutrals reduce total	76	24	21	15	16
Q24A-I manage strong feelings better. (Anger, sadness, etc.)					
Strongly Agree/Agree	72 94.7%	24 100.0%	20 95.2%	13 86.7%	15 93.8%
Strongly Disagree/Disagree	4 5.3%	-	1 4.8%	2 13.3%	1 6.3%

94.7% of target rate Y-T-D

Meets Expectations

Youth Outcomes

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	80	24	22	16	18
Q24B-I make better choices about how to deal with day to day life.					
Strongly Agree/Agree	76 95.0%	24 100.0%	21 95.5%	16 100.0%	15 83.3%
Strongly Disagree/Disagree	4 5.0%	- -	1 4.5%	- -	3 16.7%

95.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
Neutrals reduce total	76	22	22	16	16
Q24C-I believe treatment is working because I feel better.					
Strongly Agree/Agree	70 92.1%	22 100.0%	19 86.4%	16 100.0%	13 81.3%
Strongly Disagree/Disagree	6 7.9%	- -	3 13.6%	- -	3 18.8%

92.1% of target rate Y-T-D

Meets Expectations

Youth Provider Issues or Concerns

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Base	82	24	24	16	18
Q25-Have you had any issues or problems with services from (provider)?					
Yes	6 7.3%	- -	2 8.3%	2 12.5%	2 11.1%
No	76 92.7%	24 100.0%	22 91.7%	14 87.5%	16 88.9%

Youth Provider Issues or Concerns

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
N/A responses reduce total	6	-	2	2	2
Q26-If yes, what were the issues or problems with services from (provider)?					
Lack of treatment planning and coordination	-	-	-	-	-
Services not provided when I needed them	-	-	-	-	-
Poor communication	-	-	-	-	-
Frequent staff changes	1 16.7%	-	1 50.0%	-	-
Frequent Provider Cancellations	-	-	-	-	-
Other	5 83.3%	-	1 50.0%	2 100.0%	2 100.0%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
N/A responses reduce total	6	-	2	2	2
Q27-Were you able to resolve these issues or problems with (provider) through a discussion with the program manager or did you choose not to take any action?					
I resolved the problem with the program manager	-	-	-	-	-
I chose not to take any action	4 66.7%	-	-	2 100.0%	2 100.0%
I filed a formal complaint	-	-	-	-	-
Other	2 33.3%	-	2 100.0%	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarte- r Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A responses reduce total	6	-	2	2	2
Q28-If you chose to not take any actions, why?					
The problem was not that serious	1 16.7%	-	1 50.0%	-	-
I was concerned with how the provider would react	-	-	-	-	-
I didn't know how to file a formal complaint	1 16.7%	-	-	-	1 50.0%
Other	4 66.7%	-	1 50.0%	2 100.0%	1 50.0%

Youth Department of Human Services Questions

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Base	82	24	24	16	18
Q29-What effect has the treatment you've received had on the overall quality of your life?					
Much better	43 52.4%	13 54.2%	13 54.2%	9 56.3%	8 44.4%
A little better	22 26.8%	9 37.5%	4 16.7%	4 25.0%	5 27.8%
About the same	16 19.5%	2 8.3%	7 29.2%	3 18.8%	4 22.2%
A little worse	1 1.2%	-	-	-	1 5.6%
Much worse	-	-	-	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Base	82	24	24	16	18
Q30-Were you given the chance to make treatment decisions?					
Yes	64 78.0%	22 91.7%	20 83.3%	9 56.3%	13 72.2%
No	1 1.2%	-	-	-	1 5.6%
Sometimes	17 20.7%	2 8.3%	4 16.7%	7 43.8%	4 22.2%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
Base	82	24	24	16	18
Q31-In the last twelve months, did you have problems getting the help you needed?					
Yes	6 7.3%	1 4.2%	4 16.7%	-	1 5.6%
No	65 79.3%	20 83.3%	17 70.8%	12 75.0%	16 88.9%
Sometimes	11 13.4%	3 12.5%	3 12.5%	4 25.0%	1 5.6%

Youth Department of Human Services Questions

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Quarter Jan-March	2nd Quarter Apr-Jun	3rd Quarter July-Sept	4th Quarter Oct-Dec
N/A responses reduce total	10	3	3	2	2
Q32-If yes, why weren't you able to get the behavioral health help in the last 12 months?					
Money issues	1 10.0%	-	1 33.3%	-	-
Transportation Issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	1 10.0%	-	-	1 50.0%	-
Long waiting list	1 10.0%	1 33.3%	-	-	-
Didn't know where to get help	-	-	-	-	-
Money issues	-	-	-	-	-
Other	7 70.0%	2 66.7%	2 66.7%	1 50.0%	2 100.0%

Youth Behavioral Health Medications

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
NA reponses reduce total	69	20	24	13	12
Q33-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you?					
Yes	6 8.7%	2 10.0%	3 12.5%	1 7.7%	-
No	63 91.3%	18 90.0%	21 87.5%	12 92.3%	12 100.0%

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

This a literal question and can be found in the back with literal questions.

Youth Issues and Concerns Addressed

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Ja- n-March	2nd Qtr Apr-Jun	3rd Qtr July-Sept	4th Qtr Oct-Dec
N/A responses reduce total	6	-	2	2	2
Q35-If you shared problems about your provider or your managed care company during this survey, are you interested in having your concerns addressed immediately by Behavioral Health Services of Somerset and Bedford Counties?					
Yes	-	-	-	-	-
No	6 100.0%	-	2 100.0%	2 100.0%	2 100.0%

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

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

Name Release not displayed due to HIPAA.

Youth Literal Comments

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

Q1- Bi-racial

Q1- Bi-racial

Q1- Bi-racial

Bi-Racial

Q10D-Community Care questions. Literal Comments

Q1- We did not know anything about Community Care being with our insurance. They should give us something from the assistance office when we sign up for medical assistance.

Q4- These are things my mom deals with.

Q4- I never needed to file a complaint.

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

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

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

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

If other, please specify:

Q1- Conemaugh Counseling

Q1- Julie Fox

Conemaugh Memorial Physician Practices

Q4- Peerstar

Q4- Horizon Behavioral Health

Q4- Cambria Somerset Counseling

Q18D- Access Literals

Q2- I do not feel I am getting effective services.

Q2- Times are not convenient because they are during school hours.

Q2- My case manager told me about ACRP

Q2- The school recommended them.

Q3- Crisis referred me here.

Q3- It took a little while

Q3- My mom set everything up for me

Q4- It took awhile to get someone and also someone that was a good fit.

Q4- We were never given a choice on a provider. It is taking time to get the reasonable help.

Q4- I feel I need more help.

Q19D-Treatment Experiences Literal Comments

Q2- There is a lack of a plan. I have a hard time participating.

Q2- The whole reason this place was recommended so much was so I could get help for my ticks, but they were like no way. The doctor and the psychiatrist both scare me.

Q3- I get hesitant and nervous when it comes to asking questions.

Q3- They did not help me at the time, at first

Q3- I don't really feel comfortable asking questions, but I have to.

Q4- They created a plan but did not do anything with it.

Q4- We are still trying to make this go hand and in hand with the med. doctor.

Q4- The doctor will not do any more testing.

Q23C-Recovery Oriented Practices Literal Comments

Q24D-Outcomes Literal Comments

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

Q2- I still have problems communicating and managing depression.

Q2- I still have good days and bad days.

Q2- I just started with the doctor so it's too early to tell.

Q2- I am new to the program and I am still working on everything

Q3- I would say I manage my feelings better, but my dad would say no.

Q4- There was no improvement.

Q4- Things are still the same, treatment is not working.

Q4- I still have things to work on.

Q4- I believe you need to think better to be better.

Q4- I still bottle my anger up.

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

Q2- Lack of treatment planning and coordination, and poor communication.

Q3- They don't help him with crisis, they just send him home

Q3- Poor communication and frequent staff changes.

Q4- Lack of the right people.

Q4- Lack of treatment planning and services are not provided when I need them.

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

Q2- My mom left several messages.

Q2- I just kind of dealt with it.

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

Q2- We are waiting to hear from someone

Q3- We did not know if taking action would help or not

Q3- When my staff person retired, things got messed up. It messed up group sessions. I chose not to take action because I felt the problem was not that serious.

Q4- It was not getting any better and was not worth the time.

Q32A-If yes, why weren't you able to get the behavioral health help in the last twelve months? Literal Comments

Q1- We had an unhelpful crisis worker.

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

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

Q2- A lack of communication and the provider does not take into consideration what we have to say about her treatment plan.

Q2- I came here to get my ticks treated but he just kind of blew it off, if this appointment doesn't go good, I am going to find a new psychiatrist.

Q3- Some personal disabilities

Q4- Trying to find resources, other therapies, and hospitals.

Q4- Insurance lapse

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

Q1- The pharmacy messes up the prescriptions sometimes.

Q1- They are working on my anxiety medicine.

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

Q2- Problems with my new insurance and I am waiting for prior authorization.

Q2- The medication I am taking now is not helping.

Q3- Getting them filled, the pharmacy takes days for them to fill the prescription.

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

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

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

Q1- We are very happy!

Q4- To hire better people.

Q4- I would like to get along with the med doctor better.

Q4- Nulton takes care of all our needs.

Q4- They have been great to work with and are very accommodating with his schedule.

Q4- They need to find more specialists so people can get the help they need and not wait months.

Provider Responses

Provider Responses to 3rd Quarter (July - September) 2024 C/FST Report

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

No provider responses were due for the 3rd Quarter 2024 C/FST data. However, several providers did respond to the 3rd Quarter C/FST data. See below.

Provider 1:

“(Provider) remains committed to providing high quality services to all members served. We were disappointed to learn that our agency had fallen below the benchmark for the question regarding offering choice. After reviewing comments on the most recent quarterly report, attention will focus on continuing with practices that members have reported appreciating as well as offering additional opportunities to increase satisfaction regarding choice. Our supervisors have identified action steps that will be implemented immediately upon staff being provided with training and education. The response and action steps are outlined below. We will continue to take all data and literal responses into account as we plan for future programmatic changes.”

Areas of Focus with Barriers and Action Steps:

Current Process to Offer Choice:

“During our initial contact (via phone or face-to-face contact) Staff offer choice to members regarding the services that are available in our county. Staff provide the names, location, and contact information regarding all local providers. Upon the member stating that they select (provider), initial intake information is gathered.”

Barriers to Meeting the Benchmark:

“An identified barrier to providing choice in Bedford County is the limited availability of providers currently accepting referrals. (Provider) staff are very diligent in obtaining updates regarding outside provider availability, however at times, there have not been frequent changes. (Provider) staff have considered that we are not clearly specifying the lack of availability and will take that into account for our action steps. In our discussions, (Provider) supervisors reported that often we receive direct referrals from an outside source (hospital, jail, etc.) and we make every effort to open prior to discharge. (Provider) staff sometimes assume that members were offered choice as part of the referral process to (Provider).”

“An additional barrier noted, our Psychiatric Rehab and CRR programs are the only ones for that level of care in the county. (Provider) staff have gained awareness that members may not be aware of resources. A final barrier identified (per literal response), some of the members receiving services have been in our provider system for numerous years. Currently, (Provider) does not have a process that continually addresses choice for members already receiving ongoing services.”

Actions Steps to Improve:

“(Provider) staff understand the importance of clear, concise communication with members. Our team feels that we can improve our communication at intake by implementing/enhancing the following actions steps:”

“During intake, clearly explain provider choice with simpler language to ensure that all members have a full understanding of the information provided and ensure member understanding.”

“Staff will also consider that outside providers might not have offered choice, therefore, (provider will take responsibility to ensure that members are aware of other potential providers.”

“(Provider) staff will ensure that choice is provided despite current availability.”

“(Provider) staff will provide ongoing provider choice during conversations in which the member appears dissatisfied or struggling with progress.”

“(Provider) staff will explain that Psych Rehab and CRR levels of care are the only available provider for that service in Bedford County.”

Provider 2

“Our agency acknowledges the importance of the indicator “Provider helped me create a plan to deal with any problems I have” as a critical measure of how effectively we support youth in addressing their challenges and planning for the future. This indicator directly reflects the engagement between our providers and youth members in developing actionable, personalized strategies for overcoming obstacles”

“Currently, our agency’s approach to helping youth create plans to address their challenges involves a multi-step process. Each member is assessed for their unique needs and challenges through an intake process, which includes individual interviews and screenings. Providers collaborate closely with each youth to understand their personal struggles, goals, and resources. Based on this assessment, a tailored plan is developed, which includes specific goals, coping strategies, and referrals to additional services when necessary. The plan is regularly reviewed and adjusted as needed in follow-up sessions to ensure progress is being made and that the youth feel supported”

“Upon reviewing the survey results for this indicator, we have observed that the perception of youth regarding their provider’s support in creating a plan may be below the benchmark in some areas.”

We believe this could be due to several factors:

Variation in Provider Engagement:

“There may be inconsistency in how different providers engage with members during the planning process. Some providers may not be sufficiently emphasizing the creation of structured, individualized plans during sessions.”

Youth Perception of Plan Effectiveness:

“Youth may not always feel that the plan created with their provider is meaningful or actionable, particularly if they perceive the plan as a formal requirement rather than a tool to help them address real-life challenges.”

“Based on this analysis, we have identified several key opportunities to enhance how we address this indicator:

1. Standardization of Planning Process:

“Ensuring that all providers follow a consistent, structured approach to developing personalized plans with the youth, emphasizing the plan’s relevance to their immediate and long-term needs.”

2. Youth Involvement:

“Increasing the emphasis on active collaboration between providers and youth in the plan creation process. This includes more thorough discussions about the challenge’s youth face and a greater emphasis on building plans that reflect the youth’s voice and input.”

3. Improved Follow-Up and Revisions:

“Strengthening our follow-up procedures to ensure that plans are revisited regularly and adjusted as needed based on the youth’s progress and evolving needs.”

“To address the identified gaps and improve Member satisfaction, we are implementing the following steps:”

1. Training for Providers:

“We will conduct additional training sessions for our providers to ensure that they fully understand the importance of developing individualized plans with youth and are equipped with strategies to do so effectively.”

2. Youth Feedback on Plans:

"We will implement a process where youth members have an opportunity to provide direct feedback on their plans, either during or after the planning session. This will help us assess whether they feel the plan is practical and aligns with their needs."

"Our agency is committed to improving the perception of satisfaction regarding our process of helping youth create plans to address their challenges. By standardizing our planning procedures, increasing youth involvement, ensuring consistent follow-up, and enhancing provider training, we aim to elevate youth satisfaction and ensure that each plan is meaningful, practical, and effective in helping them overcome challenges."

"We appreciate the opportunity to reflect on this indicator and look forward to making meaningful improvements in this area."

MCO Responses

Community Care Response to 3rd Quarter (July - September) 2024 C/FST Report

No MCO (Community Care) response was due for the 3rd Quarter C/FST Data.

Technical Notes

Technical Notes

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

The Center for Behavioral Health Data Research, Inc. (CBHDR) has been contracted by BHSSBC to manage the Bedford-Somerset C/FST and to conduct 534 general purpose and 100 special focus C/FST surveys between January 1, 2024, and December 31, 2024.

The general-purpose survey target represents approximately 2.4% of the Bedford-Somerset HealthChoices membership and approximately 18.3% of individuals receiving behavioral health services.

B. Focus

The targeted survey activity includes 326 Somerset and 208 Bedford C/FST surveys. The sub-targets by member category include 355 adults, 82 youth and 98 families with individual sub-targets for each of those categories for each county. Additionally, CBHDR will achieve a representative sampling of all service levels, age groupings, gender, zip code and providers.

C. C/FST Survey Process

The survey instruments were developed under the guidance and direction of BHSSBC and the Bedford-Somerset C/FST Advisory Committee consistent with the requirements and guidelines of DPW's Appendix L. The Committee is comprised of individuals representing Community Care, adult, parent/family, and youth membership, county provider staff, and staff members of BHSSBC, Community Care, and The Center for Behavioral Health Data Research, Inc. including the Bedford-Somerset C/FST Program Director.

Adult, family, and youth survey questions are reviewed and evaluated annually for their relevance and effectiveness by the Advisory Committee and BHSSBC; additions, deletions, and changes are usually made to the questionnaires at the start of a new fiscal year in July.

Surveys are completed via two methods. The first method involved surveyors making visits to service area providers to conduct surveys with any Community Care members who happened to be at the provider during that time and who wished to participate in the survey. The second method involved calling Community Care members and offering to do face-to-face or phone surveys with them.

The interview questions are designed to determine member satisfaction and perceptions of Community Care (the MCO), provider access, treatment experiences, recovery-oriented practices, and outcomes. Care has been taken to ensure that collection and analysis is standardized, accurate and provides formative reliable data on critical system indicators that can be used to drive change and improvement.

Many of the questions incorporate the Recovery Oriented System Indicators (ROSI) including those under: *Validated Personhood, Person Centered Decision Making & Choice, Self –Care, Wellness & Meaning, Rights & Informed Consent, and Treatment Options* as these primarily relate to the managed care organization and provider practices. ROSI questions also include community support and infrastructure including those under: *Community Integration, Social Relationships, Basic Life Resources, and Peer Support & Self-Help*. The C/FST also added questions from the Comprehensive, Continuous, Integrated System of Care (CCISC) model.

The member responses and results of the survey process are shared with the MCO and providers on a quarterly basis with each provider receiving its own specific member responses (in the aggregate) in addition to the overall report. The C/FST information is to become part of operational and clinical processes, assist in decision-making and help drive performance and quality. A key to this outcome is MCO and provider acknowledgement of, and response to, the process.

D. Survey Methodology Population/Sampling

The overall sample size of 534 represents approximately 18.3% of Community Care's Bedford-Somerset County behavioral health membership and yields a 95% confidence level with a plus/minus 4.6% margin of error when divided by the membership in Somerset and Bedford counties. The overall target sample of 534 is then divided by a specific provider's percent of Community Care's membership to arrive at a target sample size for each individual provider. This is defined as a proportional-stratified sample for each provider.

E. Data Analysis and Reporting

Survey instrument development, data entry, and data analysis were conducted using the SNAP software and incorporated Likert scale, multiple choice, and narrative responses. In addition, participants were able to skip questions or stop the interview at any point during the data collection process. As a result, the number of respondents (N) for each question and the total number of surveys completed may vary.

Respondents were offered the choice of answering; *“strongly agree”*, *“agree”*, *“neutral”*, *“disagree”*, or *“strongly disagree”*, and a straight *“yes”* or *“no”* to some questions. Other questions asked for a verbal opinion or reasons for an answer. Additionally, some questions provide for a non-applicable response, which can also alter the total when reconciling the *“agree”*, *“neutral”* and, *“disagree”* responses.

An appropriate benchmark system is utilized to highlight positive findings and better recognize areas requiring improvement – see below. The objective of adding benchmarks to the Quarterly Report is to communicate member satisfaction in a format that captures readers' attention and focuses analysis. The format should make it easier to identify areas of success versus areas that require improvement with increased interest in understanding member satisfaction scores.

At or above 90% Benchmark – **Satisfactory**

Between 80%-90% - **Monitor**

Below 80% - **Requires Action**

In addition to **Benchmarking** data to identify changes, trends and issues, other refinements have also been added to the quarterly reports. These include:

- 1. Quarter-to-Quarter Analysis:** It is difficult to draw any conclusions from a single quarter, which represents a “snapshot” in time. Thus, a quarter-to-quarter comparison was added so that member responses can be tracked over time.
- 2. Face-to-Face Variations:** The collected data can be evaluated overall and then by source of interview, including that collected by telephone, compared to that data collected in face-to-face interviews. These reports can be requested.
- 3. Sample Characteristics:** Significant variances in member responses between quarters are also evaluated by the size and characteristics of the member sample. Any variances in member age range, treatment service level or provider is also noted.
- 4. Cross-Tabulation:** Using the SNAP software, member responses to a particular interview question can be evaluated by any other data characteristic including age, level of service, provider, or treatment category.
- 5. Quarterly Provider Report:** As one quarter of member responses are only a snapshot in time, a quarterly provider report was developed to show member responses by provider, by quarter, with a year-to-date average which is more useful in identifying trends, drawing conclusions, and recommending improvements.

These data analysis enhancements are designed to provide additional interpretative capability for the reader to develop useful information regarding member perceptions of treatment access, provider treatment, recovery orientation, and outcomes.

F. Limitations

There are always limitations to the administration of a survey. The following is a discussion of two significant limitations experienced during the administration process.

When attempting to assess satisfaction among a sample population, a telephone survey has both advantages and disadvantages. One of the advantages is that the time needed for data collection is far less than what would be needed for either face-to-face interviews or a mailed survey. An additional advantage is that it provides a way to collect data, in a far more cost-effective manner than face-to-face interviewing. The major disadvantage to telephonic methodology is that consumers are eliminated from the survey if they have no access to a phone, or if the available phone number is inaccurate.

Survey data obtained from members may be for service(s) rendered in a different time than when the survey was conducted. Thus, it is difficult to assume that changes in data between quarters (actual counts and percentage) represent trends – good or bad. It is best to review year-to-date data and both member and provider demographics within a particular survey period to place the results into perspective.

G C/FST Program Member Assistance & Reporting

1. Monthly Status & Problem Resolution

Consistent with the requirements of DHS's Appendix L, BHSSBC, Community Care, and the C/FST Program Director communicate on a regular basis and meet monthly. The ongoing dialogue focuses on a review of program implementation, compliance with Appendix L, evolving findings, removing barriers, the member request for assistance process, and outreach to un-served or underserved member identification.

2. Member Request for Assistance

In cooperation with BHSSBC, the Bedford-Somerset C/FST developed a referral mechanism to assist members that identify service specific issues and concerns during the interview process. If the member desires to have their concern or issue immediately addressed, the surveyor obtains the member's consent to release the information, completes a Member Request for Assistance form, reviews it with the C/FST Program Director, and forwards the form to BHSSBC.

The form requires a description of the reason the member is requesting assistance and a desired resolution/outcome description from the member. The request is checked as either urgent or non-urgent and the member is advised they can expect to be contacted within the next 30 days or sooner, depending on the nature of the issue.

Anonymous Member Concern(s)

In addition to a Member Request for Assistance, the C/FST surveyor may submit an Anonymous Member Concern form to BHSSBC in cases where the surveyor believes BHSSBC should be made aware of the member's concern, but the member declined to release their contact information.

Critical Incident Reporting

It is the responsibility of the C/FST surveyor to report any unusual incident that occurs during the interview process. This includes awareness of abuse or alleged abuse of a member, seclusion, restraint, alleged medication errors, or talk of suicide.

3. Confidentiality, Consent and Protection of Participant Information

There are several mechanisms in place to safeguard confidentiality and protection of participant information.

1. Potential participants are assured of the confidentiality of their opinions.
2. Potential participants are also assured their opinions will not negatively affect the services they are currently receiving.
3. Individuals who indicated they did not wish to participate had their names or the name(s) of their child removed from the list of potential participants and were not contacted again.
4. Everyone contacted via telephone received another explanation of the survey during the survey introduction and were given another opportunity to opt in or out of participation.
5. Employee Confidentiality Statements are completed annually, and prior to any interviews/surveys conducted on behalf of the Center for Behavioral Health Data Research, Inc., and Bedford-Somerset HealthChoices.
6. Policies and practices for the storage, access, and disposal of participant records are designed to protect personal information and maintain confidentiality.

The oversight and monitoring of interviewers and calls are in accordance with approved protocols and are implemented in collaboration with CBHDR and BHSSBC.