

Lycoming-Clinton Joinder Board Health Choices  
200 East Street, Williamsport,  
Pennsylvania 17701

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LCJB HealthChoices Behavioral Health System

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1st Quarter Jan-Mar 2023

# Consumer and Family Satisfaction & Outcomes: Survey Findings

Detailed Report of Survey Findings  
April 2023

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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. New benchmarks will be shown below the chart either in green, yellow or red. See below

At or above 80% Benchmark - **Meets Expectations**

Between 70%-80% - **Satisfactory**

Below 70% - **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 70% benchmark. Please utilize the enclosed provider response template.

**\*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<br>Break %<br>Respondents                          | 2019/2020<br>YTD<br>Total | What quarter is it?         |                            |                            |                            |
|---|---------------------------|-----------------------------|----------------------------|----------------------------|----------------------------|
|   |                           | 1st Quarter<br>(July-Sept.) | 2nd Quarter<br>(Oct.-Dec.) | 3rd Quarter<br>(Jan.-Mar.) | 4th Quarter<br>(Apr.-June) |
| Base  | 50                        | 50                          | -                          | -                          | -                          |
| Staff believes I can grow,<br>change, and recover. (ROSI) |                           |                             |                            |                            |                            |
| Always/Almost Always                                      | 47<br>94.0%               | 47<br>94.0%                 | -                          | -                          | -                          |
| Often/Sometimes   | 3<br>6.0%                 | 3<br>6.0%                   | -                          | -                          | -                          |
| Rarely/Never  | -                         | -                           | -                          | -                          | -                          |

**94% of target rate Y-T-D**

**Meets Expectations**

**Not all charts are benchmarked.** Benchmarking charts are identified by one of three colors (green, yellow, and 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 **Lycoming-Clinton 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 lists provider comments received in response to the previous quarter report. Typically, these comments are in response to areas receiving year-to-date percentage that are under the established benchmarks and have had at least three (3) individuals interviewed.

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

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

# Adult Survey Findings

## Lycoming-Clinton C/FST –1st Quarter 2023 Report

This 1st Quarter Lycoming-Clinton C/FST Report covers the period between January and March 2023 and provides details on the 90 adult, 28 family and 25 youth (143 total) interviews that were completed for the 1st Quarter.

### Adult Survey Process & Findings

The following are C/FST findings and recommendations based on the 90 adult surveys completed during the 1st Quarter of calendar year 2023 for the period between January and March 2023.

### Survey Results & Variations on Sample Characteristics

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

#### 1st Quarter 2023 Adult Sample Characteristics versus 4th Quarter 2022 Comparison:

1. Higher Face-to-face – 76% (68 of 90) versus 62% (48 of 78).
2. Lower ratio of female respondents –51% (46 of 90) versus 64% (50 of 78)
3. Lower percentage of members between ages 25-44 – 67% (60 of 90) versus 73% (57 of 78).
4. Lower percent receiving both MH and D&A services – 10% (9 of 90) versus 26% (20 of 78)

### Findings Overview

1. Adult satisfaction was 73% (19 of 26, excluding 64 “not applicable”) 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 was 68% for calendar year 2022.

Just 50% (45 of 90) of adults concurred with *“Are you aware of the Complaint and Grievance process through Community Care?”* during the 1st Quarter. This indicator was 43% for calendar year 2022. This lower score may have something to do with the rewording of the question. In prior years the member was asked if they *“knew how to file a complaint or grievance?”* and the positive responses were 80% for calendar year 2020.

2. Surveyed adults, during the 1st Quarter of 2023 had generally positive responses with **Access** to provider treatment services. 90% (81 of 90) felt they *“were able to get the help they needed.”* 91% (82 of 90) of adults agree they *“were satisfied with the amount of services received,”* and 92% (83 of 90) agreed with *“These services meet my needs.”*

3. Surveyed adults are generally pleased with their provider **Recovery Oriented/Treatment Experiences**. These indicators included, 93% (84 of 90) agreed that *“My provider takes into account what I had to say about my treatment,”* 99% (89 of 90) agreed with *“My provider met with me for my full scheduled appointment,”* and 78% (70 of 90) concurred with *“My provider talks to me about my plan for after treatment.”* 96% (86 of 90) were *“not afraid to complain in fear of consequences or discharge.”*

Additional questions asked under the **Recovery Oriented/Treatment Experiences** indicator during the 1st Quarter of 2023 were, *“Do you have any special or physical needs to be considered when you go for counseling or treatment?”* 24% (21 of 89, excluding 1 n/a said “yes”). These member responses can be viewed in Chart Q21 on Page 16. Lastly, 76% (16 of 21) agreed that their provider accommodated these needs.

4. Adult perception of satisfaction with **Treatment Outcomes** was good. 3 of the 4 indicators were in the 84% to 92% range. These include *“I feel more hopeful about my future,”* *“I feel that treatment is helping,”* and *“I have a plan for when I am in a crisis.”*

The lowest adult **Outcomes** indicator for the 1st Quarter of 2023 is 77% (69 of 90) *“I deal more effectively with daily problems.”*

5. 90% (8 of 79, excluding 3 n/a) adults interviewed were not experiencing any problems in getting behavioral health medications that work for them.

### **Recommendations Overview**

Behavioral Health providers should continue to address recovery and resiliency factors (Recovery Oriented Systems Indicators ROSI) as members are transitioned into the community and self-help support systems. These include the recently added ROSI and CCISC indicators and developing a Mental Health Advance Directive; developing treatment plans with respect to the member’s specific needs and asking the member what goals would help achieve a happy life.

### **Adult – Member Request for Assistance**

Upon completing the survey 1% (1 of 90) adult members expressed interest in having a provider or MCO concern or issue referred for immediate handling by LCJB HealthChoices.

### **Adult – Additional Compliments or Concerns**

Q29 asks the adult member “Is there anything else the county could do better to help you with your behavioral health.

needs?’ 23% (21 of 90) interviewed adults provided additional comments which can be reviewed on Page 24.

Q32 asks the adult member “Please share any additional compliments or concerns you have about the services you participate in with (provider). 24% (22 of 90) interviewed adults during the 1st Quarter provided additional comments which can be reviewed on Pages 24-25.

### **Quality Audits**

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

During the 1st Quarter, 3 adult quality audits were performed. 100% (3 of 3) of adults felt the length of the survey and number of questions were satisfactory. 100% (3 of 3) adults were satisfied with the survey process. 100% (3 of 3) adults felt ok or good about being contacted and one did not.

### **Member comments,**

*“I think it’s good that you guys do this.”*

*“Some questions were repetitive. Drug questions were irrelevant.”*

## Demographics

| Counts<br>Break %<br>Respondents       | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|--|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|  |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| <b>Base</b>                            | <b>90</b>              | <b>90</b>             | -                     | -                        | -                     |
| <b>Q4-What type of survey is this?</b> |                        |                       |                       |                          |                       |
| Telephone                              | 22<br>24.4%            | 22<br>24.4%           | -                     | -                        | -                     |
| Face to Face                           | 68<br>75.6%            | 68<br>75.6%           | -                     | -                        | -                     |

| Counts<br>Break %<br>Respondents      | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|---------------------------------------|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|                                       |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| <b>Base</b>                           | <b>90</b>              | <b>90</b>             | -                     | -                        | -                     |
| <b>Q5-What county do you live in?</b> |                        |                       |                       |                          |                       |
| Lycoming                              | 70<br>77.8%            | 70<br>77.8%           | -                     | -                        | -                     |
| Clinton                               | 20<br>22.2%            | 20<br>22.2%           | -                     | -                        | -                     |

\*Question 6 zip code, please check your summary for complete break out of your zip codes in your area.

| Counts<br>Break %<br>Respondents     | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|--------------------------------------|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|                                      |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| <b>Base</b>                          | <b>90</b>              | <b>90</b>             | -                     | -                        | -                     |
| <b>Q7-What is your gender?</b>       |                        |                       |                       |                          |                       |
| Male                                 | 44<br>48.9%            | 44<br>48.9%           | -                     | -                        | -                     |
| Female                               | 46<br>51.1%            | 46<br>51.1%           | -                     | -                        | -                     |
| Transgender                          | -                      | -                     | -                     | -                        | -                     |
| Does not identify with either gender | -                      | -                     | -                     | -                        | -                     |
| Declined to Answer                   | -                      | -                     | -                     | -                        | -                     |



## Demographics

| Counts<br>Break %<br>Respondents | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|----------------------------------|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|                                  |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| <b>Base</b>                      | <b>90</b>              | <b>90</b>             | -                     | -                        | -                     |
| <b>Q8-How old are you?</b>       |                        |                       |                       |                          |                       |
| 21 to 24 years                   | 6<br>6.7%              | 6<br>6.7%             | -                     | -                        | -                     |
| 25 to 34 years                   | 9<br>10.0%             | 9<br>10.0%            | -                     | -                        | -                     |
| 35 to 44 years                   | 51<br>56.7%            | 51<br>56.7%           | -                     | -                        | -                     |
| 45 to 54 years                   | 17<br>18.9%            | 17<br>18.9%           | -                     | -                        | -                     |
| 55 to 64 years                   | 2<br>2.2%              | 2<br>2.2%             | -                     | -                        | -                     |
| 65 and over                      | 5<br>5.6%              | 5<br>5.6%             | -                     | -                        | -                     |

| Counts<br>Break %<br>Respondents                | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|---|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|   |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| <b>Base</b>                                     | <b>90</b>              | <b>90</b>             | -                     | -                        | -                     |
| <b>Q9-What do you consider your race to be?</b> |                        |                       |                       |                          |                       |
| Caucasian                                       | 69<br>76.7%            | 69<br>76.7%           | -                     | -                        | -                     |
| African American                                | 13<br>14.4%            | 13<br>14.4%           | -                     | -                        | -                     |
| Hispanic American                               | 6<br>6.7%              | 6<br>6.7%             | -                     | -                        | -                     |
| American Indian/Alaskan Native                  | 1<br>1.1%              | 1<br>1.1%             | -                     | -                        | -                     |
| Asian American                                  | -                      | -                     | -                     | -                        | -                     |
| Bi-racial                                       | -                      | -                     | -                     | -                        | -                     |
| Other   | 1<br>1.1%              | 1<br>1.1%             | -                     | -                        | -                     |

| Counts<br>Break %<br>Respondents                     | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|--|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|  |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| <b>Base</b>  | <b>90</b>              | <b>90</b>             | -                     | -                        | -                     |
| <b>Q10-Are you receiving services primarily for:</b> |                        |                       |                       |                          |                       |
| Mental Health  | 39<br>43.3%            | 39<br>43.3%           | -                     | -                        | -                     |
| Drug and Alcohol Treatment                           | 42<br>46.7%            | 42<br>46.7%           | -                     | -                        | -                     |
| Both Mental Health and Drug and Alcohol Treatment    | 9<br>10.0%             | 9<br>10.0%            | -                     | -                        | -                     |

## Adult Satisfaction with Community Care

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|---|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|   |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| NA responses reduce total   | 26                     | 26                    | -                     | -                        | -                     |
| <b>Q11-If you had contact with Community Care (CCBH) in the last twelve months, were you satisfied with the level of dignity and respect the staff conveyed to you?</b> |                        |                       |                       |                          |                       |
| Yes   | 19<br>73.1%            | 19<br>73.1%           | -                     | -                        | -                     |
| No  | 7<br>26.9%             | 7<br>26.9%            | -                     | -                        | -                     |

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|--|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|  |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| N/A responses reduce total   | 90                     | 90                    | -                     | -                        | -                     |
| <b>Q12-Are you aware you can file a complaint/grievance through Community Care (CCBH)?</b> |                        |                       |                       |                          |                       |
| Yes  | 45<br>50.0%            | 45<br>50.0%           | -                     | -                        | -                     |
| No   | 45<br>50.0%            | 45<br>50.0%           | -                     | -                        | -                     |

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|---|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|   |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| NA responses reduce total   | 3                      | 3                     | -                     | -                        | -                     |
| <b>Q13-If you filed a complaint/grievance in the past 12 months, were you satisfied with the process?</b> |                        |                       |                       |                          |                       |
| Yes   | -                      | -                     | -                     | -                        | -                     |
| No  | 3<br>100.0%            | 3<br>100.0%           | -                     | -                        | -                     |

## Adult Provider Level Analysis

| Counts<br>Break %<br>Respondents                        | 2023<br>Y-T-d<br>Total | What<br>quarter is it? |
|---|------------------------|------------------------|
|   |                        | 1st Qtr.<br>(Jan-Mar)  |
| <b>Base</b>   | <b>90</b>              | <b>90</b>              |
| <b>Q14-What is the name of your treatment provider?</b> |                        |                        |
| Community Service Group (CSG)                           | 8<br>8.9%              | 8<br>8.9%              |
| Geisinger Services                                      | 5<br>5.6%              | 5<br>5.6%              |
| Keystone Counseling                                     | 2<br>2.2%              | 2<br>2.2%              |
| Crossroads Counseling                                   | 9<br>10.0%             | 9<br>10.0%             |
| Genesis House   | 13<br>14.4%            | 13<br>14.4%            |
| Williamsport Family Medical Center                      | 1<br>1.1%              | 1<br>1.1%              |
| Diakon Family Life Services                             | 5<br>5.6%              | 5<br>5.6%              |
| Lycoming/Clinton MHID (Joinder)                         | 3<br>3.3%              | 3<br>3.3%              |
| UPMC Susquehanna Behavioral Health Outpatient           | 4<br>4.4%              | 4<br>4.4%              |
| River Valley Health & Dental Center                     | 1<br>1.1%              | 1<br>1.1%              |
| Skills of Central PA                                    | 2<br>2.2%              | 2<br>2.2%              |
| Clean Slate   | 7<br>7.8%              | 7<br>7.8%              |
| Pyramid Healthcare                                      | 3<br>3.3%              | 3<br>3.3%              |
| West Branch D&A Abuse Commission                        | 8<br>8.9%              | 8<br>8.9%              |
| Service & Access Management (SAM)                       | 2<br>2.2%              | 2<br>2.2%              |
| Other   | 17<br>18.9%            | 17<br>18.9%            |

## Adult Provider Level Analysis

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|---|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|   |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| NA responses reduce total   | 40                     | 40                    | -                     | -                        | -                     |
| <b>Q15-What mental health service are you completing this survey about?</b> |                        |                       |                       |                          |                       |
| Outpatient Counseling   | 16<br>40.0%            | 16<br>40.0%           | -                     | -                        | -                     |
| Partial Hospitalization Program   | -                      | -                     | -                     | -                        | -                     |
| Targeted Case Management (TCM)  | 5<br>12.5%             | 5<br>12.5%            | -                     | -                        | -                     |
| Medication Management   | 11<br>27.5%            | 11<br>27.5%           | -                     | -                        | -                     |
| Inpatient Hospitalization   | -                      | -                     | -                     | -                        | -                     |
| Psychiatric Rehabilitation  | 1<br>2.5%              | 1<br>2.5%             | -                     | -                        | -                     |
| Psychiatry  | 5<br>12.5%             | 5<br>12.5%            | -                     | -                        | -                     |
| Crisis  | -                      | -                     | -                     | -                        | -                     |
| Certified Peer Support  | 2<br>5.0%              | 2<br>5.0%             | -                     | -                        | -                     |
| Telepsychiatry  | -                      | -                     | -                     | -                        | -                     |
| Co-Occurring Outpatient Counseling  | -                      | -                     | -                     | -                        | -                     |
| DBT Services  | -                      | -                     | -                     | -                        | -                     |
| Other   | -                      | -                     | -                     | -                        | -                     |

## Adult Provider Level Analysis

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What<br>quarter is it? |
|--|------------------------|------------------------|
|  |                        | 1st Qtr.<br>(Jan-Mar)  |
| NA responses reduce total  | 50                     | 50                     |
| <b>Q16-What substance use disorder service are you completing this survey about?</b> |                        |                        |
| Outpatient Counseling  | 8<br>16.0%             | 8<br>16.0%             |
| Medication Assisted Treatment (MAT)  | 10<br>20.0%            | 10<br>20.0%            |
| Intensive Outpatient Program (IOP)   | 12<br>24.0%            | 12<br>24.0%            |
| D&A Case Coordination  | 10<br>20.0%            | 10<br>20.0%            |
| Rehabilitation Services  | 6<br>12.0%             | 6<br>12.0%             |
| Detoxification Services  | 1<br>2.0%              | 1<br>2.0%              |
| Co-Occurring Outpatient Counseling   | 1<br>2.0%              | 1<br>2.0%              |
| Certified Recovery Specialist  | 2<br>4.0%              | 2<br>4.0%              |

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What<br>quarter is it? |
|---|------------------------|------------------------|
|   |                        | 1st Qtr.<br>(Jan-Mar)  |
| Base  | 90                     | 90                     |
| <b>Q17-I was made aware of the availability of different treatment services and given a choice.</b> |                        |                        |
| Yes   | 81<br>90.0%            | 81<br>90.0%            |
| No  | 9<br>10.0%             | 9<br>10.0%             |

## Access to Services

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|---|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|   |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| Base  | 90                     | 90                    | -                     | -                        | -                     |
| <b>Q18A-I feel like I was able to get the help I needed when I needed it.</b> |                        |                       |                       |                          |                       |
| Strongly Agree/Agree  | 81<br>90.0%            | 81<br>90.0%           | -                     | -                        | -                     |
| Strongly Disagree/Disagree  | 3<br>3.3%              | 3<br>3.3%             | -                     | -                        | -                     |
| Neutral   | 6<br>6.7%              | 6<br>6.7%             | -                     | -                        | -                     |

**90.0% of target rate YTD**

**Meets Expectations**

| Counts<br>Break %<br>Respondents                                 | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|--|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|  |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| Base   | 90                     | 90                    | -                     | -                        | -                     |
| <b>Q18B-I am satisfied with the amount of services received.</b> |                        |                       |                       |                          |                       |
| Strongly Agree/Agree   | 82<br>91.1%            | 82<br>91.1%           | -                     | -                        | -                     |
| Strongly Disagree/Disagree                                       | 6<br>6.7%              | 6<br>6.7%             | -                     | -                        | -                     |
| Neutral  | 2<br>2.2%              | 2<br>2.2%             | -                     | -                        | -                     |

**91.1% of target rate YTD**

**Meets Expectations**

| Counts<br>Break %<br>Respondents          | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|---|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|   |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| N/A responses reduce total                | 90                     | 90                    | -                     | -                        | -                     |
| <b>Q18C-These services meet my needs.</b> |                        |                       |                       |                          |                       |
| Strongly Agree/Agree                      | 83<br>92.2%            | 83<br>92.2%           | -                     | -                        | -                     |
| Strongly Disagree/Disagree                | 3<br>3.3%              | 3<br>3.3%             | -                     | -                        | -                     |
| Neutral                                   | 4<br>4.4%              | 4<br>4.4%             | -                     | -                        | -                     |

**92.2% of target rate YTD**

**Meets Expectations**

## Recovery Oriented Treatment Experiences

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|---|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|   |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| Base  | 90                     | 90                    | -                     | -                        | -                     |
| <b>Q19A-My provider takes into consideration what I have to say about my treatment.</b> |                        |                       |                       |                          |                       |
| Strongly Agree/Agree  | 84<br>93.3%            | 84<br>93.3%           | -                     | -                        | -                     |
| Strongly Disagree/Disagree  | 4<br>4.4%              | 4<br>4.4%             | -                     | -                        | -                     |
| Neutral   | 2<br>2.2%              | 2<br>2.2%             | -                     | -                        | -                     |

**93.3% of target rate YTD**

**Meets Expectations**

| Counts<br>Break %<br>Respondents                                       | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|--|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|  |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| Base   | 90                     | 90                    | -                     | -                        | -                     |
| <b>Q19B-My provider met with me for my full scheduled appointment.</b> |                        |                       |                       |                          |                       |
| Strongly Agree/Agree   | 89<br>98.9%            | 89<br>98.9%           | -                     | -                        | -                     |
| Strongly Disagree/Disagree   | 1<br>1.1%              | 1<br>1.1%             | -                     | -                        | -                     |
| Neutral  | -                      | -                     | -                     | -                        | -                     |

**98.9% of target rate YTD**

**Meets Expectations**

## Recovery Oriented Treatment Experiences

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|--|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|  |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| Base   | 90                     | 90                    | -                     | -                        | -                     |
| <b>Q19C-I am afraid to complain in fear of consequences or discharge</b> |                        |                       |                       |                          |                       |
| Strongly Agree/Agree   | 4<br>4.4%              | 4<br>4.4%             | -                     | -                        | -                     |
| Strongly Disagree/Disagree   | 86<br>95.6%            | 86<br>95.6%           | -                     | -                        | -                     |
| Neutral  | -                      | -                     | -                     | -                        | -                     |

**95.6% of target rate YTD**

**Meets Expectations**

| Counts<br>Break %<br>Respondents                                       | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|--|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|  |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| Base   | 90                     | 90                    | -                     | -                        | -                     |
| <b>Q19D-My provider talks to me about my plan for after treatment.</b> |                        |                       |                       |                          |                       |
| Strongly Agree/Agree   | 70<br>77.8%            | 70<br>77.8%           | -                     | -                        | -                     |
| Strongly Disagree/Disagree   | 17<br>18.9%            | 17<br>18.9%           | -                     | -                        | -                     |
| Neutral  | 3<br>3.3%              | 3<br>3.3%             | -                     | -                        | -                     |

**77.8% of target rate YTD**

**Satisfactory**

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|--|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|  |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| NA responses reduce total  | 89                     | 89                    | -                     | -                        | -                     |
| <b>Q20-Do you have any special or physical needs to be considered when you go for counseling or treatment?</b> |                        |                       |                       |                          |                       |
| Yes  | 21<br>23.6%            | 21<br>23.6%           | -                     | -                        | -                     |
| No   | 68<br>76.4%            | 68<br>76.4%           | -                     | -                        | -                     |



## Recovery Oriented Treatment Experiences

| Counts<br>Break %<br>Respondents | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|----------------------------------|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|                                  |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| NA responses reduce total        | 21                     | 21                    | -                     | -                        | -                     |
| <b>Q21-What are the needs?</b>   |                        |                       |                       |                          |                       |
| Blind/Visual Impaired            | -                      | -                     | -                     | -                        | -                     |
| Deaf/Hard of Hearing             | -                      | -                     | -                     | -                        | -                     |
| Physical Disability              | 3<br>14.3%             | 3<br>14.3%            | -                     | -                        | -                     |
| Wheelchair Accessibility         | 3<br>14.3%             | 3<br>14.3%            | -                     | -                        | -                     |
| Learning Disability              | 9<br>42.9%             | 9<br>42.9%            | -                     | -                        | -                     |
| Medical Condition                | 5<br>23.8%             | 5<br>23.8%            | -                     | -                        | -                     |
| Speech Impairment                | -                      | -                     | -                     | -                        | -                     |
| Other                            | 7<br>33.3%             | 7<br>33.3%            | -                     | -                        | -                     |

| Counts<br>Break %<br>Respondents                       | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|--|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|  |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| NA responses reduce total                              | 21                     | 21                    | -                     | -                        | -                     |
| <b>Q22-Does your provider accommodate these needs?</b> |                        |                       |                       |                          |                       |
| Yes  | 16<br>76.2%            | 16<br>76.2%           | -                     | -                        | -                     |
| No   | 5<br>23.8%             | 5<br>23.8%            | -                     | -                        | -                     |

## Outcomes of Services

| Counts<br>Break %<br>Respondents                | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|---|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|   |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| Base  | 90                     | 90                    | -                     | -                        | -                     |
| <b>Q23A-I feel more hopeful about my future</b> |                        |                       |                       |                          |                       |
| Strongly Agree/Agree                            | 77<br>85.6%            | 77<br>85.6%           | -                     | -                        | -                     |
| Strongly Disagree/Disagree                      | 5<br>5.6%              | 5<br>5.6%             | -                     | -                        | -                     |
| Neutral   | 8<br>8.9%              | 8<br>8.9%             | -                     | -                        | -                     |

85.6% of target rate YTD

Meets Expectations

## Outcomes of Services

| Counts<br>Break %<br>Respondents                          | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|---|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|   |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| Base  | 90                     | 90                    | -                     | -                        | -                     |
| <b>Q23B- I deal more effectively with daily problems.</b> |                        |                       |                       |                          |                       |
| Strongly Agree/Agree                                      | 69<br>76.7%            | 69<br>76.7%           | -                     | -                        | -                     |
| Strongly Disagree/Disagree                                | 9<br>10.0%             | 9<br>10.0%            | -                     | -                        | -                     |
| Neutral   | 12<br>13.3%            | 12<br>13.3%           | -                     | -                        | -                     |

**76.7% of target rate YTD**

**Satisfactory**

| Counts<br>Break %<br>Respondents              | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|---|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|   |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| Base  | 90                     | 90                    | -                     | -                        | -                     |
| <b>Q23C-I feel that treatment is working.</b> |                        |                       |                       |                          |                       |
| Strongly Agree/Agree                          | 76<br>84.4%            | 76<br>84.4%           | -                     | -                        | -                     |
| Strongly Disagree/Disagree                    | 1<br>1.1%              | 1<br>1.1%             | -                     | -                        | -                     |
| Neutral                                       | 13<br>14.4%            | 13<br>14.4%           | -                     | -                        | -                     |

**84.4% of target rate YTD**

**Meets Expectations**

| Counts<br>Break %<br>Respondents                     | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|--|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|  |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| Base   | 90                     | 90                    | -                     | -                        | -                     |
| <b>Q23D-I have a plan for when I am in a crisis.</b> |                        |                       |                       |                          |                       |
| Strongly Agree/Agree                                 | 83<br>92.2%            | 83<br>92.2%           | -                     | -                        | -                     |
| Strongly Disagree/Disagree                           | 4<br>4.4%              | 4<br>4.4%             | -                     | -                        | -                     |
| Neutral  | 3<br>3.3%              | 3<br>3.3%             | -                     | -                        | -                     |

**92.2% of target rate YTD**

**Meets Expectations**

## The Department of Human Services State Questions

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|--|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|  |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| Base   | 90                     | 90                    | -                     | -                        | -                     |
| <b>Q24-What effect has the treatment you've received had on the overall quality of your life? (State question)</b> |                        |                       |                       |                          |                       |
| Much better  | 53<br>58.9%            | 53<br>58.9%           | -                     | -                        | -                     |
| A little better  | 27<br>30.0%            | 27<br>30.0%           | -                     | -                        | -                     |
| About the same   | 10<br>11.1%            | 10<br>11.1%           | -                     | -                        | -                     |
| A little worse   | -                      | -                     | -                     | -                        | -                     |
| Much worse   | -                      | -                     | -                     | -                        | -                     |

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|--|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|  |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| Base   | 90                     | 90                    | -                     | -                        | -                     |
| <b>Q25-Were you given the chance to make treatment decisions? (State question)</b> |                        |                       |                       |                          |                       |
| Yes  | 76<br>84.4%            | 76<br>84.4%           | -                     | -                        | -                     |
| No   | 8<br>8.9%              | 8<br>8.9%             | -                     | -                        | -                     |
| Sometimes  | 6<br>6.7%              | 6<br>6.7%             | -                     | -                        | -                     |

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|--|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|  |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| Base   | 90                     | 90                    | -                     | -                        | -                     |
| <b>Q26-In the last twelve months, were you able to get the help you needed? (State question)</b> |                        |                       |                       |                          |                       |
| Yes  | 76<br>84.4%            | 76<br>84.4%           | -                     | -                        | -                     |
| No   | 1<br>1.1%              | 1<br>1.1%             | -                     | -                        | -                     |
| Sometimes  | 13<br>14.4%            | 13<br>14.4%           | -                     | -                        | -                     |

## The Department of Human Services State Questions

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|--|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|  |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| N/A Responses reduce total   | 5                      | 5                     | -                     | -                        | -                     |
| <b>Q27-If you were not able to get the help with your behavioral health in the last twelve months, what stopped you?</b> |                        |                       |                       |                          |                       |
| Money issues   | -                      | -                     | -                     | -                        | -                     |
| Childcare issues   | -                      | -                     | -                     | -                        | -                     |
| Transportation issues  | -                      | -                     | -                     | -                        | -                     |
| Long waiting list  | -                      | -                     | -                     | -                        | -                     |
| language barriers  | -                      | -                     | -                     | -                        | -                     |
| I did not know where to get help   | -                      | -                     | -                     | -                        | -                     |
| Inconvenient times   | -                      | -                     | -                     | -                        | -                     |
| Attitude/Personality conflicts   | -                      | -                     | -                     | -                        | -                     |
| Other  | 5<br>100.0%            | 5<br>100.0%           | -                     | -                        | -                     |

## Medications

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|---|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|   |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| NA responses reduce total   | 79                     | 79                    | -                     | -                        | -                     |
| <b>Q28-Are you having any problems getting medications that work for you?</b> |                        |                       |                       |                          |                       |
| Yes   | 8<br>10.1%             | 8<br>10.1%            | -                     | -                        | -                     |
| No  | 71<br>89.9%            | 71<br>89.9%           | -                     | -                        | -                     |

## County Help

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|---|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|   |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| NA responses reduce total   | 90                     | 90                    | -                     | -                        | -                     |
| <b>Q29-Is there anything the county could do better to help you with your behavioral health needs. (i.e. housing, new services, more availability of existing services)</b> |                        |                       |                       |                          |                       |
| Yes   | 21<br>23.3%            | 21<br>23.3%           | -                     | -                        | -                     |
| No  | 69<br>76.7%            | 69<br>76.7%           | -                     | -                        | -                     |

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?   |                       |                          |                       |
|---|------------------------|-----------------------|-----------------------|--------------------------|-----------------------|
|   |                        | 1st Qtr.<br>(Jan-Mar) | 2nd Qtr.<br>(Apr-Jun) | 3rd Qtr. (-<br>Jul-Sept) | 4th Qtr.<br>(Oct-Dec) |
| NA responses reduce total   | 8                      | 8                     | -                     | -                        | -                     |
| <b>Q30-If you shared problems about your provider or managed care company during this survey, are you interested in having your concerns addressed immediately by Lycoming-Clinton Joinder Board HealthChoices?</b> |                        |                       |                       |                          |                       |
| Yes   | 1<br>12.5%             | 1<br>12.5%            | -                     | -                        | -                     |
| No  | 7<br>87.5%             | 7<br>87.5%            | -                     | -                        | -                     |

**\*Question 31/Name release, cannot be displayed due to HIPAA.**

**\*Question 32 can be found in back with literal comments.**

## Adult Survey Literal Comments

### Q9A-What do you consider your race to be? Literal comment

Q1-Egyptian

### Q11a-If you had contact with Community Care (CCBH) in the last twelve months, were you satisfied with the level of dignity and respect the staff conveyed to you?

Q1-They didn't resolve my issue. I needed a translator to come when I can come to appointments, not when she is available or convenient for her.

### Q13A-If you filed a Complaint/Grievance in the past twelve months, were you satisfied with the process?

Q1-I didn't know I could.

### Q14A-What is the name of your treatment provider?

Q1-Clean Slate

Q1-Clean Slate

Q1-Clean Slate

Q1-Clean Slate

Q1-Pyramid Inpatient

Q1-Pyramid Inpatient

Q1-Pyramid Inpatient

Q1-Pyramid Inpatient

Q1-Pyramid Inpatient

Q1-Pyramid Inpatient

Q1-Pyramid Inpatient

Q1-Pyramid Inpatient

Q1-Pyramid Inpatient

Q1-A Place for Change

Q1-Applegate Recovery

Q1-Cen-Clear Child Services

Q1-Cen-Clear Child Services

### Q15A-What Mental Health service are you completing this survey about?

### Q16A-What Substance Use Disorder service are you completing this survey about?

**Q18D-These statements are about your Access to services with provider.**

---

Q1-They don't feed us enough food. Some of them want to help but others say they will do something and don't do it and they will tell you what you want to hear so you leave them alone.

---

Q1-I wish there were longer appointments

---

Q1-A lot was going on physically at the time.

---

Q1-It took a while to get help in certain ways.

---

Q1-It took a while to get in.

---

Q1-I didn't feel safe to tell them things, didn't feel like she listened to me, didn't feel like they cared to help, taking too long to get any help.

---

Q1-Need a translator to help with counseling.

---

Q1-I went to the ER and was not set up with anyone. I feel I need better services.

**Q19E-These statements are about your Recovery Oriented Treatment Experiences with provider**

---

Q1-Not afraid to complain.

---

Q1-Not afraid to complain.

---

Q1-I don't have an after treatment plan because I'm not going anywhere.

---

Q1-I have not met with my counselor and I have been here for 2 weeks.

---

Q1-They ignore your feelings and think you should just be here and not be heard.

---

Q1-I am not afraid to complain if anything would happen.

---

Q1-Not afraid to complain.

---

Q1-Therapist is very easy to talk to.

---

Q1-Not afraid to complain.

---

Q1-I have confronted them before when I needed to and they have been good.

---

Q1-I am not afraid to complain.

---

Q1-I am not afraid to complain.

---

Q1-The doctor thinks he knows what is best medication wise. I am not afraid to complain. There is no after treatment for me.

---

Q1-Never afraid to complain.

---

Q1-I am not afraid to complain. We haven't discussed after care yet because I'm still new to treatment.

---

Q1-Not afraid to complain. I just got out of crisis so we are focusing on treatment.

---

Q1-Not yet.

---

Q1-Not yet.

---

Q1-Not afraid to complain

---

Q1-Not afraid to complain, haven't spoken about after treatment.

---

Q1-Not afraid to complain.

---

Q1-Not afraid to complain.

---

Q1-Not afraid to complain and we have not discussed after treatment.

---

Q1-Don't feel like they listen to my goals. Not afraid to complain.

---

Q1-Not afraid to complain.

**Q19E-These statements are about your Recovery Oriented Treatment Experiences with provider**

---

Q1-I am not afraid.

---

Q1- I am not afraid to complain. I am not to the point of talking about after treatment yet.

---

Q1-I am not afraid to complain.

---

Q1-Not afraid to complain.

**Q22A-Does your provider accommodate these needs?**

---

Q1-I am diabetic and they don't have special menus or snack to help if my sugar drops or increases.

---

Q1-No diet menus for diabetics.

---

Q1-Need a consistent translator I can trust.

---

Q1-Need a consistent translator.

**Q23E-Thses statements are about Outcomes you believe are a direct result of your participation in services with provider.**

---

Q1-I don't bring anything up because nothing gets done.

---

Q1-I didn't get that far yet.

---

Q1-I Still have negative thoughts.

---

Q1-I still have bad thoughts and feelings. I do not have a crisis plan.

---

Q1-I still have problems in ways. I do not have a crisis plan.

---

Q1-I am not doing any better. It is not working.

---

Q1-My treatment is changing right now.

---

Q1-Because she is not all the way there.

---

Q1-Something he needs to work on a back up plan, escape plan.

---

Q1-Want to get out of the personal care home.

---

Q1-My goals aren't being met in a timely way, this causes my anxiety and stress daily to be worse.

---

Q1-I need better services.

---

Q1-I still have problems dealing with things.

**Q27A-If you were not able to get help with your behavioral health in the last twelve months, what stopped you?**

---

Q1-Sometimes I wish I could have a day check in at home.

---

Q1-Housing situation is rough, being bullied by other house mates, stealing from me.

---

Q1-Housing

---

Q1-Did not mesh well with SAM caseworker, taking too long to help me, need housing, have goals I'm trying to meet.

---

Q1-A shortage of staff.



## Q29A-Is there anything the county could do better to help you with your behavioral health needs.

Q1-Help with housing and transportation.

Q1-I could use help with housing.

Q1-More availability of existing services.

Q1-More providers that take this insurance.

Q1-Housing

Q1-Housing

Q1-Housing Assistance

Q1-Housing; confusing avenues to navigate trying to find housing, where to go while waiting for approval, section 8 or housing.

Q1-The office is too far away.

Q1-Housing

Q1-New services.

Q1-Help with her rent.

Q1-More availability of existing services when incarcerated.

Q1-Low income housing-don't want to live in personal care home.

Q1-More activities going on, don't have a lot of money or transportation to do things other than Dr. appointments.

Q1-Low income housing.

Q1-Low income housing.

Q1-Help with housing voucher, translator.

Q1-It would be nice if they made the providers better covered by insurance.

Q1- More availability of existing services and more direction as to where to go.

## Q32 Please share additional compliments or concerns.

Q1-They have really helped, my counselor is great. The girls go above and beyond.

Q1-They have really been great, every step of the way they have been here for me.

Q1-Their process is simple. Provider explained everything clearly. Member was apprehensive about taking maintenance medication. She liked being included in her treatment plan and felt really comfortable there.

Q1-Caseworker is awesome. She put her in the IOP program. They were willing to put all the resources into place. They contacted other providers to help her get more services.

Q1-Have been seeing this provider for over a year now, it is a safe comfortable environment to have a discussion.

Q1-The entire staff is very nice and they help everyone!!

Q1-They are great, my counselor is wonderful!!

Q1-I put a grievance in the box 4 days ago and its still in there. Food portions are way too small. The first aid box is empty! The refill paper is in there but that's it.

Q1-Better food portions and some of the staff do not care. This is not a job for someone who does not care.

Q1-They are very helpful and they provide great service.

Q1-She is great. I have been with her for years.

**Q32 Please share additional compliments or concerns.**

---

Q1-My counselor is a good fit for me.

---

Q1-My counselor gave me a vision to look at things in a different light.

---

Q1-Really thankful it was easy to get in right away and start treatment.

---

Q1-Every MAT should be run this way, this is the best, most welcoming place ever and they need to know that. Best place ever!!

---

Q1-The receptionists are delightful. My counselor is very helpful.

---

Q1-Geisinger has been great. They are very responsive, accommodating and they talk to you like a person.

---

Q1-Counselor is amazing. She is really helping me.

---

Q1-Staff is amazing!

---

Q1-His counselor makes him feel very comfortable from the beginning. He feels confident that she would point him in the right direction. Trust is hard for him and he was able to open up to her.

---

Q1-Counselor is amazing. She helps her a lot and calls her out if need be.

---

Q1-He thinks his counselor is very respectful. She is there for him with his needs.

# Family Survey Findings

## Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 28 family/caregiver surveys completed during the 1st Quarter of calendar year 2023 for the period from January - March 2023.

## Survey Results

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

### 1st Quarter 2023 Family Sample Characteristics versus 4th Quarter 2022 Comparison:

1. Lower percent of face-to-face surveys – 0% (0 of 28) versus 37% (11 of 30).
2. Higher percent of female caregivers – 100% (28 of 28) versus 90% (27 of 30).
3. Lower percentage of child members aged 8 and under – 64% (18 of 28) versus 73% (22 of 30).
4. Higher percent of foster/step/adoptive/grandparent – 11% (3 of 28) versus 10% (3 of 30).
5. Higher ratio of male member service recipients – 71% (20 of 28) versus 53% (16 of 30).
6. Higher ratio of members receiving IBHS – 18% (6 of 28) versus 7% (2 of 30).

## Findings Overview

1. 96% (27 of 28) of family/caregivers concurred with *“Are you aware of the Complaint process through Community Care?”* during the 1st Quarter 2023. This indicator was 55% for calendar year 2022 compared to 48% for calendar year 2021.

2. Family/caregivers are generally pleased with **Access** to provider treatment services. The satisfaction scores were 96% to 100% in all four indicators covering *“My provider was able to give my child an appointment when I needed it,” “I am satisfied with the amount of services my child received,” “I was offered information about other services available for my child,”* and *“These services meet my child’s needs.”*

3. Family/caregivers were generally pleased during the 1st Quarter of 2023 with their provider **Recovery Oriented/Treatment Experiences**. These indicators ranging from 79% to 100% include, *“My child’s provider takes into consideration what I have to say about my child’s treatment,” “We have a plan for when my child is in crisis,”* and *“My child’s provider met with my child for the full scheduled appointment time.”* 100% (28 of 28) of interviewed family/caregivers concurred with they and their child *“were not afraid to complain in fear of consequences or discharge.”*

Additional questions asked under the **Recovery Oriented/Treatment Experiences** indicator during the 1st Quarter of 2023 were, *“Does your child have any special or physical needs to be considered when going for counseling or treatment?”* 20% (4 of 20, excluding 8 n/a said “yes”). These member responses can be viewed in Chart Q22 on Page 39. Lastly, 100% (4 of 4) agreed that their provider accommodated these needs.

4. Family/caregiver satisfaction levels with **Treatment Outcomes** all improved during the 1st Quarter of 2023. *“I feel my child’s behavioral health is improving”* increased to 100% (28 of 28). *“My child’s social skills are improving”* increased to 100% (28 of 28) and *“My child deals more effectively with daily problems”* was 86% (24 of 28). These three treatment outcome satisfaction levels are in the 66%-75% range during calendar year 2022 but showing improvement.

5. 1% (1 of 28) parent/caregivers reported having an issue or problem with their provider in the 1st Quarter of 2023. This indicator was 5% for calendar year 2022 compared to 6% for calendar year 2021.

6. 100% (24 of 24, excluding 4 n/a) parent/caregivers reported no problems in getting the medicines that work for their child.

**Lycoming-Clinton HealthChoices Comment:** Providers are not asked to respond to C/FST data (survey findings) on a quarterly basis. However, the indicators that have concerning responses and/or have fallen below the benchmark are reviewed during monthly provider meetings. There are times when C/FST data results are discussed with an individual provider, although a formal written plan of action may not have been required.

**Family - Request for Assistance**

0 of 28 parent/family caregiver respondents, compared to 0 of 30 in the 4th quarter, expressed interest in having a provider or MCO address concerns they shared during the interview referred for immediate handling by Lycoming-Clinton Joinder Board HealthChoices.

**Family – Additional Compliments or Concerns**

Q34 asks the family member/caregiver to share any additional compliments or concerns they may have about the services their child participates in with the provider. This 1st Quarter of 2023, 0% (0 of 28) compared to 13% (4 of 30) family/caregivers in the 4th Quarter of 2022 had additional comments.

**Quality Audits**

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

During the 1st Quarter, 3 family quality audits were performed. 100% (3 of 3) family/caregivers felt the length of the survey and number of questions were satisfactory. 100% (3 of 3) family/caregivers were satisfied with the survey process and 100% (3 of 3) family/caregivers felt ok or good about being contacted.

**Member Comments:**

*“(The) surveyor was very helpful.”*

*” I was glad I could help.”*

*“(The) surveyor was super nice and very thorough.”*

## Family Demographics

| Counts<br>Break %<br>Respondents     | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--------------------------------------|------------------------|----------------------|----------------------|-------------------------|----------------------|
|                                      |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>                          | <b>28</b>              | <b>28</b>            | -                    | -                       | -                    |
| <b>Q4-What type of survey is it?</b> |                        |                      |                      |                         |                      |
| Telephone                            | 28<br>100.0%           | 28<br>100.0%         | -                    | -                       | -                    |
| Face to Face                         | -                      | -                    | -                    | -                       | -                    |

| Counts<br>Break %<br>Respondents      | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---------------------------------------|------------------------|----------------------|----------------------|-------------------------|----------------------|
|                                       |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>                           | <b>28</b>              | <b>28</b>            | -                    | -                       | -                    |
| <b>Q5-What county do you live in?</b> |                        |                      |                      |                         |                      |
| Lycoming                              | 20<br>71.4%            | 20<br>71.4%          | -                    | -                       | -                    |
| Clinton                               | 8<br>28.6%             | 8<br>28.6%           | -                    | -                       | -                    |

\*Q6- Zip codes, please see your provider summaries for complete break out of zip codes for your counties.

| Counts<br>Break %<br>Respondents     | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--------------------------------------|------------------------|----------------------|----------------------|-------------------------|----------------------|
|                                      |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>                          | <b>28</b>              | <b>28</b>            | -                    | -                       | -                    |
| <b>Q7-What is your gender?</b>       |                        |                      |                      |                         |                      |
| Male                                 | -                      | -                    | -                    | -                       | -                    |
| Female                               | 28<br>100.0%           | 28<br>100.0%         | -                    | -                       | -                    |
| Transgender                          | -                      | -                    | -                    | -                       | -                    |
| Does not identify with either gender | -                      | -                    | -                    | -                       | -                    |
| Declined to answer                   | -                      | -                    | -                    | -                       | -                    |

## Family Demographics

| Counts<br>Break %<br>Respondents            | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>                                 | <b>28</b>              | <b>28</b>            | -                    | -                       | -                    |
| <b>Q8-What is your child's gender?</b>      |                        |                      |                      |                         |                      |
| <b>Male</b>                                 | <b>20</b><br>71.4%     | 20<br>71.4%          | -                    | -                       | -                    |
| <b>Female</b>                               | <b>8</b><br>28.6%      | 8<br>28.6%           | -                    | -                       | -                    |
| <b>Transgender</b>                          | -                      | -                    | -                    | -                       | -                    |
| <b>Does not identify with either gender</b> | -                      | -                    | -                    | -                       | -                    |
| <b>Declined to answer</b>                   | -                      | -                    | -                    | -                       | -                    |

| Counts<br>Break %<br>Respondents                   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>  | <b>28</b>              | <b>28</b>            | -                    | -                       | -                    |
| <b>Q9-How old is the child receiving services?</b> |                        |                      |                      |                         |                      |
| <b>5 or under</b>                                  | <b>3</b><br>10.7%      | 3<br>10.7%           | -                    | -                       | -                    |
| <b>6-8 years</b>                                   | <b>15</b><br>53.6%     | 15<br>53.6%          | -                    | -                       | -                    |
| <b>9-13 years</b>                                  | <b>10</b><br>35.7%     | 10<br>35.7%          | -                    | -                       | -                    |
| <b>14 and older</b>                                | -                      | -                    | -                    | -                       | -                    |

## Family Demographics

| Counts<br>Break %<br>Respondents                    | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>   | <b>28</b>              | <b>28</b>            | -                    | -                       | -                    |
| <b>Q10-What is your relationship to this child?</b> |                        |                      |                      |                         |                      |
| <b>Parent</b>                                       | <b>25</b><br>89.3%     | 25<br>89.3%          | -                    | -                       | -                    |
| <b>Foster Parent</b>                                | -                      | -                    | -                    | -                       | -                    |
| <b>Grandparent</b>                                  | <b>3</b><br>10.7%      | 3<br>10.7%           | -                    | -                       | -                    |
| <b>Adoptive Parent</b>                              | -                      | -                    | -                    | -                       | -                    |
| <b>Aunt/Uncle</b>                                   | -                      | -                    | -                    | -                       | -                    |
| <b>Step-Parent</b>                                  | -                      | -                    | -                    | -                       | -                    |
| <b>Brother/Sister</b>                               | -                      | -                    | -                    | -                       | -                    |
| <b>Legal Guardian</b>                               | -                      | -                    | -                    | -                       | -                    |

| Counts<br>Break %<br>Respondents                        | 2022<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>   | <b>28</b>              | <b>28</b>            | -                    | -                       | -                    |
| <b>Q11-What do you consider the child's race to be?</b> |                        |                      |                      |                         |                      |
| <b>Caucasian</b>  | <b>17</b><br>60.7%     | 17<br>60.7%          | -                    | -                       | -                    |
| <b>Asian/Pacific Islander</b>                           | -                      | -                    | -                    | -                       | -                    |
| <b>African American</b>                                 | <b>10</b><br>35.7%     | 10<br>35.7%          | -                    | -                       | -                    |
| <b>Bi-Racial</b>  | <b>1</b><br>3.6%       | 1<br>3.6%            | -                    | -                       | -                    |
| <b>Hispanic American</b>                                | -                      | -                    | -                    | -                       | -                    |
| <b>American Indian/Alaskan Native</b>                   | -                      | -                    | -                    | -                       | -                    |
| <b>Other</b>  | -                      | -                    | -                    | -                       | -                    |

## Family Satisfaction with Community Care

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce total  | -                      | -                    | -                    | -                       | -                    |
| <b>Q12-If you contacted Community Care (CCBH) in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?</b> |                        |                      |                      |                         |                      |
| Yes  | -                      | -                    | -                    | -                       | -                    |
| No   | -                      | -                    | -                    | -                       | -                    |

**- No data this quarter**

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base   | 28                     | 28                   | -                    | -                       | -                    |
| <b>Q13-Are you aware you can file a complaint/grievance through Community Care (CCBH)?</b> |                        |                      |                      |                         |                      |
| Yes  | 27<br>96.4%            | 27<br>96.4%          | -                    | -                       | -                    |
| No   | 1<br>3.6%              | 1<br>3.6%            | -                    | -                       | -                    |

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| N/A responses reduce total  | -                      | -                    | -                    | -                       | -                    |
| <b>Q14-If you filed a complaint/grievance in the last 12 months, were you satisfied with the process?</b> |                        |                      |                      |                         |                      |
| Yes   | -                      | -                    | -                    | -                       | -                    |
| No  | -                      | -                    | -                    | -                       | -                    |

**- No data this quarter**



## Family Provider Level Analysis

| Counts<br>Break %<br>Respondents                                | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base  | 28                     | 28                   | -                    | -                       | -                    |
| <b>Q15-What is the name of your child's treatment provider?</b> |                        |                      |                      |                         |                      |
| BSI (DTAC)  | 1<br>3.6%              | 1<br>3.6%            | -                    | -                       | -                    |
| Diakon Family Life Services                                     | 2<br>7.1%              | 2<br>7.1%            | -                    | -                       | -                    |
| Lycoming Therapeutic Wraparound Services                        | -                      | -                    | -                    | -                       | -                    |
| Center for Community Resources                                  | -                      | -                    | -                    | -                       | -                    |
| River Valley Health & Dental Center                             | 1<br>3.6%              | 1<br>3.6%            | -                    | -                       | -                    |
| Geisinger Services  | 3<br>10.7%             | 3<br>10.7%           | -                    | -                       | -                    |
| Concern (IBHS)  | -                      | -                    | -                    | -                       | -                    |
| Keystone Counseling   | -                      | -                    | -                    | -                       | -                    |
| Crossroads Counseling   | 4<br>14.3%             | 4<br>14.3%           | -                    | -                       | -                    |
| Geisinger Hospital  | -                      | -                    | -                    | -                       | -                    |
| Merakey   | 2<br>7.1%              | 2<br>7.1%            | -                    | -                       | -                    |
| Community Solutions   | -                      | -                    | -                    | -                       | -                    |
| Community Services Group (CSG)                                  | 5<br>17.9%             | 5<br>17.9%           | -                    | -                       | -                    |
| Lycoming/Clinton MHID (Joinder)                                 | 2<br>7.1%              | 2<br>7.1%            | -                    | -                       | -                    |
| UPMC Susquehanna Behavioral Health Outpatient                   | -                      | -                    | -                    | -                       | -                    |
| Friendship House  | 1<br>3.6%              | 1<br>3.6%            | -                    | -                       | -                    |
| Service Access & Management (SAM)                               | -                      | -                    | -                    | -                       | -                    |
| Blast PHP   | -                      | -                    | -                    | -                       | -                    |
| Sun Pointe Health   | 4<br>14.3%             | 4<br>14.3%           | -                    | -                       | -                    |
| Other   | 3<br>10.7%             | 3<br>10.7%           | -                    | -                       | -                    |

## Family Provider Level Analysis

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| N/A responses reduce total   | 28                     | 28                   | -                    | -                       | -                    |
| <b>Q16-What mental health services for your child, are you completing this survey about?</b> |                        |                      |                      |                         |                      |
| Outpatient Counseling  | 4<br>14.3%             | 4<br>14.3%           | -                    | -                       | -                    |
| Partial Hospitalization  | -                      | -                    | -                    | -                       | -                    |
| Inpatient Hospitalization  | -                      | -                    | -                    | -                       | -                    |
| Community and School Based behavioral Health (CSBBH)   | -                      | -                    | -                    | -                       | -                    |
| Medication Management  | 9<br>32.1%             | 9<br>32.1%           | -                    | -                       | -                    |
| Parent Child Interactive Training (PCIT)   | 1<br>3.6%              | 1<br>3.6%            | -                    | -                       | -                    |
| Crisis   | -                      | -                    | -                    | -                       | -                    |
| Outpatient School Based Therapy  | -                      | -                    | -                    | -                       | -                    |
| Psychiatry   | 3<br>10.7%             | 3<br>10.7%           | -                    | -                       | -                    |
| Family Based Mental Health (FBMH)  | -                      | -                    | -                    | -                       | -                    |
| Targeted Case Management (TCM)   | 2<br>7.1%              | 2<br>7.1%            | -                    | -                       | -                    |
| Applied Behavioral Analysis (ABA)  | -                      | -                    | -                    | -                       | -                    |
| Telepsychiatry   | -                      | -                    | -                    | -                       | -                    |
| Multisystemic Therapy (MST)  | -                      | -                    | -                    | -                       | -                    |
| Intensive Behavioral Health Services (IBHS)  | 5<br>17.9%             | 5<br>17.9%           | -                    | -                       | -                    |
| ARRTS  | -                      | -                    | -                    | -                       | -                    |
| Spin   | -                      | -                    | -                    | -                       | -                    |
| Other  | 4<br>14.3%             | 4<br>14.3%           | -                    | -                       | -                    |

## Family Provider Service Level Analysis

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce total   | -                      | -                    | -                    | -                       | -                    |
| <b>Q17-What substance use disorder services for you child are you completing this survey about?</b> |                        |                      |                      |                         |                      |
| Outpatient Counseling   | -                      | -                    | -                    | -                       | -                    |
| Community Based D&A   | -                      | -                    | -                    | -                       | -                    |
| Outpatient School Based Therapy   | -                      | -                    | -                    | -                       | -                    |
| Other   | -                      | -                    | -                    | -                       | -                    |

**- No data this quarter**

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base   | 28                     | 28                   | -                    | -                       | -                    |
| <b>Q18-My child and I were aware of the availability of different treatment services and given a choice.</b> |                        |                      |                      |                         |                      |
| Yes  | 28<br>100.0%           | 28<br>100.0%         | -                    | -                       | -                    |
| No   | -                      | -                    | -                    | -                       | -                    |

## Family Access to Service

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base   | 28                     | 28                   | -                    | -                       | -                    |
| <b>Q19A-My provider was able to give my child an appointment when I needed it.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree   | 28<br>100.0%           | 28<br>100.0%         | -                    | -                       | -                    |
| Strongly Disagree/Disagree   | -                      | -                    | -                    | -                       | -                    |
| Neutral  | -                      | -                    | -                    | -                       | -                    |

100.0% of target rate YTD

Meets Expectations

| Counts<br>Break %<br>Respondents                                      | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base  | 28                     | 28                   | -                    | -                       | -                    |
| <b>Q19B-I am satisfied with amount of services my child received.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree  | 28<br>100.0%           | 28<br>100.0%         | -                    | -                       | -                    |
| Strongly Disagree/Disagree  | -                      | -                    | -                    | -                       | -                    |
| Neutral   | -                      | -                    | -                    | -                       | -                    |

100.0% of target rate YTD

Meets Expectations

## Family Access to Service

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>  | <b>28</b>              | <b>28</b>            | -                    | -                       | -                    |
| <b>Q19C-I was offered information about other services available for my child.</b> |                        |                      |                      |                         |                      |
| <b>Strongly Agree/Agree</b>  | <b>27</b><br>96.4%     | 27<br>96.4%          | -                    | -                       | -                    |
| <b>Strongly Disagree/Disagree</b>  | <b>1</b><br>3.6%       | 1<br>3.6%            | -                    | -                       | -                    |
| <b>Neutral</b>   | -                      | -                    | -                    | -                       | -                    |

96.4% of target rate YTD

Meets Expectations

| Counts<br>Break %<br>Respondents                  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>                                       | <b>28</b>              | <b>28</b>            | -                    | -                       | -                    |
| <b>Q19D-These services meet my child's needs.</b> |                        |                      |                      |                         |                      |
| <b>Strongly Agree/Agree</b>                       | <b>28</b><br>100.0%    | 28<br>100.0%         | -                    | -                       | -                    |
| <b>Strongly Disagree/Disagree</b>                 | -                      | -                    | -                    | -                       | -                    |
| <b>Neutral</b>                                    | -                      | -                    | -                    | -                       | -                    |

100.0% of target rate YTD

Meets Expectations

## Family Recovery Oriented Treatment Experiences

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base  | 28                     | 28                   | -                    | -                       | -                    |
| <b>Q20A-My child's provider takes into consideration what I have to say about my child's treatment.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree  | 26<br>92.9%            | 26<br>92.9%          | -                    | -                       | -                    |
| Strongly Disagree/Disagree  | 2<br>7.1%              | 2<br>7.1%            | -                    | -                       | -                    |
| Neutral   | -                      | -                    | -                    | -                       | -                    |

92.9% of target rate YTD

Meets Expectations

| Counts<br>Break %<br>Respondents                           | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base   | 28                     | 28                   | -                    | -                       | -                    |
| <b>Q20B-We have a plan for when my child is in crisis.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree                                       | 22<br>78.6%            | 22<br>78.6%          | -                    | -                       | -                    |
| Strongly Disagree/Disagree                                 | 5<br>17.9%             | 5<br>17.9%           | -                    | -                       | -                    |
| Neutral  | 1<br>3.6%              | 1<br>3.6%            | -                    | -                       | -                    |

78.6% of target rate YTD

Satisfactory

# Family Recovery Oriented Treatment Experiences

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base   | 28                     | 28                   | -                    | -                       | -                    |
| <b>Q20C-My child's provider met with my child for the full scheduled appointment time.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree   | 28<br>100.0%           | 28<br>100.0%         | -                    | -                       | -                    |
| Strongly Disagree/Disagree   | -                      | -                    | -                    | -                       | -                    |
| Neutral  | -                      | -                    | -                    | -                       | -                    |

100.0% of target rate YTD

Meets Expectations

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base  | 28                     | 28                   | -                    | -                       | -                    |
| <b>Q20D-My child and I are afraid to complain in fear of consequences or discharge.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree  | -                      | -                    | -                    | -                       | -                    |
| Strongly Disagree/Disagree  | 28<br>100.0%           | 28<br>100.0%         | -                    | -                       | -                    |
| Neutral   | -                      | -                    | -                    | -                       | -                    |

100.0% of target rate YTD

Meets Expectations

## Family Recovery Oriented Treatment Experiences

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce total   | 20                     | 20                   | -                    | -                       | -                    |
| <b>Q21-Does your child have any special or physical needs to be considered when going to counseling or treatment?</b> |                        |                      |                      |                         |                      |
| Yes   | 4<br>20.0%             | 4<br>20.0%           | -                    | -                       | -                    |
| No  | 16<br>80.0%            | 16<br>80.0%          | -                    | -                       | -                    |

| Break %<br>Respondents         | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--------------------------------|------------------------|----------------------|----------------------|-------------------------|----------------------|
|                                |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce total      | 4                      | 4                    | -                    | -                       | -                    |
| <b>Q22-What are the needs?</b> |                        |                      |                      |                         |                      |
| Blind/Visual impaired          | -                      | -                    | -                    | -                       | -                    |
| Deaf/Hard of hearing           | -                      | -                    | -                    | -                       | -                    |
| Physical Disability            | -                      | -                    | -                    | -                       | -                    |
| Wheelchair Accessibility       | -                      | -                    | -                    | -                       | -                    |
| Learning Disability            | 100.0%                 | 100.0%               | -                    | -                       | -                    |
| Medical Condition              | -                      | -                    | -                    | -                       | -                    |
| Speech Impairment              | -                      | -                    | -                    | -                       | -                    |
| Other                          | -                      | -                    | -                    | -                       | -                    |

| Counts<br>Break %<br>Respondents                       | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce total                              | 4                      | 4                    | -                    | -                       | -                    |
| <b>Q23-Does your provider accommodate these needs?</b> |                        |                      |                      |                         |                      |
| Yes  | 4<br>100.0%            | 4<br>100.0%          | -                    | -                       | -                    |
| No   | -                      | -                    | -                    | -                       | -                    |



## Family Outcomes

| Counts<br>Break %<br>Respondents                              | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base  | 28                     | 28                   | -                    | -                       | -                    |
| <b>Q24A-I feel my child's behavioral health is improving.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree  | 28<br>100.0%           | 28<br>100.0%         | -                    | -                       | -                    |
| Strongly Disagree/Disagree                                    | -                      | -                    | -                    | -                       | -                    |
| Neutral   | -                      | -                    | -                    | -                       | -                    |

100.0% of target rate YTD

Meets Expectations

| Counts<br>Break %<br>Respondents                    | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base  | 28                     | 28                   | -                    | -                       | -                    |
| <b>Q24B-My child's social skills are improving.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree                                | 28<br>100.0%           | 28<br>100.0%         | -                    | -                       | -                    |
| Strongly Disagree/Disagree                          | -                      | -                    | -                    | -                       | -                    |
| Neutral   | -                      | -                    | -                    | -                       | -                    |

100.0% of target rate YTD

Meets Expectations

| Counts<br>Break %<br>Respondents                                 | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base   | 28                     | 28                   | -                    | -                       | -                    |
| <b>Q24C-My child deals more effectively with daily problems.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree   | 24<br>85.7%            | 24<br>85.7%          | -                    | -                       | -                    |
| Strongly Disagree/Disagree                                       | -                      | -                    | -                    | -                       | -                    |
| Neutral  | 4<br>14.3%             | 4<br>14.3%           | -                    | -                       | -                    |

85.7% of target rate YTD

Meets Expectations

## Family Issues/Problems

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce total   | 1                      | 1                    | -                    | -                       | -                    |
| <b>Q25-If you had issues or problems with services, what were they?</b> |                        |                      |                      |                         |                      |
| Lack of treatment planning or participation                             | -                      | -                    | -                    | -                       | -                    |
| Services not provided when my child needs them                          | -                      | -                    | -                    | -                       | -                    |
| Poor Communication  | -                      | -                    | -                    | -                       | -                    |
| Attitude/Personality Conflicts  | -                      | -                    | -                    | -                       | -                    |
| Frequent Staff Changes  | -                      | -                    | -                    | -                       | -                    |
| Frequent Provider Changes   | -                      | -                    | -                    | -                       | -                    |
| School Conflicts  | -                      | -                    | -                    | -                       | -                    |
| Other   | 1<br>100.0%            | 1<br>100.0%          | -                    | -                       | -                    |

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce total   | 1                      | 1                    | -                    | -                       | -                    |
| <b>Q26-Were you able to resolve these issues or problems with (name of provider)?</b> |                        |                      |                      |                         |                      |
| Yes   | -                      | -                    | -                    | -                       | -                    |
| No  | 1<br>100.0%            | 1<br>100.0%          | -                    | -                       | -                    |

## Family Department of Human Services Questions

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>  | <b>28</b>              | <b>28</b>            | -                    | -                       | -                    |
| <b>Q27-What effect has the treatment your child received, had on the quality of your child's life?</b> |                        |                      |                      |                         |                      |
| Much better  | 20<br>71.4%            | 20<br>71.4%          | -                    | -                       | -                    |
| A little better  | 7<br>25.0%             | 7<br>25.0%           | -                    | -                       | -                    |
| About the same   | 1<br>3.6%              | 1<br>3.6%            | -                    | -                       | -                    |
| A little worse   | -                      | -                    | -                    | -                       | -                    |
| Much worse   | -                      | -                    | -                    | -                       | -                    |

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>   | <b>28</b>              | <b>28</b>            | -                    | -                       | -                    |
| <b>Q28-Were you and your child given the chance to make your own treatment decisions?</b> |                        |                      |                      |                         |                      |
| Yes   | 26<br>92.9%            | 26<br>92.9%          | -                    | -                       | -                    |
| No  | 2<br>7.1%              | 2<br>7.1%            | -                    | -                       | -                    |
| Sometimes   | -                      | -                    | -                    | -                       | -                    |

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>   | <b>28</b>              | <b>28</b>            | -                    | -                       | -                    |
| <b>Q29-In the last twelve months, did you or your child have problems getting the help your child needed?</b> |                        |                      |                      |                         |                      |
| Yes   | 1<br>3.6%              | 1<br>3.6%            | -                    | -                       | -                    |
| No  | 27<br>96.4%            | 27<br>96.4%          | -                    | -                       | -                    |
| Sometimes   | -                      | -                    | -                    | -                       | -                    |

# Family Department of Human Services Questions

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce total   | -                      | -                    | -                    | -                       | -                    |
| <b>Q30-If you were unable to get behavioral health help for your child in the last twelve months, what stopped you?</b> |                        |                      |                      |                         |                      |
| Money issues  | -                      | -                    | -                    | -                       | -                    |
| Child care issues   | -                      | -                    | -                    | -                       | -                    |
| Transportation issues   | -                      | -                    | -                    | -                       | -                    |
| Long waiting list   | -                      | -                    | -                    | -                       | -                    |
| Language barriers   | -                      | -                    | -                    | -                       | -                    |
| I did not know where to get help  | -                      | -                    | -                    | -                       | -                    |
| Inconvenient times  | -                      | -                    | -                    | -                       | -                    |
| Insurance issues  | -                      | -                    | -                    | -                       | -                    |
| Other   | -                      | -                    | -                    | -                       | -                    |

**- No data this quarter**

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce total  | 24                     | 24                   | -                    | -                       | -                    |
| <b>Q31-Are you having any problems getting medications that work for your child?</b> |                        |                      |                      |                         |                      |
| Yes  | -                      | -                    | -                    | -                       | -                    |
| No   | 24<br>100.0%           | 24<br>100.0%         | -                    | -                       | -                    |

## Family Behavioral Health Medications

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| N/A responses reduce total   | 1                      | 1                    | -                    | -                       | -                    |
| <b>Q32-If you have shared problems about your child's provider or managed care company during this survey, are you interested in having your concerns addressed immediately by Lycoming-Clinton Joinder Board HealthChoices?</b> |                        |                      |                      |                         |                      |
| Yes  | -                      | -                    | -                    | -                       | -                    |
| No   | 1<br>100.0%            | 1<br>100.0%          | -                    | -                       | -                    |

**\*Question 33/Name release, cannot be displayed due to HIPAA.**

**\*Question 34 can be found in back with literal comments.**

## **Family Member Literal Comments**

**Q11A Literal Comment-What do you consider the child's race to be?**

**Q12A Literal Comment -If you contacted Community Care (CCBH) in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?**

**Q14A Literal Comments-If you filed a Complaint/Grievance in the last 12 months, were you satisfied with the process?**

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

---

Q1-ABA Support Services

---

Q1-ADMI

---

Q1- Susquehanna Community Health & Dental Clinic

**Q16A Literal Comments-What mental health services for your child, are you completing this survey about?**

---

Q1-Trauma therapy

---

Q1-Trauma therapy

---

Q1-Trauma therapy

---

Q1-Trauma therapy

**Q17A Literal Comments-What Substance Use Disorder services for you child are you completing this survey about?**

**Q18A Literal Comments-My child and I were aware of the availability of different treatment services and given a choice.**

**Q19E- Literal comments Access to Services**

---

Q1-If she needs something, I'll ask for it.

**Q20E-Literal comments Recovery Oriented Treatment Experiences for services**

---

Q1-Not afraid to complain.

---

Q1-The doctor doesn't listen to me at all. I am not afraid to complain They did not do a crisis plan for him.

---

Q1-Not needed right now.

---

Q1-Not afraid to complain at all.

**Q22A Literal Comments-What are the needs?****Q24D Literal Comments-Family Outcomes to services**

---

Q1-Still working on that.

---

Q1-Somewhat.

**Q25A Literal Comments-If you had issues or problems with services, what were they?**

---

Q1-I have asked for him to have one on one instead of PCIT and they won't switch him. The doctor makes me feel like he thinks I am taking my sons meds and has started pill counts.

**Q30A Literal Comments-If you were unable to get behavioral health help for your child in the last twelve months, what stopped you?****Q31 Literal Comments-Are you having any problems getting medications that work for your child?****Q34-Please share any additional compliments or concerns you have about the services your child participates in at (name of provider).**

# Youth Survey Findings

## Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 25 youth surveys completed during the 1st Quarter of calendar year 2023 for the period from January - March 2023.

### Survey Results

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

### 1st Quarter 2023 Youth Sample Characteristics versus 4th Quarter 2022 Comparison:

1. Lower face-to-face surveys – 4% (1 of 25) versus 5% (1 of 22).
2. Higher percentage of female respondents – 64% (16 of 25) versus 46% (10 of 22).
3. Higher percentage of youth members ages 14-17 - 48% (12 of 25) versus 23% (5 of 22).

### Findings Overview

1. 100% (9 of 9, excluding 16 n/a) interviewed during the 1st Quarter of 2023 had the need to contact Community Care and agreed with the statement, *“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 was 100% for all of calendar year 2022.

2. 52% (13 of 25) youths interviewed during the 1st Quarter of 2023 concurred with *“Are you aware of the Complaint process through Community Care?”* This indicator was 15% for calendar year 2022 and 16% for calendar year 2021. This low score, as with adult and family/caregivers’ responses, may have something to do with the rewording of the question. In prior periods, the youth member was asked if they *“knew how to file a complaint or grievance?”* and the positive responses were 67% for calendar year 2020.

3. Surveyed youth satisfaction ratings with **Access** to provider treatment services continues to be good with the satisfaction scores being 100% for all 5 indicators. These included *“I was able to get help when I needed it,” “My provider was able to give me an appointment when I needed it,” “I was offered information about other services available,” “I am satisfied with the amount of services received,”* and *“These services meet my needs,”* These are all new Access indicators for calendar year 2023.

4. Youth interviewed during the 1st Quarter of 2023 were generally with their provider **Recovery Oriented/Treatment Experiences**. These indicators ranging from 92% to 100% satisfaction included *“My provider takes into consideration what I have to say about my plan after treatment,” “My provider talks to me about my plan after treatment,” “My provider met with me for my full scheduled appointment,”* 100% (25 of 25) interviewed youth we not *“...afraid to complain in fear of consequences or discharge.”*

Additional questions asked under the **Recovery Oriented/Treatment Experiences** indicator during the 1st Quarter of 2023 were, *“Do you have any special or physical needs to be considered when going for counseling or treatment?”* 12% (3 of 25, answered “yes”). These member responses can be viewed in Chart Q21 on Page 57. Lastly, 100% (3 of 3) agreed that their provider accommodated these needs.

5. Youth satisfaction scores with **Treatment Outcomes** was mixed during the 1st Quarter ranging 88% to 100% in three of four indicators. These included *“I feel more hopeful about my future,” “I handle day to day problems better,”* and *“I feel like treatment is working because I am able to apply what I learned in treatment in my daily life.”*

The lowest **Treatment Outcome** indicator, *“I have a plan for when I am in crisis,”* was 72% during the 1st Quarter of 2023.



6. 100% (23 of 23, excluding 2 n/a) youths interviewed reported not experiencing any problems getting the medications that work for them.

7. 0% (0 of 25) youths interviewed during the 1st Quarter 2023 reported having issues or problems with their provider. This indicator was 7% (7 of 98) for calendar year 2022 compared to 4% for calendar year 2021.

**Lycoming-Clinton Health Choices Comment:** Providers are only required to respond to year-to-date C/FST results that fall below specific benchmarks. Conversations regarding improvement of results are discussed and strategized at monthly Health Choices provider meetings.

#### **Youth - Request for Assistance**

0% (0 of 25) youth respondents in the 1st Quarter 2023 compared to 0% (0 of 22) in the 4th Quarter 2022, expressed interest in having a provider or MCO address concerns they shared during the interview referred for immediate handling by Lycoming-Clinton Joinder Board HealthChoices.

#### **Quality Audits**

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

During the 1st Quarter, 4 youth quality audits were performed. 100% (4 of 4) youths felt the length of the survey and number of questions were satisfactory. 100% (4 of 4) youths were satisfied with the survey process and 100% (4 of 4) youths felt ok or good about being contacted.

#### **Member Comments:**

*"(The) surveyor was a delight."*

*"(The) surveyor was very friendly, great personality."*

# Youth Demographics

| Counts<br>Break %<br>Respondents     | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--------------------------------------|------------------------|----------------------|----------------------|-------------------------|----------------------|
|                                      |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>                          | <b>25</b>              | <b>25</b>            | -                    | -                       | -                    |
| <b>Q4-What type of survey is it?</b> |                        |                      |                      |                         |                      |
| Telephone                            | 24<br>96.0%            | 24<br>96.0%          | -                    | -                       | -                    |
| Face to Face                         | 1<br>4.0%              | 1<br>4.0%            | -                    | -                       | -                    |

| Counts<br>Break %<br>Respondents      | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---------------------------------------|------------------------|----------------------|----------------------|-------------------------|----------------------|
|                                       |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>                           | <b>25</b>              | <b>25</b>            | -                    | -                       | -                    |
| <b>Q5-What county do you live in?</b> |                        |                      |                      |                         |                      |
| Lycoming                              | 15<br>60.0%            | 15<br>60.0%          | -                    | -                       | -                    |
| Clinton                               | 10<br>40.0%            | 10<br>40.0%          | -                    | -                       | -                    |

\*Question 6-Zip Codes, please check your summary for complete break out of your zip codes in your area.

| Counts<br>Break %<br>Respondents     | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--------------------------------------|------------------------|----------------------|----------------------|-------------------------|----------------------|
|                                      |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>                          | <b>25</b>              | <b>25</b>            | -                    | -                       | -                    |
| <b>Q7-What is your gender?</b>       |                        |                      |                      |                         |                      |
| Male                                 | 9<br>36.0%             | 9<br>36.0%           | -                    | -                       | -                    |
| Female                               | 16<br>64.0%            | 16<br>64.0%          | -                    | -                       | -                    |
| Transgender                          | -                      | -                    | -                    | -                       | -                    |
| Does not identify with either gender | -                      | -                    | -                    | -                       | -                    |
| Declined to Answer                   | -                      | -                    | -                    | -                       | -                    |

# Youth Demographics

| Counts<br>Break %<br>Respondents | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|----------------------------------|------------------------|----------------------|----------------------|-------------------------|----------------------|
|                                  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base                             | 25                     | 25                   | -                    | -                       | -                    |
| <b>Q8-How old are you?</b>       |                        |                      |                      |                         |                      |
| 14-15 years                      | 12<br>48.0%            | 12<br>48.0%          | -                    | -                       | -                    |
| 16-17 years                      | -                      | -                    | -                    | -                       | -                    |
| 18-20 years                      | 11<br>44.0%            | 11<br>44.0%          | -                    | -                       | -                    |
| over 20 years                    | 2<br>8.0%              | 2<br>8.0%            | -                    | -                       | -                    |

| Counts<br>Break %<br>Respondents                | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base  | 25                     | 25                   | -                    | -                       | -                    |
| <b>Q9-What do you consider your race to be?</b> |                        |                      |                      |                         |                      |
| Caucasian                                       | 19<br>76.0%            | 19<br>76.0%          | -                    | -                       | -                    |
| African American                                | 3<br>12.0%             | 3<br>12.0%           | -                    | -                       | -                    |
| Hispanic American                               | 3<br>12.0%             | 3<br>12.0%           | -                    | -                       | -                    |
| American Indian/Alaskan Native                  | -                      | -                    | -                    | -                       | -                    |
| Asian American                                  | -                      | -                    | -                    | -                       | -                    |
| Bi-Racial                                       | -                      | -                    | -                    | -                       | -                    |
| Other   | -                      | -                    | -                    | -                       | -                    |

| Counts<br>Break %<br>Respondents                   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base   | 25                     | 25                   | -                    | -                       | -                    |
| <b>Q10-Are you receiving services primary for:</b> |                        |                      |                      |                         |                      |
| Mental Health                                      | 25<br>100.0%           | 25<br>100.0%         | -                    | -                       | -                    |
| Drug and Alcohol Treatment                         | -                      | -                    | -                    | -                       | -                    |
| Both Mental Health and Drug and Alcohol Treatment  | -                      | -                    | -                    | -                       | -                    |

## Youth Satisfaction with Community Care

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce totals  | 3                      | 3                    | -                    | -                       | -                    |
| <b>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?</b> |                        |                      |                      |                         |                      |
| Yes   | 3<br>100.0%            | 3<br>100.0%          | -                    | -                       | -                    |
| No  | -                      | -                    | -                    | -                       | -                    |

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base  | 25                     | 25                   | -                    | -                       | -                    |
| <b>Q12-Are you aware you can file a complaint/grievance through Community Care(CCBH)?</b> |                        |                      |                      |                         |                      |
| Yes   | 13<br>52.0%            | 13<br>52.0%          | -                    | -                       | -                    |
| No  | 12<br>48.0%            | 12<br>48.0%          | -                    | -                       | -                    |

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce total  | -                      | -                    | -                    | -                       | -                    |
| <b>Q13-If you filed a complaint/grievance in the last 12 months were you satisfied with the process?</b> |                        |                      |                      |                         |                      |
| Yes  | -                      | -                    | -                    | -                       | -                    |
| No   | -                      | -                    | -                    | -                       | -                    |

- No data this quarter

## Youth Provider Level Analysis

| Counts<br>Break %<br>Respondents              | 2023<br>Y-T-D<br>Total | What<br>quarter is it? |
|---|------------------------|------------------------|
|   |                        | 1st Qtr (Jan-<br>Mar)  |
| <b>Base</b>                                   | <b>25</b>              | <b>25</b>              |
| <b>Q14-Who is your provider?</b>              |                        |                        |
| Community Service Group (CSG)                 | 5<br>20.0%             | 5<br>20.0%             |
| Keystone Counseling                           | 2<br>8.0%              | 2<br>8.0%              |
| Geisinger Services                            | 6<br>24.0%             | 6<br>24.0%             |
| Diakon Family Life Services                   | 5<br>20.0%             | 5<br>20.0%             |
| Merakey                                       | 1<br>4.0%              | 1<br>4.0%              |
| UPMC Susquehanna Behavioral Health Outpatient | 2<br>8.0%              | 2<br>8.0%              |
| Service Access & Management                   | 1<br>4.0%              | 1<br>4.0%              |
| Other   | 3<br>12.0%             | 3<br>12.0%             |

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What<br>quarter is it? |
|--|------------------------|------------------------|
|  |                        | 1st Qtr (Jan-<br>Mar)  |
| <b>NA responses reduce total</b>   | <b>25</b>              | <b>25</b>              |
| <b>Q15-What mental health services are you currently receiving from this provider?</b> |                        |                        |
| Outpatient Counseling  | 9<br>36.0%             | 9<br>36.0%             |
| Medication Management  | 7<br>28.0%             | 7<br>28.0%             |
| Psychiatry   | 6<br>24.0%             | 6<br>24.0%             |
| Targeted Case Management (TCM)   | 1<br>4.0%              | 1<br>4.0%              |
| Intensive Behavioral Health Services (IBHS)  | 1<br>4.0%              | 1<br>4.0%              |
| Other  | 1<br>4.0%              | 1<br>4.0%              |

# Youth Provider Level Analysis

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce total   | -                      | -                    | -                    | -                       | -                    |
| <b>Q16-What substance use disorder services are you completing this survey about?</b> |                        |                      |                      |                         |                      |
| Outpatient Counseling   | -                      | -                    | -                    | -                       | -                    |
| Community Based D&A Program   | -                      | -                    | -                    | -                       | -                    |
| Outpatient School Based Therapy   | -                      | -                    | -                    | -                       | -                    |
| Case Coordination   | -                      | -                    | -                    | -                       | -                    |
| Other   | -                      | -                    | -                    | -                       | -                    |

- No data this quarter

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base   | 24                     | 24                   | -                    | -                       | -                    |
| <b>Q17-Wre you made aware of the availability of differer treatment services and given a choice?</b> |                        |                      |                      |                         |                      |
| Yes  | 15<br>62.5%            | 15<br>62.5%          | -                    | -                       | -                    |
| No   | 9<br>37.5%             | 9<br>37.5%           | -                    | -                       | -                    |

## Youth Access to Services

| Counts<br>Break %<br>Respondents                     | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base   | 25                     | 25                   | -                    | -                       | -                    |
| <b>Q18A-I was able to get help when I needed it.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree                                 | 23<br>92.0%            | 23<br>92.0%          | -                    | -                       | -                    |
| Strongly Disagree/Disagree                           | -                      | -                    | -                    | -                       | -                    |
| Neutral  | 2<br>8.0%              | 2<br>8.0%            | -                    | -                       | -                    |

92.0% of target rate YTD

Meets Expectations

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base   | 25                     | 25                   | -                    | -                       | -                    |
| <b>Q18B-My provider was able to give me an appointment when I needed it.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree   | 25<br>100.0%           | 25<br>100.0%         | -                    | -                       | -                    |
| Strongly Disagree/Disagree   | -                      | -                    | -                    | -                       | -                    |
| Neutral  | -                      | -                    | -                    | -                       | -                    |

100.0% of target rate YTD

Meets Expectations

| Counts<br>Break %<br>Respondents                                      | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base  | 25                     | 25                   | -                    | -                       | -                    |
| <b>Q18C-I was offered information about other services available.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree  | 25<br>100.0%           | 25<br>100.0%         | -                    | -                       | -                    |
| Strongly Disagree/Disagree  | -                      | -                    | -                    | -                       | -                    |
| Neutral   | -                      | -                    | -                    | -                       | -                    |

100.0% of target rate YTD

Meets Expectations

## Youth Access to Services

| Counts<br>Break %<br>Respondents                                 | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base   | 25                     | 25                   | -                    | -                       | -                    |
| <b>Q18D-I am satisfied with the amount of services received.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree   | 23<br>92.0%            | 23<br>92.0%          | -                    | -                       | -                    |
| Strongly Disagree/Disagree                                       | -                      | -                    | -                    | -                       | -                    |
| Neutral  | 2<br>8.0%              | 2<br>8.0%            | -                    | -                       | -                    |

92.0% of target rate YTD

Meets Expectations

| Counts<br>Break %<br>Respondents          | 2022<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base                                      | 25                     | 25                   | -                    | -                       | -                    |
| <b>Q18E-These services meet my needs.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree                      | 23<br>92.0%            | 23<br>92.0%          | -                    | -                       | -                    |
| Strongly Disagree/Disagree                | -                      | -                    | -                    | -                       | -                    |
| Neutral                                   | 2<br>8.0%              | 2<br>8.0%            | -                    | -                       | -                    |

92.0% of target rate YTD

Meets Expectations



# Youth Recovery Oriented Treatment Experiences

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base   | 25                     | 25                   | -                    | -                       | -                    |
| <b>Q19A-My provider takes into consideration what I have to say about my plan for after treatment.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree   | 23<br>92.0%            | 23<br>92.0%          | -                    | -                       | -                    |
| Strongly Disagree/Dsiagree   | -                      | -                    | -                    | -                       | -                    |
| Neutral  | 2<br>8.0%              | 2<br>8.0%            | -                    | -                       | -                    |

92.0% of target rate YTD

Meets Expectations

| Counts<br>Break %<br>Respondents                                       | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base   | 25                     | 25                   | -                    | -                       | -                    |
| <b>Q19B-My provider talks to me about my plan for after treatment.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree   | 25<br>100.0%           | 25<br>100.0%         | -                    | -                       | -                    |
| Strongly Disagree/Disagree   | -                      | -                    | -                    | -                       | -                    |
| Neutral  | -                      | -                    | -                    | -                       | -                    |

100.0% of target rate YTD

Meets Expectations

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base  | 25                     | 25                   | -                    | -                       | -                    |
| <b>Q19C-My provider met with me for my full scheduled appointment time.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree  | 25<br>100.0%           | 25<br>100.0%         | -                    | -                       | -                    |
| Strongly Disagree/Disagree  | -                      | -                    | -                    | -                       | -                    |
| Neutral   | -                      | -                    | -                    | -                       | -                    |

100.0% of target rate YTD

Meets Expectations

# Youth Recovery Oriented Treatment Experiences

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base  | 25                     | 25                   | -                    | -                       | -                    |
| <b>Q19D-I am afraid to complain in fear of consequences or discharge.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree  | -                      | -                    | -                    | -                       | -                    |
| Strongly Disagree/Disagree  | 25<br>100.0%           | 25<br>100.0%         | -                    | -                       | -                    |
| Neutral   | -                      | -                    | -                    | -                       | -                    |

100.0% of target rate YTD

Meets Expectations

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce total   | 25                     | 25                   | -                    | -                       | -                    |
| <b>Q20-Di you have an special or physical needs to be considered when you go for counseling or treatment?</b> |                        |                      |                      |                         |                      |
| Yes   | 3<br>12.0%             | 3<br>12.0%           | -                    | -                       | -                    |
| No  | 22<br>88.0%            | 22<br>88.0%          | -                    | -                       | -                    |

| Counts<br>Break %<br>Respondents | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|----------------------------------|------------------------|----------------------|----------------------|-------------------------|----------------------|
|                                  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce total        | 3                      | 3                    | -                    | -                       | -                    |
| <b>Q21-What needs?</b>           |                        |                      |                      |                         |                      |
| Blind/Visual impairment          | -                      | -                    | -                    | -                       | -                    |
| Deaf/Hard of hearing             | -                      | -                    | -                    | -                       | -                    |
| Physical Disability              | -                      | -                    | -                    | -                       | -                    |
| Wheelchair Accessibility         | -                      | -                    | -                    | -                       | -                    |
| Learning Disability              | -                      | -                    | -                    | -                       | -                    |
| Medical Condition                | -                      | -                    | -                    | -                       | -                    |
| Speech Impairment                | -                      | -                    | -                    | -                       | -                    |
| Other                            | 3<br>100.0%            | 3<br>100.0%          | -                    | -                       | -                    |

## Youth Recovery Oriented Treatment Experiences

| Counts<br>Break %<br>Respondents                       | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce total                              | 3                      | 3                    | -                    | -                       | -                    |
| <b>Q22-Does your provider accommodate these needs?</b> |                        |                      |                      |                         |                      |
| Yes  | 3<br>100.0%            | 3<br>100.0%          | -                    | -                       | -                    |
| No   | -                      | -                    | -                    | -                       | -                    |

## Youth Outcomes

| Counts<br>Break %<br>Respondents                 | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base   | 25                     | 25                   | -                    | -                       | -                    |
| <b>Q23A-I feel more hopeful about my future.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree                             | 24<br>96.0%            | 24<br>96.0%          | -                    | -                       | -                    |
| Strongly Disagree/Disagree                       | -                      | -                    | -                    | -                       | -                    |
| Neutral  | 1<br>4.0%              | 1<br>4.0%            | -                    | -                       | -                    |

96.0% of target rate YTD

Meets Expectations

| Counts<br>Break %<br>Respondents                 | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| Base   | 25                     | 25                   | -                    | -                       | -                    |
| <b>Q23B-I handle day to day problems better.</b> |                        |                      |                      |                         |                      |
| Strongly Agree/Agree                             | 22<br>88.0%            | 22<br>88.0%          | -                    | -                       | -                    |
| Strongly Disagree/Disagree                       | -                      | -                    | -                    | -                       | -                    |
| Neutral  | 3<br>12.0%             | 3<br>12.0%           | -                    | -                       | -                    |

88.0% of target rate YTD

Meets Expectations

## Youth Outcomes

| Counts<br>Break %<br>Respondents                   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>  | <b>25</b>              | <b>25</b>            | -                    | -                       | -                    |
| <b>Q23C-I have a plan for when I am in crisis.</b> |                        |                      |                      |                         |                      |
| <b>Strongly Agree/Agree</b>                        | <b>18</b><br>72.0%     | 18<br>72.0%          | -                    | -                       | -                    |
| <b>Strongly Disagree/Disagree</b>                  | <b>2</b><br>8.0%       | 2<br>8.0%            | -                    | -                       | -                    |
| <b>Neutral</b>                                     | <b>5</b><br>20.0%      | 5<br>20.0%           | -                    | -                       | -                    |

**72.0% of target rate YTD**

**Satisfactory**

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>  | <b>25</b>              | <b>25</b>            | -                    | -                       | -                    |
| <b>QD-I feel like treatment is helping because I am able to apply what I have learned in treatment in my daily life.</b> |                        |                      |                      |                         |                      |
| <b>Strongly Agree/Agree</b>  | <b>25</b><br>100.0%    | 25<br>100.0%         | -                    | -                       | -                    |
| <b>Strongly Disagree/Disagree</b>  | -                      | -                    | -                    | -                       | -                    |
| <b>Neutral</b>   | -                      | -                    | -                    | -                       | -                    |

**100.0% of target rate YTD**

**Meets Expectations**

## Youth Issues or Problems

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce total  | -                      | -                    | -                    | -                       | -                    |
| <b>Q24-If you had issues or problems with services from this provider, what were they?</b> |                        |                      |                      |                         |                      |
| My treatment is confusing  | -                      | -                    | -                    | -                       | -                    |
| Frequent provider cancellations  | -                      | -                    | -                    | -                       | -                    |
| Poor Communication   | -                      | -                    | -                    | -                       | -                    |
| Frequent staff changes   | -                      | -                    | -                    | -                       | -                    |
| Attitude/ Personality conflicts  | -                      | -                    | -                    | -                       | -                    |
| Other  | -                      | -                    | -                    | -                       | -                    |

- No data this quarter

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce total   | -                      | -                    | -                    | -                       | -                    |
| <b>Q25-Were you able to resolve these issues or problems with the provider?</b> |                        |                      |                      |                         |                      |
| Yes   | -                      | -                    | -                    | -                       | -                    |
| No  | -                      | -                    | -                    | -                       | -                    |

- No data this quarter

## Youth Department of Human Services Questions

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>   | <b>25</b>              | <b>25</b>            | -                    | -                       | -                    |
| <b>Q26-What effect has the treatment you've received had on the overall quality of your life?</b> |                        |                      |                      |                         |                      |
| <b>Much better</b>  | <b>16<br/>64.0%</b>    | 16<br>64.0%          | -                    | -                       | -                    |
| <b>A little better</b>  | <b>7<br/>28.0%</b>     | 7<br>28.0%           | -                    | -                       | -                    |
| <b>About the same</b>   | <b>2<br/>8.0%</b>      | 2<br>8.0%            | -                    | -                       | -                    |
| <b>A little worse</b>   | -                      | -                    | -                    | -                       | -                    |
| <b>Much worse</b>   | -                      | -                    | -                    | -                       | -                    |

| Counts<br>Break %<br>Respondents                                  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>   | <b>25</b>              | <b>25</b>            | -                    | -                       | -                    |
| <b>Q27-Were you given the chance to make treatment decisions?</b> |                        |                      |                      |                         |                      |
| <b>Yes</b>  | <b>23<br/>92.0%</b>    | 23<br>92.0%          | -                    | -                       | -                    |
| <b>No</b>   | -                      | -                    | -                    | -                       | -                    |
| <b>Sometimes</b>  | <b>2<br/>8.0%</b>      | 2<br>8.0%            | -                    | -                       | -                    |

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| <b>Base</b>  | <b>25</b>              | <b>25</b>            | -                    | -                       | -                    |
| <b>Q28-In the last twelve months, did you have problems getting the help you needed?</b> |                        |                      |                      |                         |                      |
| <b>Yes</b>   | -                      | -                    | -                    | -                       | -                    |
| <b>No</b>  | <b>25<br/>100.0%</b>   | 25<br>100.0%         | -                    | -                       | -                    |
| <b>Sometimes</b>   | -                      | -                    | -                    | -                       | -                    |

# Youth Department of Human Services Questions

| Counts<br>Break %<br>Respondents   | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|--|------------------------|----------------------|----------------------|-------------------------|----------------------|
|  |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce total  | -                      | -                    | -                    | -                       | -                    |
| <b>Q29-If you were not able to get help in the last twelve months, what stopped you?</b> |                        |                      |                      |                         |                      |
| Money issues   | -                      | -                    | -                    | -                       | -                    |
| Transportation issues  | -                      | -                    | -                    | -                       | -                    |
| Language barrier   | -                      | -                    | -                    | -                       | -                    |
| Inconvenient times   | -                      | -                    | -                    | -                       | -                    |
| Long waiting list  | -                      | -                    | -                    | -                       | -                    |
| I didn't know where to get help  | -                      | -                    | -                    | -                       | -                    |
| Other  | -                      | -                    | -                    | -                       | -                    |

- No data this quarter

## Youth Medications

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce total   | 23                     | 23                   | -                    | -                       | -                    |
| <b>Q30-Are you having problems getting medications that work for you?</b> |                        |                      |                      |                         |                      |
| Yes   | -                      | -                    | -                    | -                       | -                    |
| No  | 23<br>100.0%           | 23<br>100.0%         | -                    | -                       | -                    |

**\*Question 31 can be found in back with literal comments.**

| Counts<br>Break %<br>Respondents  | 2023<br>Y-T-D<br>Total | What quarter is it?  |                      |                         |                      |
|---|------------------------|----------------------|----------------------|-------------------------|----------------------|
|   |                        | 1st Qtr<br>(Jan-Mar) | 2nd Qtr<br>(Apr-Jun) | 3rd Qtr (-<br>Jul-Sept) | 4th Qtr<br>(Oct-Dec) |
| NA responses reduce total   | -                      | -                    | -                    | -                       | -                    |
| <b>Q32-If you shared problems about your provider or managed care company during this survey, are you interested in having your concerns addressed immediately by Lycoming/Clinton Joinder Board HealthChoices?</b> |                        |                      |                      |                         |                      |
| Yes   | -                      | -                    | -                    | -                       | -                    |
| No  | -                      | -                    | -                    | -                       | -                    |

- No data this quarter

**\*Question 33/Name release, cannot be displayed due to HIPAA.**



## Youth Literal Comments

**Q9A-What do you consider your race to be?**

**Q13A-If you filed a complaint/grievance in the last 12 months, were you satisfied with the process**

**Q14A-Who is your provider? Literal comment.**

---

Q1-Skills

---

Q1-Family Practice Center

---

Q1-Cen-Clear Child Services

**Q15A-What mental health services are you currently receiving from this provider?**

---

Q1-Site based Psychiatric Rehabilitation services

**Q16A-What substance use disorder services are you completing this survey about?**

---

Q1-Site based Psychiatric Rehabilitation services

**Q18F-Access to services. Literal comment**

**Q19E-REcovery Oriented Treatment Experiences. Literal comments**

---

Q1-I am not afraid to complain.

---

Q1-I am not afraid to complain.

---

Q1-They listen to what I have to say about my treatment sometimes. I am not afraid to complain.

---

Q1- They listen to patient and parent input.

---

Q1-I am not afraid.

---

Q1-Not afraid to complain.

---

Q1-I am not afraid

---

Q1-Not afraid to complain.

---

Q1-I am not afraid.

---

Q1-I am not afraid.

---

Q1-I'm not afraid to complain.

---

Q1-Not afraid to complain.

---

Q1-I'm not afraid.

**Q21-What needs? Literal comment.**

---

Q1-I have ASD.

---

Q1-I have ASD.

---

Q1-I have ASD.

**Q23E-These statements are about your Outcomes with provider.**

---

Q1-I still have good and bad days.

---

Q1-I do not have a plan for when I am in crisis.

---

Q1-We do not know.

---

Q1-I have certain days that are good and some that are bad.

---

Q1-I do not have crisis.

**Q24A-If you had issues or problems with services from this provider, what were they?**

**Q29A-If you were not able to get help in the last 12 months, what stopped you? Literal comment.**

**Q30A-Are you having problems getting medications that work for you? Literal comment.**

**Q31-Please share any additional compliments or concerns about services you have received.**

---

Q1-Very grateful for them! I am becoming more confident and comfortable in my own skin. My self esteem has gone way up. They saved my life!

---

Q1-We are very happy with everyone.

---

Q1-She is really nice and I feel more comfortable talking to her.

---

Q1-I get great services.

## Provider Responses

### Provider Responses to 4th Quarter/Annual 2022 (October – December 2022)– C/FST Report

The Lycoming-Clinton C/FST, Lycoming-Clinton Joinder Board HealthChoices and CCBHO appreciate the tremendous support and ongoing cooperation providers have demonstrated in working with the Lycoming-Clinton C/FST.

All participating providers have access to the comprehensive summarized quarterly Lycoming-Clinton C/FST Report and its accompanying Public Document through the Lycoming/Clinton Joinder Board HealthChoices website. Providers also receive their summary counts and percentage relevant to any adult, family and youth surveys completed during the quarter and a report that tracks all member response/level of satisfaction by quarter, averaged year-to-date.

C/FST Comment: The Lycoming-Clinton C/FST, in consultation with Lycoming-Clinton Joinder has reduced the questions on the provider response template from six (6) to just two (2) to streamline the response as providers are only being asked to respond to any question/indicator that is below the benchmark on a year-to-date basis and has at least five (5) member responses.

#### What are your overall or specific impressions of the survey results?

“Overall, I’m pleased with how consistent our performance is from quarter to quarter and year to year.”

#### Did you find the survey results helpful?

“To a certain degree, but what would be more helpful would be if there was a larger number of respondents.”

#### Where there trends identified that you were not aware of?

“I think the sample of responses is too low to identify trends.”

#### Do these survey results reflect existing performance improvement areas?

“Absolutely. Even in areas where no action is required, there is always room for growth and improvement”

#### What performance improvement efforts will you be developing based on these survey results?

“Survey results are shared with the TCM Supervisors for discussion with their staff as a group during unit meetings. Areas in need of improvement are identified as well as strategies to aid in Improvement.”

#### Other Provider Comments

*“Now that (Provider’s) Crisis program has been up and running for a while, I think it would be great to begin asking members if they have used Crisis, and if so, what their experience has been. I’d like to see more responses from Clinton County.”*

## **MCO Responses**

### **Community Care Behavioral Health's Response to C/FST 4th Quarter (October - December 2022) Report**

"Community Care Behavioral health is only required to respond to respond to specific C/FST year-to-date provider results (survey data) that do not meet the established benchmarks."

**No Community Care response was received for the 4th Quarter/Annual C/FST data.**

## Technical Notes

### Technical Notes

#### A. Projected Surveys – January 1, 2023– December 31, 2023

The Center for Behavioral Health Data Research, Inc. has been contracted by Lycoming-Clinton Joinder Board HealthChoices to conduct 560 general purpose surveys and special focus surveys between January 1, 2023 and December 31, 2023.

This represents approximately 2.8% of the Lycoming-Clinton Joinder Board HealthChoices membership and approximately 7.1% of individuals receiving behavioral health services.

Note: for the purpose of alignment, the Survey Productivity Report has been converted/updated to reflect the survey quarters for calendar year 2023.

#### B. Focus

**The survey activity includes 425 Lycoming and 139 Clinton C/FST surveys. The sub-targets by member category include 360 adult, 84 youth, and 120 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 LCJB and the **Lycoming-Clinton C/FST Program Manager** consistent with the requirements and guidelines of *DHS's Appendix L*. The CBHDR has also worked with LCJB to develop a Lycoming-Clinton C/FST Advisory Committee comprised of individuals representing CCBHO adult, parent/family, and youth membership, staff members of LCJB, CCBHO, and The Center for Behavioral Health Data Research, Inc.

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

Surveys were completed via two methods. The first method involved surveyors making visits to service area providers to conduct surveys with any CCBHO members who happened to be at the provider during that time and who wished to participate in the survey. The second method involved calling CCBHO 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 CCBHO (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 that address 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, and 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 560 represents approximately 7.1% of CCBHO's Lycoming-Clinton Counties behavioral health membership and yields a 95% confidence level with a plus/minus 4.6% margin of error when divided by the membership in Lycoming and Clinton counties. The overall target sample of 540 is then divided by a specific provider's percent of CCBHO's membership to arrive at a target sample size for each individual provider. This is defined as a proportional-stratified sample for each provider.***

A comprehensive analysis was also conducted of CCBHO's membership/behavioral health service recipients to ensure completed surveys encompassed a representative sampling within specific service levels and age groups. The survey population consists of CCBHO members for whom claims were received through July 2020. The sample was stratified by age, service level, zip code and provider. Service levels for adults included inpatient, outpatient, partial hospitalization, mobile mental health treatment, case management services, and substance abuse services. Service levels for youth included residential services; Intensive Behavioral Health Services (IBHS), inpatient, partial hospitalization, outpatient services, and case management.

Some members receiving mental health services are contacted using a call list provided by LCJB while other members are offered the opportunity for a face-to-face interview at a provider site.

#### 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 following chart.

At or above the 80% Benchmark – **Satisfactory**

Between 70% and 80% - **Monitoring**

Below 70% - **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 sorted and analyzed by source of interview including that collected by telephone compared to that data collected in face-to-face interview. These summaries are provided along with the general report, if 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 Reports:** As one quarter of member responses are only a snap-shot 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 in order to develop useful information regarding member perceptions of treatment access, provider treatment, recovery orientation, and outcomes.

## F. Limitations

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

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

2. **Survey data obtained from members may be for service(s) rendered in a different time than when the survey was actually 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 in order to place the results into perspective.

## G. C/FST Program Member Assistance & Reporting

### 1. Monthly Status & Problem Resolution

Consistent with the requirements of DPW's Appendix L; LCJB, CCBHO, and the C/FST Program Director will 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 LCJB, the Lycoming-Clinton 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 LCJB.

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 LCJB in cases where the surveyor believes LCJB 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.

**H. Confidentiality, Consent and Protection of Participant Information**

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

Potential participants are assured of the confidentiality of their opinions.

Potential participants are also assured their opinions will not negatively affect the services they are currently receiving.

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.

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.

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 Lycoming-Clinton HealthChoices.

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 LCJB.