

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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4th Quarter October-December?Year End Report 2021

# Consumer and Family Satisfaction & Outcomes: Survey Findings

Detailed Report of Survey Findings  
January 2022

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

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

**Meets Expectations**

**Not all charts are benchmarked.** Benchmarked 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 last page of the Adult, Family and Youth sections each have an Index Table that lists all of the charts utilized with that section by name and page number.

Page 133 – is a Provider Comment Section and will list 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.

Page 134 – is a MCO Comment Section and functions the same as the provider comment section with the distinction being the MCO is more focused on systemic delivery outcome and issues across the network, while individual providers are focused on their own results.

Pages 135-138 – are important Technical Notes that addresses target sample size, survey/interview processes, data analysis and reporting, benchmarking and data limitations.

# Adult Survey Findings

## Lycoming-Clinton C/FST –4th Quarter and Annual Performance

This 4th Quarter Lycoming-Clinton C/FST Report covers the period between October and December 2021 and provides details on the 140 adult, 62 family and 24 youth (226 total) interviews that were completed and the 509 adults, 236 family and 95 youths (840 total) interviews for the year.

### Adult Survey Process & Findings

The following are C/FST findings and recommendations based on the 140 adult surveys completed during the 4th Quarter of calendar year 2021 for the period between October and December 2021.

#### 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.

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

1. Increased Face-to-face – 19% (26 of 140) versus 13% (16 of 119).
2. Lower ratio of female respondents –51% (72 of 140) versus 75% (89 of 119)
3. Lower percentage of members between ages 25-44 – 49% (62 of 140) versus 61% (73 of 119).
4. Lower percentage of members receiving services from same provider for less than six months -14% (19 of 140) versus 17% (20 of 119).

### Findings Overview

1. Adults continue to be generally pleased with Community Care. 83% (10 of 12, excluding 128 “not applicable”) of adults surveyed agreed with, *“If you had contact with Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?”* This indicator is 86% (55 of 64, excluding 455 “not applicable” for calendar year 2021.

Just 51% (72 of 140) of adults concurred with *“Are you aware of the Complaint and Grievance process through Community Care?”* during the 4th Quarter. This indicator is 44% (225 of 509) for calendar year 2021. This low score may have something to do with the rewording of the question. In previous year the member was asked if they *“knew how to file a complaint or grievance?”* and the positive responses were 80% (419 of 522) for calendar year 2020.

2. Surveyed adults, during the 4th Quarter of 2021 had positive responses with Access to provider treatment services. 91% (128 of 140) felt they *“were able to get the help they needed within an acceptable amount of time.”* 86% (120 of 140) of adults agree they *“were encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.”* Overall, these numbers were 95% and 85% respectively for calendar year December 2021.

3. Surveyed adults are generally pleased with their provider *Recovery Oriented/Treatment Experiences*. Seven of the eight satisfaction indicators were in the range of 84% to 96%. These included, *“I am an active participant in developing my treatment plan,” “I agree the interventions offered to me on my treatment plan are a good fit for me,” “My provider asked me questions about my physical health,” “My provider “gets me” and understands me and my needs,” “My provider consistently asks me for feedback about how my treatment is going.” “My provider treated me with dignity and respect” and “I was offered a copy of my treatment plan/treatment summary.”*

The lowest rated *Recovery Oriented/Treatment Experiences* indicator during the 4th Quarter of 2021 was, *“My provider talks to me about my plan for after treatment”* at 55% (77 of 140). This indicator is 68% (344 of 509) for calendar year 2021.

4.

Adult perception of satisfaction with treatment Outcomes was good. 3 of the 5 indicators were in the 83% to 99% range. These include “I feel that treatment is working,” “I feel more hopeful about the future,” and “I know what to do if in a crisis.”

The two lowest indicators were “I deal more effectively with daily problems” at 77% (108 of 140) and “I believe I am recovering” at 81% (114 of 140).

5. 88% (123 of 140) adults interviewed reported taking behavioral health medications and 88% of those adults were not experiencing any problems in getting behavioral health medications that work for them.

6. 4% (5 of 140) of interviewed adults during the 4th Quarter had issues or problems with their provider. This indicator is 5% (23 of 509) for calendar year 2021 and was 7% (36 of 535) for calendar year 2020. A majority of adults (69% 16 of 23) chose not to take any action because they were concerned with how the provider would react (60% 9 of the 16).

### **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 0% (0 of 140) adult members surveyed expressed interest in having a provider or MCO address the concern or issue they shared during the interview referred for immediate handling by LCJB HealthChoices. This indicator is just 4.5% (23 of 509) for calendar year 2021.

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

Q43 asks the adult member to share any additional compliments or concerns they may have about the services they receive from the provider. These comments can be found following Q43 on Pages 52-53. This quarter 19 adult members had additional comments.

## Demographics

### What type of survey is this? Q4

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>What type of survey is this?</b>					
<b>Telephone</b>	<b>467</b> <b>91.7%</b>	<b>113</b> <b>100.0%</b>	<b>137</b> <b>100.0%</b>	<b>103</b> <b>86.6%</b>	<b>114</b> <b>81.4%</b>
<b>Face to Face</b>	<b>42</b> <b>8.3%</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>	<b>16</b> <b>13.4%</b>	<b>26</b> <b>18.6%</b>

### What county do you live in? Q5

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>What county do you live in?</b>					
<b>Lycoming</b>	<b>393</b> <b>77.2%</b>	<b>73</b> <b>64.6%</b>	<b>112</b> <b>81.8%</b>	<b>99</b> <b>83.2%</b>	<b>109</b> <b>77.9%</b>
<b>Clinton</b>	<b>116</b> <b>22.8%</b>	<b>40</b> <b>35.4%</b>	<b>25</b> <b>18.2%</b>	<b>20</b> <b>16.8%</b>	<b>31</b> <b>22.1%</b>



# Demographics

**What is your zip code? Q6**

**Literal Comments Q6A**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	509	113	137	119	140
What is your zip code?					
16822-Beech Creek	1 0.2%	-	1 0.7%	-	-
17721-Avis	-	-	-	-	-
17740-Jersey Shore	31 6.1%	3 2.7%	10 7.3%	12 10.1%	6 4.3%
17748-McElhatton	-	-	-	-	-
17756-Muncy	29 5.7%	4 3.5%	15 10.9%	6 5.0%	4 2.9%
17774-Unityville	1 0.2%	1 0.9%	-	-	-
17701-Williamsport	254 49.9%	40 35.4%	71 51.8%	57 47.9%	86 61.4%
17726-Castanea	-	-	-	-	-
17744-Linden	6 1.2%	5 4.4%	-	-	1 0.7%
17751-Mill Hall	12 2.4%	7 6.2%	5 3.6%	-	-
17765-Roaring Branch	-	-	-	-	-
17810-Allenwood	3 0.6%	2 1.8%	1 0.7%	-	-
17702-Williamsport	11 2.2%	1 0.9%	1 0.7%	5 4.2%	4 2.9%
17728-Cogan Station	3 0.6%	-	3 2.2%	-	-
17745-Lock Haven	80 15.7%	24 21.2%	15 10.9%	19 16.0%	22 15.7%
17752-Montgomery	15 2.9%	5 4.4%	-	7 5.9%	3 2.1%
17764-Renovo	7 1.4%	-	4 2.9%	-	3 2.1%
17703-Williamsport	-	-	-	-	-
17737-Hughesville	22 4.3%	4 3.5%	8 5.8%	2 1.7%	8 5.7%
17747-Loganton	6 1.2%	6 5.3%	-	-	-
17754-Montoursville	15 2.9%	4 3.5%	3 2.2%	8 6.7%	-
17771-Trout Run	5 1.0%	2 1.8%	-	3 2.5%	-
Other	8 1.6%	5 4.4%	-	-	3 2.1%

**If other please list.**

- Q1-17704

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- Q1-17704

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- Q1-17763

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- Q1-17763 Ralston

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- Q1-17763 Ralston

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- Q4-16848-Lamar

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- Q4-16848-Lamar

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- Q4-16848-Lamar

## Demographics

### What is your gender? Q7

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>What is your gender?</b>					
<b>Male</b>	<b>190</b> 37.3%	47 41.6%	51 37.2%	30 25.2%	62 44.3%
<b>Female</b>	<b>316</b> 62.1%	66 58.4%	86 62.8%	89 74.8%	75 53.6%
<b>Transgender</b>	-	-	-	-	-
<b>Does not identify with either gender</b>	<b>3</b> 0.6%	-	-	-	3 2.1%
<b>Declined to Answer</b>	-	-	-	-	-

### How old are you? Q8

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>How old are you?</b>					
<b>21 to 24 years</b>	<b>47</b> 9.2%	36 31.9%	8 5.8%	3 2.5%	-
<b>25 to 34 years</b>	<b>154</b> 30.3%	56 49.6%	55 40.1%	28 23.5%	15 10.7%
<b>35 to 44 years</b>	<b>181</b> 35.6%	14 12.4%	70 51.1%	45 37.8%	52 37.1%
<b>45 to 54 years</b>	<b>109</b> 21.4%	7 6.2%	4 2.9%	40 33.6%	58 41.4%
<b>55 to 64 years</b>	<b>18</b> 3.5%	-	-	3 2.5%	15 10.7%
<b>65 and over</b>	-	-	-	-	-

## Demographics

### What do you consider your race to be? Q9

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>What do you consider your race to be?</b>					
<b>Caucasian</b>	<b>436</b> <b>85.7%</b>	<b>96</b> <b>85.0%</b>	<b>114</b> <b>83.2%</b>	<b>111</b> <b>93.3%</b>	<b>115</b> <b>82.1%</b>
<b>African American</b>	<b>36</b> <b>7.1%</b>	<b>5</b> <b>4.4%</b>	<b>10</b> <b>7.3%</b>	<b>3</b> <b>2.5%</b>	<b>18</b> <b>12.9%</b>
<b>Hispanic American</b>	<b>14</b> <b>2.8%</b>	<b>3</b> <b>2.7%</b>	<b>5</b> <b>3.6%</b>	<b>3</b> <b>2.5%</b>	<b>3</b> <b>2.1%</b>
<b>American Indian/Alaskan Native</b>	<b>1</b> <b>0.2%</b>	<b>-</b> <b>-</b>	<b>1</b> <b>0.7%</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>
<b>Asian American</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>
<b>Bi-racial</b>	<b>14</b> <b>2.8%</b>	<b>8</b> <b>7.1%</b>	<b>6</b> <b>4.4%</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>
<b>Other</b>	<b>8</b> <b>1.6%</b>	<b>1</b> <b>0.9%</b>	<b>1</b> <b>0.7%</b>	<b>2</b> <b>1.7%</b>	<b>4</b> <b>2.9%</b>

### Are you receiving services primarily for: Q10

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>Are you receiving services primarily for:</b>					
<b>Mental Health</b>	<b>354</b> <b>69.5%</b>	<b>95</b> <b>84.1%</b>	<b>94</b> <b>68.6%</b>	<b>79</b> <b>66.4%</b>	<b>86</b> <b>61.4%</b>
<b>Drug and Alcohol Treatment</b>	<b>57</b> <b>11.2%</b>	<b>2</b> <b>1.8%</b>	<b>12</b> <b>8.8%</b>	<b>22</b> <b>18.5%</b>	<b>21</b> <b>15.0%</b>
<b>Both Mental Health and Drug and Alcohol Treatment</b>	<b>98</b> <b>19.3%</b>	<b>16</b> <b>14.2%</b>	<b>31</b> <b>22.6%</b>	<b>18</b> <b>15.1%</b>	<b>33</b> <b>23.6%</b>

## Adult Satisfaction with Community Care

I've learned about Community Care (CCBH) through the following: Q11A

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>Member Handbook</b>					
<b>Yes</b>	<b>68</b> 13.4%	<b>15</b> 13.3%	<b>11</b> 8.0%	<b>30</b> 25.2%	<b>12</b> 8.6%
<b>No</b>	<b>441</b> 86.6%	<b>98</b> 86.7%	<b>126</b> 92.0%	<b>89</b> 74.8%	<b>128</b> 91.4%

I've learned about Community Care through the following: Q11B

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>Community Care website</b>					
<b>Yes</b>	<b>28</b> 5.5%	<b>9</b> 8.0%	<b>4</b> 2.9%	<b>5</b> 4.2%	<b>10</b> 7.1%
<b>No</b>	<b>481</b> 94.5%	<b>104</b> 92.0%	<b>133</b> 97.1%	<b>114</b> 95.8%	<b>130</b> 92.9%

I've learned about Community Care through the following: Q11C

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>Phone call with Community Care</b>					
<b>Yes</b>	<b>66</b> 13.0%	<b>28</b> 24.8%	<b>23</b> 16.8%	<b>6</b> 5.0%	<b>9</b> 6.4%
<b>No</b>	<b>443</b> 87.0%	<b>85</b> 75.2%	<b>114</b> 83.2%	<b>113</b> 95.0%	<b>131</b> 93.6%

## Adult Satisfaction with Community Care

I've learned about Community Care through the following: Q11D

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>Treatment Provider</b>					
<b>Yes</b>	<b>164 32.2%</b>	<b>35 31.0%</b>	<b>49 35.8%</b>	<b>32 26.9%</b>	<b>48 34.3%</b>
<b>No</b>	<b>345 67.8%</b>	<b>78 69.0%</b>	<b>88 64.2%</b>	<b>87 73.1%</b>	<b>92 65.7%</b>

I've learned about Community Care through the following: Q11E

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>Resource Fair/Community Event</b>					
<b>Yes</b>	<b>16 3.1%</b>	<b>7 6.2%</b>	<b>- -</b>	<b>1 0.8%</b>	<b>8 5.7%</b>
<b>No</b>	<b>493 96.9%</b>	<b>106 93.8%</b>	<b>137 100.0%</b>	<b>118 99.2%</b>	<b>132 94.3%</b>

I've learned about Community Care through the following: Q11F

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>Have you ever learned about Community Care?</b>					
<b>Yes</b>	<b>240 47.2%</b>	<b>51 45.1%</b>	<b>73 53.3%</b>	<b>57 47.9%</b>	<b>59 42.1%</b>
<b>No</b>	<b>269 52.8%</b>	<b>62 54.9%</b>	<b>64 46.7%</b>	<b>62 52.1%</b>	<b>81 57.9%</b>

## Adult Satisfaction with Community Care

I've learned about Community Care through the following: Q11G

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>Other</b>					
<b>Yes</b>	<b>28</b> 5.5%	<b>4</b> 3.5%	<b>8</b> 5.8%	<b>9</b> 7.6%	<b>7</b> 5.0%
<b>No</b>	<b>481</b> 94.5%	<b>109</b> 96.5%	<b>129</b> 94.2%	<b>110</b> 92.4%	<b>133</b> 95.0%

**Literal Comments Q11h**

**If other, how did you learn?**

- Q1-This is my first time hearing about it.
- Q1-Through flyers in the mail.
- Q1-In hospitals or RTFs
- Q1-Through the mail
- Q2-Family Doctor
- Q2-Family Doctor
- Q2-Primary Care Physician
- Q3-Through a job
- Q3-Assistance Office
- Q3-Assistance Office
- Q3-Mailings
- Q4-My children-their services.
- Q4- Learned through my children's services.

Have you reviewed your insurance benefits and treatment options through Community Care (CCBH)? Q12

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A responses reduce total	<b>295</b>	<b>46</b>	<b>64</b>	<b>75</b>	<b>110</b>
<b>Have you reviewed your insurance benefits and treatment options through Community Care (CCBH)?</b>					
<b>Yes</b>	<b>77</b> 26.1%	<b>22</b> 47.8%	<b>19</b> 29.7%	<b>20</b> 26.7%	<b>16</b> 14.5%
<b>No</b>	<b>218</b> 73.9%	<b>24</b> 52.2%	<b>45</b> 70.3%	<b>55</b> 73.3%	<b>94</b> 85.5%

## Adult Satisfaction with Community Care

If you had contact with Community Care (CCBH) in the last twelve months...Q13

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A responses reduce total	64	25	11	16	12
<b>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?</b>					
Yes	55 85.9%	22 88.0%	11 100.0%	12 75.0%	10 83.3%
No	9 14.1%	3 12.0%	- -	4 25.0%	2 16.7%

Are you aware of the Complaint and Grievance process through Community Care (CCBH)? Q14

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	509	113	137	119	140
<b>Are you aware of the Complaint and Grievance process through Community Care (CCBH)?</b>					
Yes	226 44.4%	38 33.6%	52 38.0%	63 52.9%	73 52.1%
No	283 55.6%	75 66.4%	85 62.0%	56 47.1%	67 47.9%

## Adult Satisfaction with Community Care

Have you filed a complaint or grievance within the last twelve months? Q15

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	509	113	137	119	140
<b>Have you filed a compliant or grievance within the last 12 months?</b>					
<b>Yes</b>	2 0.4%	2 1.8%	- -	- -	- -
<b>No</b>	507 99.6%	111 98.2%	137 100.0%	119 100.0%	140 100.0%

If yes, were you satisfied with how it was handled? Q16

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A responses reduce total					
	7	2	-	-	5
<b>If yes, were you satisfied with how it was handled?</b>					
<b>Yes</b>	2 28.6%	2 100.0%	- -	- -	- -
<b>No</b>	5 71.4%	- -	- -	- -	5 100.0%



## Adult Provider Level Analysis

**What is the name of your provider? Q17**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	509	113	137	119	140
What is the name of your treatment provider?					
Community Service Group (CSG)	128 25.1%	39 34.5%	33 24.1%	26 21.8%	30 21.4%
Geisinger Services	21 4.1%	8 7.1%	7 5.1%	6 5.0%	-
The Meadows	1 0.2%	-	-	1 0.8%	-
White Deer Run/Cove Forge	3 0.6%	-	-	3 2.5%	-
Keystone Counseling	6 1.2%	2 1.8%	1 0.7%	1 0.8%	2 1.4%
Crossroads Counseling	132 25.9%	31 27.4%	54 39.4%	25 21.0%	22 15.7%
Genesis House	19 3.7%	-	2 1.5%	13 10.9%	4 2.9%
Williamsport Family Medical Center	24 4.7%	-	3 2.2%	5 4.2%	16 11.4%
A Place for Change	-	-	-	-	-
Diakon Family Life Services	37 7.3%	7 6.2%	5 3.6%	5 4.2%	20 14.3%
Lycoming/Clinton MHID (Joinder)	17 3.3%	5 4.4%	5 3.6%	2 1.7%	5 3.6%
UPMC Susquehanna Behavioral Health Outpatient	28 5.5%	5 4.4%	9 6.6%	4 3.4%	10 7.1%
First Hospital	-	-	-	-	-
UPMC Susquehanna Behavioral Health Inpatient	1 0.2%	-	-	1 0.8%	-
Skills of Central PA	6 1.2%	-	2 1.5%	-	4 2.9%
West Branch D&A Abuse Commission	15 2.9%	2 1.8%	4 2.9%	1 0.8%	8 5.7%
Service & Access Management (SAM)	2 0.4%	1 0.9%	-	-	1 0.7%
Other	69 13.6%	13 11.5%	12 8.8%	26 21.8%	18 12.9%

**Literal Comments Q17A**

**If other, please list**

- Q1-RVHD
- Q1-RVHD
- Q1-Rebecca Wright (private practice)
- Q1-UCBH Yeagertown
- Q1-UCBH Yeagertown
- Q1-CenClear in Centre County
- Q1-Concern
- Q1-Concern
- Q1-Cen-Clear
- Q1-Cen-Clear
- Q1-RVHD
- Q1-RVHD
- Q1-Lycoming Therapeutic Wraparound Services
- Q2-Stocki & Neil Counseling Assoc. (Formerly Lycoming Therapeutic)
- Q2-Cen-Clear
- Q2-Pam McCloskey
- Q2-Cen-Clear
- Q2-RVHD
- Q2-RVHD
- Q2-Clean Slate
- Q2-Turning Point
- Q2-Counseling for Well-Being
- Q2-Oasis Healthcare- State College
- Q2-Amy Senott- Independent therapist office
- Q2-Oasis Healthcare
- Q3-Williamsport VA clinic
- Q3-Williamsport VA Clinic
- Q3-CenClear
- Q3-CenClear
- Q3-RVHD
- Q3-RVHD
- Q3-Heather Young
- Q3-Lisa Reynolds
- Q3-Chelsea MacNamara
- Q3-Clean Slate
- Q3-Clean Slate
- Q3-Clean Slate
- Q3-Pyramid
- Q3-Applegate Recovery
- Q3-Susquehanna Community Health and Dental Clinic
- Q3-Christina Robidoux
- Q3-VA Clinic
- Q3-Cen-Clear
- Q3-Cen-Clear
- Q3-River Valley Health and Dental
- Q3-RVHD
- Q3-Caring Heart/Maxim
- Q3-RVHD
- Q3-RVHD
- Q3-RVHD

**Literal Comments Q17A**

**If other, please list**

- Q3-Pyramid Inpatient
- Ally Wellness-Molly
- Q4-UCBH
- Q4-Pyramid
- Q4-Pyramid
- Q4-Divine Providence
- Q4-Sun Pointe
- Q4-River Valley Health and Dental
- Q4-River Valley Health and Dental
- Q4-Pyramid
- Q4-Pyramid Inpatient
- Q4-Pyramid
- Q4-Cen Clear
- Q4-Cen Clear
- Q4-River Valley Health and Dental
- Q4-River Valley Health and Dental
- Q4-UCBH
- Q4-Clean Slate
- Q4-Alloy

## Adult Provider Level Analysis

Were you made aware of the availability of other providers and given a choice? Q18

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>507</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>138</b>
<b>Were you made aware of the availability of other providers and given a choice?</b>					
<b>Yes</b>	<b>406</b> <b>80.1%</b>	<b>95</b> <b>84.1%</b>	<b>115</b> <b>83.9%</b>	<b>99</b> <b>83.2%</b>	<b>97</b> <b>70.3%</b>
<b>No</b>	<b>101</b> <b>19.9%</b>	<b>18</b> <b>15.9%</b>	<b>22</b> <b>16.1%</b>	<b>20</b> <b>16.8%</b>	<b>41</b> <b>29.7%</b>

What Mental Health service are you completing this survey about? Q19

Literal Comments Q19A

**If other, please explain.**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A responses reduce total	403	101	111	86	105
<b>What Mental Health services are you completing this survey about?</b>					
<b>Outpatient Counseling</b>	<b>144</b> <b>35.7%</b>	<b>42</b> <b>41.6%</b>	<b>38</b> <b>34.2%</b>	<b>32</b> <b>37.2%</b>	<b>32</b> <b>30.5%</b>
<b>Partial Hospitalization Program</b>	-	-	-	-	-
<b>Targeted Case Management (TCM)</b>	<b>20</b> <b>5.0%</b>	<b>6</b> <b>5.9%</b>	<b>5</b> <b>4.5%</b>	<b>3</b> <b>3.5%</b>	<b>6</b> <b>5.7%</b>
<b>Medication Management</b>	<b>112</b> <b>27.8%</b>	<b>25</b> <b>24.8%</b>	<b>32</b> <b>28.8%</b>	<b>24</b> <b>27.9%</b>	<b>31</b> <b>29.5%</b>
<b>Inpatient Hospitalization</b>	<b>1</b> <b>0.2%</b>	-	-	<b>1</b> <b>1.2%</b>	-
<b>Psychiatric Rehabilitation</b>	-	-	-	-	-
<b>Psychiatry</b>	<b>104</b> <b>25.8%</b>	<b>22</b> <b>21.8%</b>	<b>32</b> <b>28.8%</b>	<b>21</b> <b>24.4%</b>	<b>29</b> <b>27.6%</b>
<b>Crisis</b>	-	-	-	-	-
<b>Certified Peer Support</b>	<b>9</b> <b>2.2%</b>	<b>2</b> <b>2.0%</b>	<b>2</b> <b>1.8%</b>	-	<b>5</b> <b>4.8%</b>
<b>Telepsychiatry</b>	<b>12</b> <b>3.0%</b>	<b>4</b> <b>4.0%</b>	<b>2</b> <b>1.8%</b>	<b>5</b> <b>5.8%</b>	<b>1</b> <b>1.0%</b>
<b>Co-Occurring Outpatient Counseling</b>	<b>1</b> <b>0.2%</b>	-	-	-	<b>1</b> <b>1.0%</b>
<b>Other</b>	-	-	-	-	-

Q4-Sunpointe

Q4-Psych, med management

## Adult Provider Level Analysis

**What Substance Use Disorder service are completing this survey about? Q20**

**Literal Comments Q20A**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A responses reduce total	106	12	25	33	36
<b>What Substance Use Disorder service are you completing this survey about?</b>					
Outpatient Counseling	37 34.9%	4 33.3%	10 40.0%	9 27.3%	14 38.9%
Medication Assisted Treatment (MAT)	24 22.6%	1 8.3%	5 20.0%	9 27.3%	9 25.0%
Intensive Outpatient Program (IOP)	5 4.7%	1 8.3%	1 4.0%	2 6.1%	1 2.8%
D&A Case Coordination	11 10.4%	2 16.7%	3 12.0%	2 6.1%	4 11.1%
MH Case Management	1 0.9%	-	-	-	1 2.8%
Partial Hospitalization Program	1 0.9%	-	-	-	1 2.8%
Rehabilitation Services	6 5.7%	-	1 4.0%	1 3.0%	4 11.1%
Detoxification Services	3 2.8%	-	-	2 6.1%	1 2.8%
Co-Occurring Outpatient Counseling	5 4.7%	1 8.3%	2 8.0%	1 3.0%	1 2.8%
Certified Recovery Specialist	9 8.5%	2 16.7%	2 8.0%	5 15.2%	-
Other	4 3.8%	1 8.3%	1 4.0%	2 6.1%	-

**If other, please explain.**

Q1-Drug Court

Q2-Assessment (possibly D&A case coordination)

Q3-Halfway House

Q3- D&A Non-Hospital Rehab

Q4-Outpatient

## Adult Provider Level Analysis

**I was made aware of the availability of different treatment services and given a choice? Q21**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>I was made aware of the availability of different treatment services and given a choice.</b>					
<b>Yes</b>	<b>447</b> <b>87.8%</b>	<b>98</b> <b>86.7%</b>	<b>123</b> <b>89.8%</b>	<b>112</b> <b>94.1%</b>	<b>114</b> <b>81.4%</b>
<b>No</b>	<b>62</b> <b>12.2%</b>	<b>15</b> <b>13.3%</b>	<b>14</b> <b>10.2%</b>	<b>7</b> <b>5.9%</b>	<b>26</b> <b>18.6%</b>

**How long have you been receiving services from this provider? Q22**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>How long have you been receiving services from this provider?</b>					
<b>Less than 6 months</b>	<b>72</b> <b>14.1%</b>	<b>18</b> <b>15.9%</b>	<b>15</b> <b>10.9%</b>	<b>20</b> <b>16.8%</b>	<b>19</b> <b>13.6%</b>
<b>6 months to 1 year</b>	<b>137</b> <b>26.9%</b>	<b>38</b> <b>33.6%</b>	<b>40</b> <b>29.2%</b>	<b>28</b> <b>23.5%</b>	<b>31</b> <b>22.1%</b>
<b>1 to 2 years</b>	<b>67</b> <b>13.2%</b>	<b>22</b> <b>19.5%</b>	<b>15</b> <b>10.9%</b>	<b>13</b> <b>10.9%</b>	<b>17</b> <b>12.1%</b>
<b>2 to 3 years</b>	<b>51</b> <b>10.0%</b>	<b>11</b> <b>9.7%</b>	<b>16</b> <b>11.7%</b>	<b>11</b> <b>9.2%</b>	<b>13</b> <b>9.3%</b>
<b>4+ years</b>	<b>182</b> <b>35.8%</b>	<b>24</b> <b>21.2%</b>	<b>51</b> <b>37.2%</b>	<b>47</b> <b>39.5%</b>	<b>60</b> <b>42.9%</b>

## Access to Services

**I feel I was able to get the help I needed within an acceptable amount of time. Q23A**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>I feel like I was able to get the help I needed within an acceptable amount of time</b>					
<b>Strongly Agree/Agree</b>	<b>484 95.1%</b>	<b>111 98.2%</b>	<b>128 93.4%</b>	<b>117 98.3%</b>	<b>128 91.4%</b>
<b>Strongly Disagree/Disagree</b>	<b>23 4.5%</b>	<b>2 1.8%</b>	<b>8 5.8%</b>	<b>1 0.8%</b>	<b>12 8.6%</b>
<b>Neutral</b>	<b>2 0.4%</b>	<b>- -</b>	<b>1 0.7%</b>	<b>1 0.8%</b>	<b>- -</b>

**95.1% of target rate YTD**

**Meets Expectations**

**I was encouraged to use consumer run programs (support groups, drop-in centers, crisis phone lines, etc.) Q23B**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>I was encouraged to use consumer run programs (support groups, drop-in centers, crisis phone lines, etc.)</b>					
<b>Strongly Agree/Agree</b>	<b>432 84.9%</b>	<b>96 85.0%</b>	<b>112 81.8%</b>	<b>104 87.4%</b>	<b>120 85.7%</b>
<b>Strongly Disagree/Disagree</b>	<b>74 14.5%</b>	<b>17 15.0%</b>	<b>25 18.2%</b>	<b>15 12.6%</b>	<b>17 12.1%</b>
<b>Neutral</b>	<b>3 0.6%</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>3 2.1%</b>

**84.9% of target rate YTD**

**Meets Expectations**

**Literal Comments 23C**

**If you chose neutral/or disagreed with any of these state...**

Q1-I didn't go for very long to get the help I needed. Wasn't the right fit and the pandemic started and it was harder.

Q1-They never mentioned these.

Q1-I'm having trouble getting the in home care she needs and the case worker has not been helpful. I'm looking to switch.

Q1-I don't remember getting any info about consumer run programs.

Q2-No, was not that bad off.

Q2-I was on a waiting list for over a year and just recently got into services.

Q2-Was not encouraged to use consumer run programs.

**Literal Comments 23C****If you chose neutral/or disagreed with any of these state...**

---

Q2-Was not encouraged to use consumer run programs.

---

Q2-Because it was a negative experience due to the counselor and her not being a fit.

---

Q2-He doesn't like the place. They were not beneficial for D&A services.

---

Q2-Was not encouraged to use consumer run programs

---

Q2-Was not encouraged to use consumer run programs

---

Q2-Does not think so because they tried putting him in the SAM program. Couldn't get to appointments. I was not really encouraged

---

Q2-Didn't know where to find help, didn't know what resources were available through my insurance.

---

Q3-Extreme amounts of time between appointments, it is supposed to be weekly but ends up being 4-5 weeks out.

---

Q3-I don't remember them saying anything.

---

Q4-Its difficult to get through to anyone. Not sure if its because of covid. Big turnover on staff. Was not encouraged.

---

Q4-Aware of services but not encouraged to use them.

---

Q4-Was not encouraged to use consumer run programs.

---

Q4-Not encouraged to use consumer run programs.

---

Q4-We have to fight to see our counselor more than once a week, they only talk to us about our treatment plan. Short staffed.

---

Q4-Have had trouble with psych leaving.

## Access to Services

How long did you have to wait for services? Q24

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A responses reduce total	508	113	137	119	139
How long did you have to wait for services?					
Less than a week	185 36.4%	38 33.6%	49 35.8%	48 40.3%	50 36.0%
7-14 days	236 46.5%	54 47.8%	66 48.2%	50 42.0%	66 47.5%
14-30 days	70 13.8%	21 18.6%	16 11.7%	17 14.3%	16 11.5%
Longer than 30 days	17 3.3%	- -	6 4.4%	4 3.4%	7 5.0%

## Recovery Oriented Treatment Experiences

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	509	113	137	119	140
I am an active participant in developing my treatment plan.					
Strongly Agree/Agree	476 93.5%	109 96.5%	123 89.8%	113 95.0%	131 93.6%
Strongly Disagree/Disagree	12 2.4%	1 0.9%	4 2.9%	- -	7 5.0%
Neutral	21 4.1%	3 2.7%	10 7.3%	6 5.0%	2 1.4%

93.5% of target rate YTD

Meets Expectations



## Recovery Oriented Treatment Experiences

I agree that the interventions offered to me on my treatment plan are a good fit for me. Q25B

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	509	113	137	119	140
I agree that the interventions offered to me on my treatment plan are a good fit for me.					
Strongly Agree/Agree	473 92.9%	107 94.7%	129 94.2%	115 96.6%	122 87.1%
Strongly Disagree/Disagree	17 3.3%	4 3.5%	5 3.6%	1 0.8%	7 5.0%
Neutral	19 3.7%	2 1.8%	3 2.2%	3 2.5%	11 7.9%

92.9% of target rate YTD

Meets Expectations

I was offered a copy of my treatment plan/treatment summary.Q25C

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	509	113	137	119	140
I was offered a copy of my treatment plan/treatment summary.					
Strongly Agree/Agree	431 84.7%	99 87.6%	110 80.3%	104 87.4%	118 84.3%
Strongly Disagree/Disagree	63 12.4%	12 10.6%	18 13.1%	14 11.8%	19 13.6%
Neutral	15 2.9%	2 1.8%	9 6.6%	1 0.8%	3 2.1%

84.7% of target rate YTD

Meets Expectations

## Recovery Oriented Treatment Experiences

**My provider "gets me" and understands me and my needs. Q25D**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	509	113	137	119	140
<b>My provider "gets me" and understands me and my needs.</b>					
<b>Strongly Agree/Agree</b>	470 92.3%	103 91.2%	130 94.9%	116 97.5%	121 86.4%
<b>Strongly Disagree/Disagree</b>	20 3.9%	4 3.5%	6 4.4%	- -	10 7.1%
<b>Neutral</b>	19 3.7%	6 5.3%	1 0.7%	3 2.5%	9 6.4%

**92.3% of target rate YTD**

**Meets Expectations**

**My provider consistently asks me for feedback about how my treatment is going. Q25E**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	509	113	137	119	140
<b>My provider consistently asks me for feedback about how my treatment is going.</b>					
<b>Strongly Agree/Agree</b>	469 92.1%	100 88.5%	126 92.0%	111 93.3%	132 94.3%
<b>Strongly Disagree/Disagree</b>	34 6.7%	9 8.0%	11 8.0%	6 5.0%	8 5.7%
<b>Neutral</b>	6 1.2%	4 3.5%	- -	2 1.7%	- -

**92.1% of target rate YTD**

**Meets Expectations**

## Recovery Oriented Treatment Experiences

**My provider asked questions about my physical health. Q25F**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	509	113	137	119	140
<b>My provider asked questions about my physical health.</b>					
Strongly Agree/Agree	451 88.6%	91 80.5%	120 87.6%	118 99.2%	122 87.1%
Strongly Disagree/Disagree	37 7.3%	17 15.0%	11 8.0%	1 0.8%	8 5.7%
Neutral	21 4.1%	5 4.4%	6 4.4%	- -	10 7.1%

**88.6% of target rate YTD**

**Meets Expectations**

**My provider treated me with dignity and respect. Q25G**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	509	113	137	119	140
<b>My provider treated me with dignity and respect.</b>					
Strongly Agree/Agree	497 97.6%	110 97.3%	134 97.8%	119 100.0%	134 95.7%
Strongly Disagree/Disagree	7 1.4%	3 2.7%	2 1.5%	- -	2 1.4%
Neutral	5 1.0%	- -	1 0.7%	- -	4 2.9%

**97.6% of target rate YTD**

**Meets Expectations**

## Recovery Oriented Treatment Experiences

**My provider talks to me about my plan for after treatment. Q25H**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>My provider talks to me about my plan for after treatment.</b>					
<b>Strongly Agree/Agree</b>	<b>343</b> 67.4%	87 77.0%	104 75.9%	76 63.9%	76 54.3%
<b>Strongly Disagree/Disagree</b>	<b>149</b> 29.3%	22 19.5%	26 19.0%	37 31.1%	64 45.7%
<b>Neutral</b>	<b>17</b> 3.3%	4 3.5%	7 5.1%	6 5.0%	- -

**67.4% of target rate YTD**

**Action Required**

**Literal Comments Q25I**

**If you chose neutral/or disagreed with any of these state...**

Q1-Just wasn't a good fit for me.

Q1-My primary care doctor does.

Q1-I was not heard and felt unsafe and uncomfortable after comments were made about me not taking meds as directed.

Q1-Some days I am all about my mental health, others not at all.

Q1-Some staff are not educated on things. They ask how I am doing and nothing else.

Q1-I felt my counselor was too young, talked about herself too much, wasn't the right fit for me. I stopped going 2 months ago. Would like other options.

Q1-It was hard conveying how my rare diseases effected my mental health via television. I don't feel like I was understood as well as in person.

Q1-I will need treatment the rest of my life living with rare diseases that effect my mental health, so them asking about my physical health is super important/vital.

Q1-Did not get a copy yet because of COVID. They do not ask about my physical health.

Q1-Does not recall.

Q1-They really only ask for his recovery when he goes in for a visit.

Q1- Very rarely do they ask about my physical health.

Q1-Only if I bring up my physical ailments.

Q1-I haven't been going very long so I'm not sure we have covered everything.

Q1-Haven't discussed this yet.

Q1-I'm not ready for after treatment considerations.

Q1-Wasn't there long enough.

Q2-Not even discussing that yet.

Q2-Dr. is awesome for listening to me and is very thorough and helping me get back on track, but my PCP isn't helping with my meds.

Q2-Provider does not consistently ask.

**Literal Comments Q25I****If you chose neutral/or disagreed with any of these state...**

Q2-My counselor doesn't speak to me for more than 15 minutes to do a mindfulness exercise, then schedules me once a month. I want more time and appointments.

Q2-Have not talked about this.

Q2- Can't remember if they gave me a copy or not.

Q2-Not since Covid. Have not gotten there yet.

Q2-Was not offered a copy. Did not ask questions about physical health.

Q2-Has been clean for 3 years so doesn't have this anymore. Does not recall treatment plan

Q2-Haven't gotten to that point yet.

Q2-Was not offered a copy, but I can get one if I want one.

Q2-Does not recall being offered one. Provider doesn't "get" him. Did not discuss after care.

Q2-My psychiatrist is very disrespectful to me

Q2-They don't care about us at all. They were awful.

Q2-Not Yet

Q2-Was not offered a copy, they haven't asked about physical health or feedback and we have haven't discussed after care.

Q2-Have not talked about that yet.

Q2-Used to be but has not lately.

Q2-I don't remember

Q2-Have not gotten there yet.

Q2-Was not offered a copy

Q2-Does not apply.

Q2-Not good interventions.

Q3-We haven't discussed this yet.

Q3-I didn't get to make decisions at first with medications, services, etc. I'm still doing and taking meds that I don't want to be on. My treatment is never ending.

Q3-My treatment won't end.

Q3-I'm not sure I will ever stop treatment.

Q3-I'm not sure I will ever stop treatment, it's really helped me.

Q3-Doesn't have any after treatment.

Q3-No, not yet

Q3-I stopped going in May, but I am moving now and am too busy to go back, but I will go back.

Q3- They haven't talked about this yet

Q3-Won't be an "after treatment", will always need help.

Q3-Sometimes, not always

Q3-Was not offered a copy of treatment plan

Q3-Not yet

Q3-My treatment is on going.

Q3-Have not reached that point yet.

Q3-I need more skilled care for detoxing facilities because of other medical needs.

**Literal Comments Q25I****If you chose neutral/or disagreed with any of these state...**

---

Q3-Just started services

---

Q3-I was just uncomfortable expressing myself

---

Q3-Haven't had treatment very long

---

Q4-Treatment plan was a little confusing to follow, they didn't ask about physical health.

---

Q4-They can be really disrespectful.

---

Q4-They are not listening to her.

---

Q4-New therapist not so much, does not ask questions about physical health.

---

Q4-After treatment has not been discussed yet.

---

Q4-They have not talked about after treatment yet.

---

Q4-Does not remember.

---

Q4-Not there yet.

---

Q4-Not ready to discuss after treatment just got started.

---

Q4-Haven't gotten that far yet.

---

Q4-Ongoing treatment.

---

Q4-Did not ask for a copy of treatment plan.

---

Q4-Not offered copy of treatment plan, New psychiatrist yet to determine if understands me. Not ready for after treatment plan.

---

Q4-Provider has not talked about this.

---

Q4-Provider has not talked about after treatment.

---

Q4-Talked about it but no set end in sight.

---

Q4-Talked about after care, but no end in sight.

---

Q4-Not yet.

---

Q4-Not yet.

---

Q4-I am not receiving the meds I am supposed to be on.

---

Q4-She is not doing anything for her sleeping disorder. Along with her taking 3 months to help find someone to help with therapy services. Not talked about after treatment.

---

Q4-Some of the interventions are a good fit. Haven't gotten to talking about after treatment.

---

Q4-I stopped going because they were too young to understand my complex needs of my diagnosis.

---

Q4-I don't know the goals, not set date to accomplish the goals, I attend the groups at my own choice. Still not the right group for me.

---

Q4-Worst experience I ever had, he told me he didn't want to treat me, said Geisinger shouldn't have sent me. Changed my meds and did not have follow up.

---

## Outcomes of Services

### I deal more effectively with daily problems. Q26A

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>I deal more effectively with daily problems.</b>					
<b>Strongly Agree/Agree</b>	<b>392 77.0%</b>	<b>93 82.3%</b>	<b>100 73.0%</b>	<b>91 76.5%</b>	<b>108 77.1%</b>
<b>Strongly Disagree/Disagree</b>	<b>27 5.3%</b>	<b>3 2.7%</b>	<b>5 3.6%</b>	<b>1 0.8%</b>	<b>18 12.9%</b>
<b>Neutral</b>	<b>90 17.7%</b>	<b>17 15.0%</b>	<b>32 23.4%</b>	<b>27 22.7%</b>	<b>14 10.0%</b>

**77.0% of target rate YTD**

**Satisfactory**

### I feel more hopeful about my future. Q26B

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>I feel more hopeful about my future.</b>					
<b>Strongly Agree/Agree</b>	<b>413 81.1%</b>	<b>85 75.2%</b>	<b>117 85.4%</b>	<b>95 79.8%</b>	<b>116 82.9%</b>
<b>Strongly Disagree/Disagree</b>	<b>20 3.9%</b>	<b>4 3.5%</b>	<b>- -</b>	<b>5 4.2%</b>	<b>11 7.9%</b>
<b>Neutral</b>	<b>76 14.9%</b>	<b>24 21.2%</b>	<b>20 14.6%</b>	<b>19 16.0%</b>	<b>13 9.3%</b>

**81.1% of target rate YTD**

**Meets Expectations**

## Outcomes of Services

### I believe I am recovering. Q26C

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>I believe I am recovering.</b>					
<b>Strongly Agree/Agree</b>	<b>401 78.8%</b>	<b>91 80.5%</b>	<b>110 80.3%</b>	<b>86 72.3%</b>	<b>114 81.4%</b>
<b>Strongly Disagree/Disagree</b>	<b>22 4.3%</b>	<b>4 3.5%</b>	<b>2 1.5%</b>	<b>8 6.7%</b>	<b>8 5.7%</b>
<b>Neutral</b>	<b>86 16.9%</b>	<b>18 15.9%</b>	<b>25 18.2%</b>	<b>25 21.0%</b>	<b>18 12.9%</b>

**78.8% of target rate YTD**

**Satisfactory**

### I feel that treatment is working. Q26D

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>I feel that treatment is working.</b>					
<b>Strongly Agree/Agree</b>	<b>439 86.2%</b>	<b>98 86.7%</b>	<b>119 86.9%</b>	<b>101 84.9%</b>	<b>121 86.4%</b>
<b>Strongly Disagree/Disagree</b>	<b>20 3.9%</b>	<b>6 5.3%</b>	<b>5 3.6%</b>	<b>6 5.0%</b>	<b>3 2.1%</b>
<b>Neutral</b>	<b>50 9.8%</b>	<b>9 8.0%</b>	<b>13 9.5%</b>	<b>12 10.1%</b>	<b>16 11.4%</b>

**86.2% of target rate YTD**

**Meets Expectations**



## Outcomes of Services

**I know what to do when I am in a crisis. Q26E**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>I know what to do when I am in a crisis.</b>					
<b>Strongly Agree/Agree</b>	<b>488 95.9%</b>	<b>108 95.6%</b>	<b>132 96.4%</b>	<b>110 92.4%</b>	<b>138 98.6%</b>
<b>Strongly Disagree/Disagree</b>	<b>6 1.2%</b>	<b>1 0.9%</b>	<b>3 2.2%</b>	<b>- -</b>	<b>2 1.4%</b>
<b>Neutral</b>	<b>15 2.9%</b>	<b>4 3.5%</b>	<b>2 1.5%</b>	<b>9 7.6%</b>	<b>- -</b>

**95.9% of target rate YTD**

**Meets Expectations**

**Literal Comments Q26F**

**If you chose neutral/or disagreed with any of these state...**

Q1-Didn't really go enough to see more improvement.

Q1-Still have off days and stressful home life.

Q1-Still have off days and stressful home life.

Q1-I did not feel heard by the psychiatrist and she accused me of not taking my meds as directed if I complained or said something about them not working.

Q1-To a point.

Q1-Because he is autistic and it is still difficult.

Q1-I still struggle and my meds running out doesn't help.

Q1-My meds will run out before my next appointment because I'm scared to go to the hospital because of COVID

Q1-Still dwells on things and lacks confidence to make decisions

Q1-Still has panic attacks. Feels like things are not changing since the pandemic started.

Q1-Things are really bad.

Q1-I didn't feel treatment was effective in helping me as much as I would have liked.

Q1-I didn't feel like telepsych was working for me.

Q1-Definitely not (Surveyor advised member to reach out to sponsor, crisis line or 911 if they find themselves in a crisis situation)

Q1-Caused a lot of conflict because of so much treatment options, I had to learn time management to make sure I could get all my services.

Q1-It is a teeter totter.

Q1-I've only had a few sessions so I haven't had many changes so far.

Q1-I'm not going to recover. I have brain issues and a diagnosis that will always effect my thinking and understanding.

Q2-To a point, she still has a lot going on but she is hopeful.

Q2-Was already pretty stable on meds but just needed someone to write them.

Q2-Sometimes he deals more effectively.

**Literal Comments Q26F****If you chose neutral/or disagreed with any of these state...**

Q2-Needed to change counselors after a few sessions because she could not help.

Q2-For the most part.

Q2-Just started the recovery aspect.

Q2-Counselor was not a good fit for her.

Q2-Does not feel like the treatment he received made a difference.

Q2-I got better on my own, my time there was a waste.

Q2-Its still about the same

Q2-Still dealing with things

Q2-Life is life-It's not easy. Some days I feel like treatment is working.

Q2-A lot going on right now in life.

Q2-Because what he is going for does not affect his actual behavior, it effects how he feels. He doesn't feel hopeful because of his past. There is no recovering from his past, just surviving.

Q3-Sometimes

Q3-I don't believe mental health issues go away.

Q3-It's a work in progress

Q3- Her physical more than mental.

Q3-I have a lot more to work on.

Q3-Still working on some categories to keep moving

Q3-Some days

Q3-Just because she is struggling with depression and anxiety.

Q3-Not sure where I am at in life at this point in time.

Q3-I have my good days and bad still

Q3-Just goes day by day

Q3-Just started services

Q3-Didn't go back long enough

Q4-Works inconsistently.

Q4-Works inconsistently.

Q4-Works inconsistently.

Q4Dealt a bad hand lost job and mother died.

Q4- Daily life problems still exist.

Q4-There is management of mental health not recovery.

Q4-Feel more hopeful day to day, feels like his sustained.

Q4-Treatment not working, no one doing their job. I have no reason to thing about being hopeful about the future and it is hard to recover in a place where no one helps you.

Q4-Not able to sleep, going through horrible depression, can't drive and scared to leave the house. It comes and goes, has terrible anxiety.

Q4-Medications still not right, trying to find right medication. Treatment not as quick as she would like, some of it working.

Q4-They tried to help me but they didn't understand my needs.

**Literal Comments Q26F**

**If you chose neutral/or disagreed with any of these state...**

---

Q4-I would be doing better if my other services were helping more.

## Provider Issues

Have you had any issues or problems with services from provider? Q27

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>Have you had any issues or problems with services from provider?</b>					
<b>Yes</b>	<b>25</b> 4.9%	<b>9</b> 8.0%	<b>7</b> 5.1%	<b>2</b> 1.7%	<b>7</b> 5.0%
<b>No</b>	<b>484</b> 95.1%	<b>104</b> 92.0%	<b>130</b> 94.9%	<b>117</b> 98.3%	<b>133</b> 95.0%

If yes, what were the issues or problems with the services from provider? Q28

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>N/A Responses reduce total</b>	<b>25</b>	<b>9</b>	<b>7</b>	<b>2</b>	<b>7</b>
<b>If yes, what were the issues or problems with services from provider?</b>					
<b>Lack of treatment planning and participation</b>	<b>6</b> 24.0%	<b>1</b> 11.1%	<b>1</b> 14.3%	<b>-</b>	<b>4</b> 57.1%
<b>Frequent provider cancellations</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Services not provided when I needed them</b>	<b>3</b> 12.0%	<b>1</b> 11.1%	<b>-</b>	<b>1</b> 50.0%	<b>1</b> 14.3%
<b>Attitude/personality conflicts</b>	<b>4</b> 16.0%	<b>3</b> 33.3%	<b>1</b> 14.3%	<b>-</b>	<b>-</b>
<b>Poor communication</b>	<b>3</b> 12.0%	<b>1</b> 11.1%	<b>-</b>	<b>-</b>	<b>2</b> 28.6%
<b>Billing</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Frequent staff changes</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Other</b>	<b>9</b> 36.0%	<b>3</b> 33.3%	<b>5</b> 71.4%	<b>1</b> 50.0%	<b>-</b>

## Provider Issues

### Literal Comments Q28A

#### If other, please explain.

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Q1-Did not feel heard when it came to psych appointments.

---

Q1-Let therapist know that I had to work the next day and needed to change appointment. Crossroads dropped me as a client.

---

Q1-Scheduling issues

---

Q1-His counselor broke confidentiality and was subsequently terminated.

---

Q1-The counselor I saw was kind of rude so I went to my appointment but didn't go back.

---

Q1-I need more reminders because of my memory loss issues. They said I missed too many appointments.

---

Q2-Medication authorization not done in proper time and I could not get my needed medicine. But it only happened once.

---

Q2-She had trouble getting the appropriate services that she needed.

---

Q2-Still does not have certification. There was supposed to be a follow up to get certification. They didn't call for the follow up via teletherapy.

---

Q2-He did not like his treatment plan (mostly groups). He did not benefit from it. Everyone just talked about their issues.

---

Q2-Doctor is very rude and disrespectful. He threatened to drop me because I asked about changing my med dosage.

---

Q2-The facility was trash, you couldn't even drink the water. They charged my account for things I never got.

---

Q2-Psychiatrist did not work with me and denied I have hearing loss. I was admitted for mental health and was giving me new meds in hospital. He took me off those meds, which were working/helping and would not listen to me.

---

Q3- He's a driver for work and his hours vary getting off. Because he is in the MAT program his counselor told him that he needs so many counseling hours or he gets kicked out of the program. Its not fair to make him choose between work and wellness.

---

Q4-No detox for MAT patients.

---

Q4-Attitude, poor communication, frequent staff changes.

---

Q4-Services not provided when I needed them, Poor communications, attitude, frequent staff changes.

## Provider Issues

Were you able to resolve these issues or problems with provider...Q29

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A Responses reduce total	24	9	7	2	6
Were you able to resolve these issues or problems with provider through discussion with the program manger, by filing a formal complaint, or did you choose not to take action?					
I resolved the problem with the program manager	7 29.2%	1 11.1%	2 28.6%	1 50.0%	3 50.0%
I chose to not take action	16 66.7%	7 77.8%	5 71.4%	1 50.0%	3 50.0%
I filed a formal complaint	1 4.2%	1 11.1%	- -	- -	- -

If you chose not to take any action, why? Q30

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A Responses reduce total	15	7	5	1	2
If you chose not to take any action, why?					
The problem was not that serious	2 13.3%	2 28.6%	- -	- -	- -
I was concerned with how the provider would react	4 26.7%	1 14.3%	1 20.0%	1 100.0%	1 50.0%
I didn't know hot to file a formal complaint	9 60.0%	4 57.1%	4 80.0%	- -	1 50.0%

## Provider Issues Comments

### Literal Comments Q30A

**Please explain your answer.**

---

Q1-I left and never went back and was discharged.

---

Q1-I didn't want anyone to get in trouble so I didn't file any complaints.

---

Q1-I just stopped going. Didn't want to ask for another counselor.

---

Q2-The first issue took her many attempts to resolve and she is a busy mom so she just gave up.

---

Q2-Surveyor gave member CCBH contact info, member stated she would be reaching out to CCBH.

---

Q4-It's already done and over with.

---

Q4-I was going to file a complaint against a tech because she said "go ahead and keep that mind set and you will lose your kid".

---

Q4-Manager resolved problem within the week, I see a new psychiatrist this week.

---

Q4-Manager resolved the problem within the week.

---

Q\$-They told me to fo to CSG, I worked it out to have my meds managed by my Dr.

## Adult Department of Human Services Questions

**What effect has the treatment you've received had on the overall quality of your life? Q31**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>What effect has the treatment you've received had on the overall quality of your life?</b>					
Much better/A little better	437 85.9%	99 87.6%	122 89.1%	100 84.0%	116 82.9%
About the same	70 13.8%	14 12.4%	15 10.9%	19 16.0%	22 15.7%
A little worse/ Much worse	2 0.4%	- -	- -	- -	2 1.4%

**Were you given a chance to make treatment decisions? Q32**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>Were you given the chance to make treatment decisions?</b>					
Yes	445 87.4%	95 84.1%	123 89.8%	114 95.8%	113 80.7%
No	18 3.5%	2 1.8%	7 5.1%	1 0.8%	8 5.7%
Sometimes	46 9.0%	16 14.2%	7 5.1%	4 3.4%	19 13.6%

**In the last twelve months, were you able to get the help you needed? Q33**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>In the last 12 months, were you able to get the help you needed?</b>					
Yes	459 90.2%	101 89.4%	131 95.6%	112 94.1%	115 82.1%
No	17 3.3%	3 2.7%	4 2.9%	1 0.8%	9 6.4%
Sometimes	33 6.5%	9 8.0%	2 1.5%	6 5.0%	16 11.4%



## Adult Department of Human Services Questions

If you were not able to get help with your behavioral health in the last twelve months, what stopped you? Q34

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A responses reduce total	50	9	6	4	31
<b>If you were not able to get help with your behavioral health in the last 12 months, what stopped you?</b>					
<b>Money issues</b>	3 6.0%	- -	- -	- -	3 9.7%
<b>Child care issues</b>	1 2.0%	- -	- -	- -	1 3.2%
<b>Transportation issues</b>	10 20.0%	1 11.1%	1 16.7%	2 50.0%	6 19.4%
<b>Long waiting list</b>	3 6.0%	- -	1 16.7%	- -	2 6.5%
<b>language barriers</b>	- -	- -	- -	- -	- -
<b>I did not know where to get help</b>	8 16.0%	3 33.3%	2 33.3%	- -	3 9.7%
<b>Inconvenient times</b>	4 8.0%	1 11.1%	- -	- -	3 9.7%
<b>Attitude/Personality conflicts</b>	2 4.0%	1 11.1%	1 16.7%	- -	- -
<b>Other</b>	19 38.0%	3 33.3%	1 16.7%	2 50.0%	13 41.9%

**Literal Comments Q34A****If other, please explain.**

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Q1-I was not ready to continue treatment

---

Q1-I rely on myself.

---

Q1-Insurance issues-double pay for having med needs and respite care, so we cannot leave her because we have to take care of her

---

Q2-Apprehensive to seek out services again due to past experience with suicide watch being forced on me and the issues not being addressed or resolved.

---

Q2-It was hard for me to get to my appointments due to transportation. I'm just outside the bus route and I'm not from the area so it's hard to find a ride.

---

Q3-Lack of services in my area.

---

Q3-Personal fear of committing to a program, not knowing what to expect, following the recommendations of help/counselors.

---

Q4-They don't show up on time.

---

Q4-They don't show up in time.

---

Q4- I'm required to get an evaluation before they will treat me again.

---

Q4-I am on a fixed income, so its hard at times to get all I need.

---

Q4-Because it was on the ophone, they were every young and didn't understand my issues.

---

Q4-Long waiting list, I did not know where to get help.

---

Q4-From my PCP, not mental health.

---

Q4-From my PCP, not mental health.

## Adult Medications

### Are you taking behavioral health medications? Q35

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	<b>509</b>	<b>113</b>	<b>137</b>	<b>119</b>	<b>140</b>
<b>Are you taking behavioral health medications?</b>					
<b>Yes</b>	<b>444</b> 87.2%	96 85.0%	113 82.5%	112 94.1%	123 87.9%
<b>No</b>	<b>65</b> 12.8%	17 15.0%	24 17.5%	7 5.9%	17 12.1%

### Who prescribes your behavioral health medications? Q36

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>N/A responses reduce total</b>	<b>444</b>	<b>96</b>	<b>113</b>	<b>112</b>	<b>123</b>
<b>Who prescribes your behavioral health medications?</b>					
<b>Psychiatrist</b>	<b>332</b> 74.8%	67 69.8%	89 78.8%	79 70.5%	97 78.9%
<b>Primary Care Physician (PCP)</b>	<b>100</b> 22.5%	25 26.0%	18 15.9%	31 27.7%	26 21.1%
<b>Physician Assistant</b>	<b>3</b> 0.7%	3 3.1%	-	-	-
<b>Nurse Practitioner</b>	<b>2</b> 0.5%	-	2 1.8%	-	-
<b>Other</b>	<b>7</b> 1.6%	1 1.0%	4 3.5%	2 1.8%	-

### Literal Comments Q36A

#### If other, please explain.

Q1-Moonawar (Geisinger)

Q1-Rebecca Lindower

Q1-Rebecca Lindower

Q1-Rebecca Lindower

Q1-Doctor at Geisinger (does not remember his name)

Q1-Dr.Brown

Q2-Dr.Dietrich @ Geisinger Williamsport

Q2-Dr.Deitrich

Q2-Dr.Deitrich

Q2-GreenRidge

Q3-Dr.Bodkin

Q3-Suboxone doctor (can't remember name)

**Literal Comments Q36A**

**If other, please explain.**

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Q3-Suboxone Doctor

---

Q3-Dr.Bartlow @ RVHD

---

Q4-Dr. Reed

---

Q4-Dr. Reed

---

Q4-Dr. Reed

---

Q4-Dr. Reed

---

2

---

Q4-PCP also perscribed behavioral health medications

---

Q4-Dr. Yordy

## Adult Medications

**I feel like the person who prescribes my medication listens and responds to my concerns. Q37A**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A responses reduce total	444	96	113	112	123
<b>I feel like the person who prescribes my medication listens and responds to my concerns.</b>					
<b>Strongly Agree/Agree</b>	<b>400</b> <b>90.1%</b>	92 95.8%	97 85.8%	110 98.2%	101 82.1%
<b>Strongly Disagree/Disagree</b>	<b>28</b> <b>6.3%</b>	3 3.1%	3 2.7%	1 0.9%	21 17.1%
<b>Neutral</b>	<b>16</b> <b>3.6%</b>	1 1.0%	13 11.5%	1 0.9%	1 0.8%

**Are you experiencing any problems in getting the medications that work for you? Q38**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A responses reduce total	444	96	113	112	123
<b>Are you experiencing any problems in getting medications that work for you?</b>					
<b>Yes</b>	<b>31</b> <b>7.0%</b>	4 4.2%	10 8.8%	1 0.9%	16 13.0%
<b>No</b>	<b>413</b> <b>93.0%</b>	92 95.8%	103 91.2%	111 99.1%	107 87.0%

## Adult Medication comments

### Literal CommentsQ38A

#### If yes, please explain.

---

Q1-They want me to do everything over the phone and it is not working.

---

Q1-Need my meds compounded because of rare disease causing allergic reaction to inactive ingredients in meds. Was denied compoun

---

Q1-She is inconsistent with her appointments, I'm supposed to see her every 3 months and it has been at least 5 months.

---

Q2- He does have problems sometimes. The doctor hasn't found the right meds for him yet.

---

Q2-I have to be careful with what meds I take.

---

Q2-I have to be careful what meds I take due to past drug use.

---

Q2-Having trouble getting the best medication that works for her.

---

Q2-She has been through 7 different meds and cannot get the right one for her.

---

Q2-My medication was approved the first month, then denied.

---

Q3- There is a delay from when they call in the refill until the pharmacy fills it, sometimes I go a few days without meds.

---

Q4-Psychiatrist says that ADHD meds are not available for her.

---

Q4-Because of his past, they will not give him wat works.

---

Q4-After three weeks I am still waiting on serveral of my original prescribed meds.

---

Q4-Needs something perscribed for not sleeping for days on end.

---

Q4-There are medications that worked in the past that she cannot get now.

---

Q4-One medication is not getting approved-reminded about 800 # on back of card to get resolved.

---

Q4-May need more/different meds, but my doctor is leaving so i don't know what to do.

## Adults Discharge Related to Compliance Issues

Have you ever been discharged because you had trouble following your treatment plan or you had set backs? Q39

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<b>Base</b>	509	113	137	119	140
<b>Have you ever been discharged because you had trouble following your treatment plan or you had set backs?</b>					
<b>Yes</b>	74 14.5%	9 8.0%	14 10.2%	22 18.5%	29 20.7%
<b>No</b>	435 85.5%	104 92.0%	123 89.8%	97 81.5%	111 79.3%

## Adult Help From County

Is there anything the county could do better to help you... Q40

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A responses reduce total	506	111	137	119	139
<b>Is there anything the county could do better to help you with your behavioral health needs?</b>					
<b>Yes</b>	134 26.5%	21 18.9%	25 18.2%	23 19.3%	65 46.8%
<b>No</b>	372 73.5%	90 81.1%	112 81.8%	96 80.7%	74 53.2%

## Adult Help From County Literal Comments

### Literal Comments Q40A

#### If yes, please explain.

Q1-More awareness of resources.

Q1-I go to Geisinger now which is an hour away, I don't feel there are enough local resources, that I'm aware of, that can help me.

Q1-I recently moved to Centre County and my insurance no longer covers my visits with my counselor and now I pay out of pocket.

Q1-Housing, in general-things are hard

Q1-Housing-income based,Disability/SSI

Q1-More awareness of resources for mental health services for specific needs- grief counselor for miscarriage was not accepted many places.

Q1-Mental health treatment in this area is not always the greatest. It should be easier for a person with mental health to get services. Its not always user friendly.

Q1-Closer services to me, UCBH is an hour away from her. They were my treatment provider and they moved, I moved with them so I didn't have to start over again.

Q1-Need more info on resources and where to find help.

Q1-Resume in person services.

Q1- I wish there was more help with finding needed services without having to wait only to not get returned calls or denied no matter what we try to do, even with private pay.

Q1-More domestic violence agencies in our area, more support for mental health after an incident to go to the police and not be penalized. When incident was reported, I needed to talk to someone about my options.

Q1-Have a main resource center that can help you with your needs such as housing, etc.

Q1-He wants back on Social Security.

Q1-Need more help with finding how to start mental health services when unfamiliar with how to get services. I was not aware of CCBH as a separate resource in insurance providers.

Q1-More availability of services for autism based and behavioral therapy.

Q1-More availability of approved medications covered by insurance.

Q1-Housing

Q2-Housing-currently homeless but staying with family with my 2 kids.

Q2-More availability of psychiatrists in this area.

Q2-Housing

Q2-Housing- Public housing needed for non senior citizens. I'm in a group home right now because I do not have anywhere to go

Q2-Affordable housing for non-senior people who are on disability

Q2-Community housing for people who need some reminders or guidance, affordable housing for people on disability

Q2-Low income housing is trying to kick me out because I got a small raise, they say I make too much, but I barely make ends meet.

Q2-They should continue allowing virtual services for anyone that prefers it. Its hard for her to get around and she is high risk.

Q2-Lycoming County needs more availability to services listed in this question especially for women and more drug and alcohol help.



**Literal Comments Q40A****If yes, please explain.**

Q2-Need a directory of available services and agencies to help with D&A services.

Q2- Close it down.

Q2-More affordable housing

Q2-More availability of existing services.

Q2-Could definitely use help with housing in the near future.

Q2-More Psychiatrists and peer support staff

Q2-Housing is needed in this area and more available transportation.

Q2-Actual assistance with workers with disabilities more than what currently exists. Having a government agency that is more aggressive in regards to helping people with disabilities. Rename the Women's center to the Domestic Violence Center or Outreach Program so males can be included. Males tend to be ashamed or embarrassed to seek help in those situations.

Q2-Housing-more availability of existing services.

Q2-More availability of existing services.

Q2-Mental health info should be more readily available, same as medical. I had a very hard time getting started because I wasn't sure where to start, especially not having a medical card at the time.

Q2-Need better ways to find mental health resources, I didn't have a medical card at the time and didn't know who to call.

Q2-Housing

Q2-I was turned away from another agency because I have the medical marijuana card, That's how I ended up at Crossroads. It would be nice to know ahead of time when seeking services.

Q3-Need more psychiatrists in this area, Lycoming County especially.

Q3-More availability of existing services, more places that accept CCBH.

Q3-More services to encourage independence on a limited income due to mental health.

Q3-I need to know what resources are available in this area. I don't know where to find help. I don't want to get scammed if I go to the wrong website for things.

Q3-I need help finding more resources and I have to remember to ask for help at my appointments.

Q3-I need to know where to find local resources and correct websites for insurance/assistance office, I went to wrong ones and they try to scam you for info.

Q3-More recovery services for addiction, more places to go, I had to wait for services for drug recovery and this is critical when someone is ready to get clean.

Q3-Help with housing.

Q3-More one on one counseling in facilities, I didn't see a doctor for 4 days when I was admitted. I needed more counseling while there.

Q3-Need more psychiatrists in this area. Not on the TV but in person.

Q3-More availability for evening hours, I work until 4 and sometimes would be nice to have appointments after that.

Q3-I feel there needs to be more doctors. I get a new doctor and we can't get my meds right. Sometimes we are waiting up to 6 months to a year for a doctor and that's setting people up for failure.

Q3-More housing options for low income/fixed income people on disability with medical issues, to be more independent.

Q3-More availability of psychiatrists in my area that accept CCBH. More services for children.

**Literal Comments Q40A****If yes, please explain.**

Q3-Assistance for addicts to find work. Fitting in a work schedule w/ counseling services is hard. Possibly offer job hunting help.

Q3-Housing. It would be nice to have more options for people-especially homeless.

Q3-Housing, new services like more mental health check ins or accountability for agencies we monitor, more resource awareness to find services in common areas.

Q3-Need more psychiatrists in this area. Very big shortage compared to need/population.

More availability of empathetic providers, Mental illness is not treated with enough urgency at the time.

Q4-Need more psychiatrists in area, need more places to have support and relax from my house.

Q4-Need more services in this area.

Q4-Teach me better coping skills.

Q4-Wished I knew more about resources for my family. I'm not sure what all is available, because I am not from around here.

Q4-More availability for kids and women for help for homelessness.

Q4-More availability of services for mental health -more places to go to.

Q4-More availability of existing services.

Q4-Lack of assistance services-transportation.

Q4-More availability of existing services. Clinton Co. does not have a MAT program.

Q4-Housing would be nice.

Q4-More availability of existing services.

Q4-Could we get help with bus pass for going to appointments independently without STEP transportation, help with programs to better myself-training/ classes etc for better jobs.

Q4-We need a mental health safe space for people with issues to go to for meetings/having problems getting support.

Q4-They could help with housing.

Q4-New services availability in Clinton County.

Q4-Need more psychiatrists/psychologists.

Q4-Housing is needed

Q4-Applying for disability for my health conditions and I'll need housing.

Q4-Low income/Domestic Violence / D&A / MH issues/housing needed especially in this county.

Q4-Need help with housing in Clinton County/Domestic violence and disability.

Q4-Cost is too high for housing with disabilities.

Q4-Mental health directory for available services.Hard to call around and make the connection.

Q4-Living on fixed income we need help with food and electric.

Q4-Need mental health facilities around here. Like a mH campus for longer term treatment for D&A and MH and treat the root cause of the addiction. Not just a short term facility.

## Adult Shared information

If you shared problems about your provider, or managed care company.... Q41

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A responses reduce total	22	9	7	2	4
<b>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	22 100.0%	9 100.0%	7 100.0%	2 100.0%	4 100.0%

## Adult Additional Compliments and Concerns

Please share any additional compliments or concerns...Q43

**Please share any additional compliments or concerns you h...**

Q1-He likes his counselor.

Q1-I am glad they have helped me all these years.

Q1-Staff at Crossroads are amazing. They've helped me in ways they'll never know.

Q1-My current therapist is great! I was happy with my last therapist but she went on maternity leave and I got a new one. I just would like in person services back.

Q1-Her counselor is good at listening to all of her problems.

Q1-She loves her psychiatrist. He is awesome!

Q1-My counselor has been the constant in the last 3 years of my recovery. I tell her everything. She is very knowledgeable.

Q1-His counselor is awesome. She can relate and she is a great guidance. She shows him how it is and thinks outside of the box. She is a great person with a great personality.

Q1-They are cool at CSG, I like it there.

Q1-Overall I am happy with my treatment.

Q1-Her therapist is great and has made a lot of progress.

Q1-Thank you for helping me.

Q1-His therapist treats him very well and is doing a great job.

Q1-He thinks the services he receives are great. His CRS is great.

Q1-My doctor is the best I've ever had!

Q1-My case manager is the best one I have had in a VERY long time. She helps, she listens, she helps me get the services I need or refers me to things I need.

**Please share any additional compliments or concerns...Q43****Please share any additional compliments or concerns you h...**

Q2-My counselor is awesome! She is there when I need her and she knows how to make me smile.

Q2-The organization itself is wonderful. They strive to meet your needs.

Q2-I am happy to have a psychiatrist available to get my medicine.

Q2-I just love the skills program and they have helped me a lot. It's a wonderful program.

Q2- NP needs to listen to her patients more than using her book knowledge.

Q2-Her therapist is fantastic. She allows things to flow naturally. When there are things that are hard to discuss, she helps you to know you need to have self love, meditation, etc.

Q2-She has had a few therapists through Diakon. Her new therapist is amazing with her kids and he sees the they are having and helps them push through.

Q2-Her counselor was great. Very knowledgeable in a lot of aspects. She would like her certification so that it shows she is complete in the system.

Q2-My counselor is great! I trust her and she has helped me immensely.

Q2-Everything is great. No complaints.

Q2-Doctor is an amazing person. He listens to your problems and he works with you to get you better. He does not force meds on you. He also doesn't judge you.

Q2-I appreciate their services, help and concern and it has pushed me further ahead to my goals.

Q2-My counselor is always so helpful and she always has constructive stuff too. Helps her find strength.

Q2-Crossroads had great people for me to work with.

Q2-My doctor is really great.

Q2-West Branch has great people that helped me.

Q2-Everything is fine.

Q2-Believes that his personal therapist goes above and beyond what her normal job is.

Q2-They person I worked with was really cool but she didn't really do anything.

Q2-She was a good counselor and helped get things better.

Q2-I definitely recommend Oasis HeathCare for mental health care. I have come a long way in the 3 years I've been there. They are very nice staff and low turnover for staff. Staff is always helpful, even in emergency situations, they are prompt with help.

Q2-Counselor has been amazing and helpful with her treatment with me.

Q2-They are great. They are always there when I need them. Such a great experience with them. I am here because of them.

Q3-Feel like the therapists have been really helpful.

Q3-Enjoys her therapist.

Q3-Her therapist is amazing and has helped so much. You can tell that she actually genuinely cares.

Q3-Her counselor is amazing.

Q3-They really worked with me to get me in and started. When the pandemic started and I was starting services they were really flexible and helpful.

Q3-More open to talking, lost weight, more optimistic, working on confidence, all because of starting services.

Q3-I really like my lady and the people that call about treatment plans.

Q3-Her counselor is the bomb!

Q3-My counselor is very good.

**Please share any additional compliments or concerns...Q43****Please share any additional compliments or concerns you h...**

Q3-Experience and atmosphere are nice. They listen to you.

Q3-Her counselor works with her and her situations very well.

Q3-There should be more help for people that have MH issues. They should have more hotlines and services for people that need help.

Q3-He enjoys his services at Crossroads.

Q3-Doctor is doing a great job.

Q3-The counselors are amazing!

Q3-She thinks the counselors w/ IOP are very supportive. She doesn't feel alone. She is getting the help she needs. She was scared to go to rehab and then scared to leave but Genesis House has been comforting.

Q3-My counselor is the best!! The whole place is cool.

Q3-My counselor is awesome! She's a good listener, loyal and straight forward.

Q4-They need to fix their phone lines because it is hard to get through to someone. Their psychiatrist needs to believe in ADHD meds and less turnover with employees.

Q4-(Provider) is a readdy good place to go. All therapists he has seen are rally good. Only problem is the psychiatrist when talking about problems with meds & does not want to listen, he cuts him off when talking to him.

Q4-They are helping right now and she appreciates it. She hopes to continue with this provider.

Q4- Sharon has been so helpful t oher. She has helped so much. She will bend over backwards to get right.

Q4-I really like everyone here, nurses, counselors, and etc.

Q4-Overall staff is really nice and respectful.

Q4-This is the only place that has worked for me.

Q4-Ever since she has gone there, her therapist has been wonderful. She does not feel judged there.

Q4-Compliments to DR., she is doing a wonderful job.

Q4-Extremely happy with all the staff from office staff, to scheduling to providers themselves. They are accommodating and very understanding to lived experiences. As a part of the LGBT community, they make the environment very welcoming and make you feel comfortable.

Q4-Provider has helped her through her mental health issues. They listen to her and they help her.

Q4-The psychiatrist at providers has really worked with me on my meds and they have helped tremendously.

Q4-I an very impressed with my counselor.

Q4-Satisfied and grateful for being here.

Q4-He gets along good with everyone here. Aws long as you follow the rules, you won't have any problems. Just wish they could text about appointments in addition to calling.

Q4-Provider discharged him because he wanted to go from oncer a week to every couple of weeks. Also took way longer than it should have to see another psychiatrist (9 months).

Q4-They show the utmost courtesy and respect and he gets a lot of going. He loves going to group.

Q4-They really do a good job, I am doing so much better now!

Q4-The detox issue with MAT, They didn't give me proper treatment, they need more counselors there that care about us as a person and not a paycheck.

Q4-They might be better off if they hire more people.

Q4-Everyone is really helpful.

Table	Title	Start page	End page
1	What type of survey is this? Q4	8	8
2	What county do you live in? Q5	8	8
3	What is your zip code? Q6	9	9
4	Literal Comments Q6A	9	9
5	What is your gender? Q7	10	10
6	How old are you? Q8	10	10
7	What do you consider your race to be? Q9	11	11
8	Are you receiving services primarily for: Q10	11	11
9	I've learned about Community Care (CCBH) through the following: Q11A	12	12
10	I've learned about Community Care through the following: Q11B	12	12
11	I've learned about Community Care through the following: Q11C	12	12
12	I've learned about Community Care through the following: Q11D	13	13
13	I've learned about Community Care through the following: Q11E	13	13
14	I've learned about Community Care through the following: Q11F	13	13
15	I've learned about Community Care through the following: Q11G	14	14
16	Literal Comments Q11h	14	14
17	Have you reviewed your insurance benefits and treatment options through Community Care (CCBH)? Q12	14	14
18	If you had contact with Community Care (CCBH) in the last twelve months...Q13	15	15
19	Are you aware of the Complaint and Grievance process through Community Care (CCBH)? Q14	15	15
20	Have you filed a complaint or grievance within the last twelve months? Q15	16	16
21	If yes, were you satisfied with how it was handled? Q16	16	16
22	What is the name of your provider? Q17	17	17
23	Literal Comments Q17A	17	18
24	Were you made aware of the availability of other providers and given a choice? Q18	19	19
25	What Mental Health service are you completing this survey about? Q19	19	19
26	Literal Comments Q19A	19	19
27	What Substance Use Disorder service are completing this survey about? Q20	20	20
28	Literal Comments Q20A	20	20
29	I was made aware of the availability of different treatment services and given a choice? Q21	21	21
30	How long have you been receiving services from this provider? Q22	21	21
31	I feel I was able to get the help I needed within an acceptable amount of time. Q23A	22	22
32	I was encouraged to use consumer run programs (support groups, drop-in centers, crisis phone lines, etc.) Q23B	22	22
33	Literal Comments 23C	22	23
34	How long did you have to wait for services? Q24	24	24
35	I agree that the interventions offered to me on my treatment plan are a good fit for me. Q25B	25	25
36	I was offered a copy of my treatment plan/treatment summary. Q25C	25	25
37	My provider "gets me" and understands me and my needs. Q25D	26	26
38	My provider consistently asks me for feedback about how my treatment is going. Q25E	26	26
39	My provider asked questions about my physical health. Q25F	27	27
40	My provider treated me with dignity and respect. Q25G	27	27
41	My provider talks to me about my plan for after treatment. Q25H	28	28
42	Literal Comments Q25I	28	30
43	I deal more effectively with daily problems. Q26A	31	31
44	I feel more hopeful about my future. Q26B	31	31
45	I believe I am recovering. Q26C	32	32
46	I feel that treatment is working. Q26D	32	32
47	I know what to do when I am in a crisis. Q26E	33	33
48	Literal Comments Q26F	33	35

Table	Title	Start page	End page
49	Have you had any issues or problems with services from provider? Q27	36	36
50	If yes, what were the issues or problems with the services from provider? Q28	36	36
51	Literal Comments Q28A	37	37
52	Were you able to resolve these issues or problems with provider...Q29	38	38
53	If you chose not to take any action, why? Q30	38	38
54	Literal Comments Q30A	39	39
55	What effect has the treatment you've received had on the overall quality of your life? Q31	40	40
56	Were you given a chance to make treatment decisions? Q32	40	40
57	In the last twelve months, were you able to get the help you needed? Q33	40	40
58	If you were not able to get help with your behavioral health in the last twelve months, what stopped you? Q34	41	41
59	Literal Comments Q34A	41	42
60	Are you taking behavioral health medications? Q35	43	43
61	Who prescribes your behavioral health medications? Q36	43	43
62	Literal Comments Q36A	43	44
63	I feel like the person who prescribes my medication listens and responds to my concerns. Q37A	45	45
64	Are you experiencing any problems in getting the medications that work for you? Q38	45	45
65	Literal Comments Q38A	46	46
66	Have you ever been discharged because you had trouble following your treatment plan or you had set backs? Q39	47	47
67	Is there anything the county could do better to help you... Q40	47	47
68	Literal Comments Q40A	48	50
69	If you shared problems about your provider, or managed care company.... Q41	51	51
70	Please share any additional compliments or concerns...Q43	51	53

# Family Survey Findings

## Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 62 family surveys completed during the 4th Quarter of calendar year 2021 for the period from October - December 2021.

## 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.

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

1. Face-to-face surveys are incrementally occurring already in adult surveys.
2. Slightly lower percent of female caregivers – 86% (53 of 62) versus 89% (46 of 52).
3. Lower percentage of child members aged 8 and under – 61% (38 of 62) versus 77% (40 of 52).
4. Higher percent of foster/step/adoptive/grandparent – 24% (15 of 62) versus 11% (6 of 52).
5. Lower ratio of male member service recipients – 61% (38 of 62) versus 67% (35 of 52).
6. Similar ratio of members receiving BHRS – 16% (10 of 62) versus 21% (11 of 52).

## Findings Overview

1. Family/caregivers perception of satisfaction with Community Care telephone contact dipped in the 4th Quarter. 25% (1 of 4, excluding 58 “not applicable”) of family/caregivers surveyed agreed with, *“If you had contact with Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?”* This indicator is 66% (19 of 29, excluding 207) for calendar year 2021.
  2. Just 60% (37 of 62) of family/caregivers concurred with *“Are you aware of the Complaint and Grievance process through Community Care?”* during the 4th Quarter. This indicator is 48% (114 of 236) for calendar year 2021. This low score may have something to do with the rewording of the question. In prior periods, the family/caregiver was asked if they *“knew how to file a complaint or grievance?”* and the positive responses were 85% (186 of 220) for calendar year 2020.
  3. Family/caregivers are generally pleased with Access to provider treatment services. The satisfaction scores were 92% to 100% in three indicators covering *“Authorization information is submitted on time so that services to my child are not interrupted,” “I have been given clear information on who to contact if my child needs immediate help between appointments”* and *“I was encouraged to use other support programs in the community.”*
  4. Family/caregivers were generally pleased during the 4th Quarter of 2021 with their provider *Recovery Oriented/Treatment Experiences*. The satisfaction level was 82% to 100% in seven of eight indicators. These include, *“I am an active participant in developing my child’s treatment plan,” “I agree that the interventions offered to my child on my child’s treatment plan are a good fit for my child and family,” “I was offered a copy of my child’s treatment plan/treatment summary,” “My provider “gets my child and family” and understands my child and my family and our needs,” “My provider consistently asks my child and family for feedback about how my child’s treatment is going,” “My provider asks questions about my child’s physical health “and “My provider treated my family with dignity and respect.”*
- The lower rated *Recovery Oriented/Treatment Experience* indicator during the 4th Quarter of 2021 at 53% (33 of 62) was *“My provider talks to me and my child about my child’s plan after treatment.”* This indicator is 61% (143 of 236) for calendar year 2021.
5. Family/caregiver satisfaction levels with *Treatment Outcomes* continues to show mixed results. In the 4th Quarter of 2021, *“My child deals more effectively with daily problems”* was 71% (44 of 62). *“I feel my child’s behavioral health is improving”* was 60% (37 of 62) and *“My child’s social skills are improving”* was 59% (36 of 62). These three treatment outcome satisfaction levels were in the 61%-68% range during calendar year 2020.



6. Just 2% (1 of 62) parent/caregivers reported having an issue or problem with their provider in the 3rd Quarter of 2021. This indicator is 6% (14 of 236) for calendar year 2021 compared to 11% (25 of 220) for calendar year 2020.

7. 79% (49 of 62) parent/caregivers reported their child is taking behavioral health medications and 63% (31 of 49) felt the medication was effective in helping to manage their child's symptoms.

### **Recommendations Overview**

1. The lowest rated family/caregivers' satisfaction indicators are those found under treatment outcomes. Just 59% feel their child's social skills are improving; only 60% feel their child's behavioral health is improving, while 70% believe their child deals more effectively with daily problems. These indicators fall between 61% and 65% for calendar year 2021 compared to 61% to 68% for calendar year 2020.

These results coincide with only 63% of family/caregivers believing that the behavioral medicine their child was receiving (if applicable) was helping to manage their child's symptoms.

These results require more research and discussion.

2. Many providers have not been acknowledging the family/caregiver C/FST data and responding to indicators that consistently fall under established benchmarks. Conversations with CCBHO and providers should aim to correct this deficiency.

### **Family - Request for Assistance**

0 of 62 parent/family caregiver respondents, compared to 1 of 52 in the 3rd 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**

Q40 asks the family member/care giver to share any additional compliments or concerns they may have about the services their child participates in with the provider. These comments can be found following Q40 on Page 93. This quarter 3 family/caregivers had additional comments.

## Family Demographics

### What type of survey is it? Q4

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
What type of survey is it?					
Telephone	236 100.0%	56 100.0%	66 100.0%	52 100.0%	62 100.0%
Face to Face	- -	- -	- -	- -	- -

### What county do you live in? Q5

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
What county do you live in?					
Lycoming	178 75.4%	38 67.9%	53 80.3%	39 75.0%	48 77.4%
Clinton	58 24.6%	18 32.1%	13 19.7%	13 25.0%	14 22.6%

# Family Demographics

What is your zip code? Q6

Literal Comments Q6A

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
What is your zip code?					
16822-Beech Creek	1 0.4%	-	-	-	1 1.6%
17721-Avis	2 0.8%	2 3.6%	-	-	-
17740-Jersey Shore	15 6.4%	6 10.7%	7 10.6%	2 3.8%	-
17748-McElhatton	-	-	-	-	-
17756-Muncy	6 2.5%	1 1.8%	-	1 1.9%	4 6.5%
17774-Unityville	-	-	-	-	-
17701-Williamsport	103 43.6%	16 28.6%	36 54.5%	13 25.0%	38 61.3%
17726-Castanea	-	-	-	-	-
17744-Linden	2 0.8%	-	2 3.0%	-	-
17751-Mill Hall	5 2.1%	1 1.8%	4 6.1%	-	-
17764-Renovo	8 3.4%	4 7.1%	-	-	4 6.5%
17810-Allenwood	4 1.7%	4 7.1%	-	-	-
17702-Williamsport	3 1.3%	-	-	3 5.8%	-
17728-Cogan Station	11 4.7%	-	-	10 19.2%	1 1.6%
17745-Lock Haven	41 17.4%	11 19.6%	8 12.1%	13 25.0%	9 14.5%
17752-Montgomery	10 4.2%	2 3.6%	3 4.5%	5 9.6%	-
17765-Roaring Branch	-	-	-	-	-
17703-Williamsport	-	-	-	-	-
17737-Hughesville	13 5.5%	5 8.9%	3 4.5%	1 1.9%	4 6.5%
17747-Loganton	-	-	-	-	-
17754-Montoursville	7 3.0%	4 7.1%	2 3.0%	-	1 1.6%
17771-Trout Run	-	-	-	-	-
Other	5 2.1%	-	1 1.5%	4 7.7%	-

**If other, please list**

Q2-17760 North Bend

16930

16930

16930

16930

## Family Demographics

### What is your gender? Q7

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>236</b>	<b>56</b>	<b>66</b>	<b>52</b>	<b>62</b>
<b>What is your gender?</b>					
<b>Male</b>	<b>23</b> 9.7%	<b>3</b> 5.4%	<b>5</b> 7.6%	<b>6</b> 11.5%	<b>9</b> 14.5%
<b>Female</b>	<b>213</b> 90.3%	<b>53</b> 94.6%	<b>61</b> 92.4%	<b>46</b> 88.5%	<b>53</b> 85.5%
<b>Transgender</b>	-	-	-	-	-
<b>Does not identify with either gender</b>	-	-	-	-	-
<b>Declined to answer</b>	-	-	-	-	-

### What is your child's gender? Q8

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>236</b>	<b>56</b>	<b>66</b>	<b>52</b>	<b>62</b>
<b>What is your child's gender?</b>					
<b>Male</b>	<b>164</b> 69.5%	<b>43</b> 76.8%	<b>48</b> 72.7%	<b>35</b> 67.3%	<b>38</b> 61.3%
<b>Female</b>	<b>72</b> 30.5%	<b>13</b> 23.2%	<b>18</b> 27.3%	<b>17</b> 32.7%	<b>24</b> 38.7%
<b>Transgender</b>	-	-	-	-	-
<b>Does not identify with either gender</b>	-	-	-	-	-
<b>Declined to answer</b>	-	-	-	-	-

## Family Demographics

### How old is the child receiving services? Q9

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>236</b>	<b>56</b>	<b>66</b>	<b>52</b>	<b>62</b>
<b>How old is the child receiving services?</b>					
<b>5 or under</b>	<b>25</b> 10.6%	<b>6</b> 10.7%	<b>7</b> 10.6%	<b>11</b> 21.2%	<b>1</b> 1.6%
<b>6-8 years</b>	<b>109</b> 46.2%	<b>26</b> 46.4%	<b>17</b> 25.8%	<b>29</b> 55.8%	<b>37</b> 59.7%
<b>9-13 years</b>	<b>101</b> 42.8%	<b>24</b> 42.9%	<b>42</b> 63.6%	<b>12</b> 23.1%	<b>23</b> 37.1%
<b>14 and older</b>	<b>1</b> 0.4%	<b>-</b> -	<b>-</b> -	<b>-</b> -	<b>1</b> 1.6%

### What is your relationship to this child? Q10

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>236</b>	<b>56</b>	<b>66</b>	<b>52</b>	<b>62</b>
<b>What is your relationship to this child?</b>					
<b>Parent</b>	<b>195</b> 82.6%	<b>47</b> 83.9%	<b>55</b> 83.3%	<b>46</b> 88.5%	<b>47</b> 75.8%
<b>Foster Parent</b>	<b>1</b> 0.4%	<b>-</b> -	<b>-</b> -	<b>1</b> 1.9%	<b>-</b> -
<b>Grandparent</b>	<b>31</b> 13.1%	<b>7</b> 12.5%	<b>8</b> 12.1%	<b>1</b> 1.9%	<b>15</b> 24.2%
<b>Adoptive Parent</b>	<b>4</b> 1.7%	<b>-</b> -	<b>-</b> -	<b>4</b> 7.7%	<b>-</b> -
<b>Aunt/Uncle</b>	<b>-</b> -	<b>-</b> -	<b>-</b> -	<b>-</b> -	<b>-</b> -
<b>Step-Parent</b>	<b>2</b> 0.8%	<b>2</b> 3.6%	<b>-</b> -	<b>-</b> -	<b>-</b> -
<b>Brother/Sister</b>	<b>-</b> -	<b>-</b> -	<b>-</b> -	<b>-</b> -	<b>-</b> -
<b>Legal Guardian</b>	<b>3</b> 1.3%	<b>-</b> -	<b>3</b> 4.5%	<b>-</b> -	<b>-</b> -

## Family Demographics

What do you consider the child's race to be? Q11

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	236	56	66	52	62
<b>What do you consider the child's race to be?</b>					
<b>Caucasian</b>	175 74.2%	44 78.6%	45 68.2%	40 76.9%	46 74.2%
<b>Asian/Pacific Islander</b>	- -	- -	- -	- -	- -
<b>African American</b>	23 9.7%	7 12.5%	7 10.6%	5 9.6%	4 6.5%
<b>Bi-Racial</b>	34 14.4%	5 8.9%	13 19.7%	7 13.5%	9 14.5%
<b>Hispanic American</b>	2 0.8%	- -	1 1.5%	- -	1 1.6%
<b>American Indian/Alaskan Native</b>	- -	- -	- -	- -	- -
<b>Other</b>	2 0.8%	- -	- -	- -	2 3.2%

Literal Comments Q11A

**If other, please list.**

Q4-Caucasian, African American and Bi-Racial.

Q4-Caucasian, African American and Bi-Racial.

## Family Satisfaction with Community Care

### I've learned about Community Care through...Q12A

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>236</b>	<b>56</b>	<b>66</b>	<b>52</b>	<b>62</b>
<b>Member Handbook</b>					
<b>Yes</b>	<b>23</b> 9.7%	<b>9</b> 16.1%	<b>6</b> 9.1%	<b>1</b> 1.9%	<b>7</b> 11.3%
<b>No</b>	<b>213</b> 90.3%	<b>47</b> 83.9%	<b>60</b> 90.9%	<b>51</b> 98.1%	<b>55</b> 88.7%

### I've learned about Community Care through..Q12B

Counts Break % Respondents	Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>236</b>	<b>56</b>	<b>66</b>	<b>52</b>	<b>62</b>
<b>Community Care website</b>					
<b>Yes</b>	<b>8</b> 3.4%	<b>4</b> 7.1%	<b>4</b> 6.1%	<b>-</b>	<b>-</b>
<b>No</b>	<b>228</b> 96.6%	<b>52</b> 92.9%	<b>62</b> 93.9%	<b>52</b> 100.0%	<b>62</b> 100.0%

### I've learned about Community Care through.. Q12C

Counts Break % Respondents	Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>236</b>	<b>56</b>	<b>66</b>	<b>52</b>	<b>62</b>
<b>Phone call with Community Care</b>					
<b>Yes</b>	<b>18</b> 7.6%	<b>6</b> 10.7%	<b>4</b> 6.1%	<b>7</b> 13.5%	<b>1</b> 1.6%
<b>No</b>	<b>218</b> 92.4%	<b>50</b> 89.3%	<b>62</b> 93.9%	<b>45</b> 86.5%	<b>61</b> 98.4%

## Family Satisfaction with Community Care

**I've learned about Community Care through.. Q12D**

Counts Break % Respondents	Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>236</b>	<b>56</b>	<b>66</b>	<b>52</b>	<b>62</b>
<b>Treatment Provider</b>					
<b>Yes</b>	<b>107 45.3%</b>	<b>30 53.6%</b>	<b>39 59.1%</b>	<b>9 17.3%</b>	<b>29 46.8%</b>
<b>No</b>	<b>129 54.7%</b>	<b>26 46.4%</b>	<b>27 40.9%</b>	<b>43 82.7%</b>	<b>33 53.2%</b>

**I've learned about Community Care through..Q12E**

Counts Break % Respondents	Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>236</b>	<b>56</b>	<b>66</b>	<b>52</b>	<b>62</b>
<b>Resource Fair/Community Event</b>					
<b>Yes</b>	<b>4 1.7%</b>	<b>- -</b>	<b>2 3.0%</b>	<b>2 3.8%</b>	<b>- -</b>
<b>No</b>	<b>232 98.3%</b>	<b>56 100.0%</b>	<b>64 97.0%</b>	<b>50 96.2%</b>	<b>62 100.0%</b>

**I've learned about Community Care through..Q12F**

Counts Break % Respondents	Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>236</b>	<b>56</b>	<b>66</b>	<b>52</b>	<b>62</b>
<b>Have you ever learned about Community Care?</b>					
<b>Yes</b>	<b>139 58.9%</b>	<b>42 75.0%</b>	<b>46 69.7%</b>	<b>18 34.6%</b>	<b>33 53.2%</b>
<b>No</b>	<b>97 41.1%</b>	<b>14 25.0%</b>	<b>20 30.3%</b>	<b>34 65.4%</b>	<b>29 46.8%</b>



## Family Satisfaction with Community Care

**I've learned about Community Care through.. Q12G**

Counts Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	236	56	66	52	62
<b>Other</b>					
<b>Yes</b>	13	5	2	4	2
<b>No</b>	223	51	64	48	60

**Literal Comments Q12H**

**If other please explain**

- Q1-Through his school.
- Q1-Through the school
- Q1-Through the school.
- Q2-SAM Caseworker
- Q3-Mailings
- Q3-Mailings
- Q3-Mailings
- Q4-When we signed him up for the insurance.
- Q4-Got things in the mail

**Have you reviewed your child's insurance benefits....Q13**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	148	24	47	24	53
<b>Have you reviewed your child's insurance benefits and treatment options through Community Care (CCBH) ?</b>					
<b>Yes</b>	30 20.3%	10 41.7%	8 17.0%	4 16.7%	8 15.1%
<b>No</b>	118 79.7%	14 58.3%	39 83.0%	20 83.3%	45 84.9%

## Family Satisfaction with Community Care

If you contacted Community Care in the last twelve months...Q14

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	29	10	11	4	4
<b>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	19 65.5%	10 100.0%	6 54.5%	2 50.0%	1 25.0%
No	10 34.5%	- -	5 45.5%	2 50.0%	3 75.0%

Are you aware of the Complaint and Grievance process...Q15

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
<b>Are you aware of the Complaint and Grievance process through Community Care (CCBH) ?</b>					
Yes	114 48.3%	32 57.1%	32 48.5%	13 25.0%	37 59.7%
No	122 51.7%	24 42.9%	34 51.5%	39 75.0%	25 40.3%

## Family Satisfaction with Community Care

Have you filed a complaint or grievance within the last twelve months Q16

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
Have you filed a complaint or grievance within the last 12 months?					
Yes	5 2.1%	- -	1 1.5%	- -	4 6.5%
No	231 97.9%	56 100.0%	65 98.5%	52 100.0%	58 93.5%

If yes, were you satisfied with how it was handled? Q17

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	5	-	-	-	5
If yes, were you satisfied with how it was handled?					
Yes	4 80.0%	- -	- -	- -	4 80.0%
No	1 20.0%	- -	- -	- -	1 20.0%

# Family Provider Level Analysis

What is the name of your child's treatment provider? Q18

Literal Comments Q18A

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
What is the name of your child's treatment provider?					
BSI (DTAC)	14 5.9%	-	2 3.0%	10 19.2%	2 3.2%
Diakon Family Life Services	19 8.1%	3 5.4%	4 6.1%	9 17.3%	3 4.8%
Lycoming Therapeutic Wraparound Services	26 11.0%	6 10.7%	12 18.2%	4 7.7%	4 6.5%
First Hospital	-	-	-	-	-
River Valley Health & Dental Center	4 1.7%	-	2 3.0%	-	2 3.2%
Geisinger Services	23 9.7%	6 10.7%	9 13.6%	2 3.8%	6 9.7%
Concern (BHRS)	8 3.4%	-	2 3.0%	5 9.6%	1 1.6%
Keystone Counseling	3 1.3%	2 3.6%	-	-	1 1.6%
Crossroads Counseling	17 7.2%	7 12.5%	3 4.5%	4 7.7%	3 4.8%
Geisinger Hospital	-	-	-	-	-
Merakey	14 5.9%	5 8.9%	3 4.5%	1 1.9%	5 8.1%
Community Solutions	1 0.4%	-	1 1.5%	-	-
A Place for Change	-	-	-	-	-
Community Services Group (CSG)	50 21.2%	13 23.2%	12 18.2%	7 13.5%	18 29.0%
Lycoming/Clinton MHID (Joinder)	9 3.8%	3 5.4%	2 3.0%	-	4 6.5%
UPMC Susquehanna Behavioral Health Outpatient	5 2.1%	-	5 7.6%	-	-
Friendship House	5 2.1%	1 1.8%	3 4.5%	-	1 1.6%
Service Access & Management (SAM)	4 1.7%	1 1.8%	1 1.5%	-	2 3.2%
Other	34 14.4%	9 16.1%	5 7.6%	10 19.2%	10 16.1%

If other, please list.

- Q1-BSI
- Q1-BSI
- Q1-BSI
- Q1-Commonwealth Charter Academy
- Q1-Lock Haven Healthy Concepts - Bobbi McClean
- Q1-Mental Health Intellectually Deficiency
- Q1-Early Intervention
- Q1-Early Intervention
- Q1-ADMI
- Q1-ADMI-Lewisburg
- Q2-ADMI
- Q2-Southwood Psychiatry In Patient Facility
- Q2-Gillum Psychological & Counseling Services
- Q2-Blast Academy
- Q2-ADMI
- Q3-Early Intervention
- Q3-UPMC Pediatric Rehabilitation
- Q3-ADMI
- Q3-Penn State Hershey
- Q3-Infant development
- Q3-Analytic Behavior Analysis LLC
- Q3-Stocki & Neil
- Q3-BSI-Nisbet facility
- Q3-BSI-Nisbet facility
- Q3-BSI-Nisbet facility
- Q4-Bobbi McClaine
- Q4-CenClear
- Q4-CenClear
- Q4-IBHS
- Q4-Gillum Psychological & Counseling Services
- Q4-Gillum Psychological & Counseling Services
- Q4-BSI
- Q4-BSI
- Q4-Gillum Psychological & Counseling Services
- Q4-Gillum Psychological & Counseling Services

# Family Provider Service Level Analysis

**What mental health services are you completing this survey about? Q19**

**Literal Comments Q19A**

**If other, please list.**

- 
- Q2-Trauma Based Counseling

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  - Occupational/Speech therapies

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  - Q3-TSS services in home and school (summer program)

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  - Q3-TSS

---

  - Q3-TSS Services

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	236	56	66	52	62
<b>What Mental Health Services for your child, are you completing this survey about?</b>					
Outpatient Counseling	43 18.2%	9 16.1%	12 18.2%	12 23.1%	10 16.1%
Partial Hospitalization	1 0.4%	1 1.8%	-	-	-
Inpatient Hospitalization	1 0.4%	-	1 1.5%	-	-
Community and School Based behavioral Health (CSBBH)	21 8.9%	6 10.7%	8 12.1%	4 7.7%	3 4.8%
Medication Management	41 17.4%	11 19.6%	12 18.2%	5 9.6%	13 21.0%
Parent Child Interactive Training (PCIT)	-	-	-	-	-
Crisis	-	-	-	-	-
Outpatient School Based Therapy	5 2.1%	2 3.6%	1 1.5%	1 1.9%	1 1.6%
Psychiatry	42 17.8%	14 25.0%	11 16.7%	8 15.4%	9 14.5%
Family Based Mental Health (FBMH)	5 2.1%	1 1.8%	-	1 1.9%	3 4.8%
Targeted Case Management (TCM)	13 5.5%	5 8.9%	2 3.0%	-	6 9.7%
Applied Behavioral Analysis (ABA)	6 2.5%	1 1.8%	-	5 9.6%	-
Telepsychiatry	11 4.7%	-	3 4.5%	1 1.9%	7 11.3%
Multisystemic Therapy (MST)	3 1.3%	2 3.6%	1 1.5%	-	-
Behavioral Health Rehabilitation Services (BHRS)	39 16.5%	4 7.1%	14 21.2%	11 21.2%	10 16.1%
Other	5 2.1%	-	1 1.5%	4 7.7%	-

## Family Provider Service Level Analysis

What substance use disorder services for you child are you completing this survey about? Q20

Counts Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	-	-	-	-	-
<b>What Substance Use Disorder services for your child are you completing this survey about?</b>					
Outpatient Counseling	-	-	-	-	-
Community Based D&A	-	-	-	-	-
Outpatient School Based Therapy	-	-	-	-	-
Other	-	-	-	-	-

**- No data this quarter**

Literal Comments Q20A

My child and I were made aware of availability of different treatment services and given a choice.Q21

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
<b>My child and I were made aware of the availability of different treatment services and given a choice.</b>					
Yes	215 91.1%	49 87.5%	62 93.9%	45 86.5%	59 95.2%
No	21 8.9%	7 12.5%	4 6.1%	7 13.5%	3 4.8%

Literal Comments Q21A

**If no, please explain why?**

Q1-Was at CSG for family based services, but when we tried to start services again they did not have any spots available, so we started at Diakon.

Q1-Not many options for Autism in this area.

Q2-Wasn't sure where to go for more help.

## Family Provider Service Level Analysis

How long has your child been receiving service from this provider?Q22

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>236</b>	<b>56</b>	<b>66</b>	<b>52</b>	<b>62</b>
<b>How long has your child been receiving services from provider?</b>					
<b>Less than 6 months</b>	<b>31 13.1%</b>	12 21.4%	9 13.6%	4 7.7%	6 9.7%
<b>6 months to 1 year</b>	<b>70 29.7%</b>	21 37.5%	15 22.7%	19 36.5%	15 24.2%
<b>1 to 2 years</b>	<b>56 23.7%</b>	15 26.8%	16 24.2%	10 19.2%	15 24.2%
<b>2 to 3 years</b>	<b>53 22.5%</b>	3 5.4%	15 22.7%	13 25.0%	22 35.5%
<b>4 or more years</b>	<b>26 11.0%</b>	5 8.9%	11 16.7%	6 11.5%	4 6.5%

## Family Access to Service

Authorization information is submitted on time so that services to my child are not interrupted. Q23A

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
Authorization information is submitted on time so that services to my child are not interrupted					
Strongly Agree/Agree	235 99.6%	56 100.0%	65 98.5%	52 100.0%	62 100.0%
Strongly Disagree/Disagree	1 0.4%	-	1 1.5%	-	-
Neutral	-	-	-	-	-

99.6% of target rate YTD

Meets Expectations

I have been given clear information on who to contact if my child needs immediate help...Q23B

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
I have been given clear information on who to contact if my child needs immediate help between appointments.					
Strongly Agree/Agree	220 93.2%	53 94.6%	62 93.9%	48 92.3%	57 91.9%
Strongly Disagree/Disagree	15 6.4%	3 5.4%	4 6.1%	3 5.8%	5 8.1%
Neutral	1 0.4%	-	-	1 1.9%	-

93.2% of target rate YTD

Meets Expectations



# Family Access to Service

**I was encouraged to use other support programs in the community Q23C**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
I was encouraged to use other support programs in the community. (Support groups, parenting classes, after school programs, etc.)					
<b>Strongly Agree/Agree</b>	195 82.6%	48 85.7%	51 77.3%	39 75.0%	57 91.9%
<b>Strongly Disagree/Disagree</b>	38 16.1%	6 10.7%	15 22.7%	13 25.0%	4 6.5%
<b>Neutral</b>	3 1.3%	2 3.6%	- -	- -	1 1.6%

**82.6% of target rate YTD**

**Meets Expectations**

**Literal Comment Q23D**

**If you chose Neutral/or disagreed with any of these state...**

- Q1-Has not been given info on who to contact.

---

- Q2-Was never encouraged or have had a need for them.

---

- Q2-We didn't need any outside supports.

---

- Q2-Was not encouraged to use other support groups.

---

- Q2-Have not received information and have not been encouraged to use other support groups.

---

- Q2-Was not encouraged to use other support programs.

---

- Q2-Things were delayed, not sent in mail, Covid slowed things too for paperwork

---

- Q3-Was not encouraged to use other support programs.

---

- Q4-Was not encouraged to use other programs

# Family Recovery Oriented Treatment Experiences

I am an active participant in developing my child's treatment plan. Q24A

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
I am an active participant in developing my child's treatment plan.					
Strongly Agree/Agree	231 97.9%	54 96.4%	65 98.5%	51 98.1%	61 98.4%
Strongly Disagree/Disagree	3 1.3%	1 1.8%	1 1.5%	- -	1 1.6%
Neutral	2 0.8%	1 1.8%	- -	1 1.9%	- -

97.9% of target rate YTD

Meets Expectations

I agree that the interventions offered to my child...Q24B

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
I agree that the interventions offered to my child on my child's treatment plan are a good fit for my child and family.					
Strongly Agree/Agree	225 95.3%	51 91.1%	61 92.4%	52 100.0%	61 98.4%
Strongly Disagree/Disagree	6 2.5%	3 5.4%	2 3.0%	- -	1 1.6%
Neutral	5 2.1%	2 3.6%	3 4.5%	- -	- -

95.3% of target rate YTD

Meets Expectations

# Family Recovery Oriented Treatment Experiences

I was offered a copy of my child's treatment...Q24C

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
I was offered a copy of my child's treatment plan/treatment summary.					
Strongly Agree/Agree	210 89.0%	52 92.9%	59 89.4%	48 92.3%	51 82.3%
Strongly Disagree/Disagree	21 8.9%	4 7.1%	6 9.1%	3 5.8%	8 12.9%
Neutral	5 2.1%	- -	1 1.5%	1 1.9%	3 4.8%

89.0% of target rate YTD

Meets Expectations

My provider "gets my child and family".....Q24D

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
My provider "gets my child and family" and understands my child and my family and our needs.					
Strongly Agree/Agree	210 89.0%	46 82.1%	61 92.4%	46 88.5%	57 91.9%
Strongly Disagree/Disagree	10 4.2%	3 5.4%	2 3.0%	4 7.7%	1 1.6%
Neutral	16 6.8%	7 12.5%	3 4.5%	2 3.8%	4 6.5%

89.0% of target rate YTD

Meets Expectations

# Family Recovery Oriented Treatment Experiences

My provider consistently asks my child and family for feedback..Q24E

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
My provider consistently asks my child and family for feedback about how my child's treatment is going.					
Strongly Agree/Agree	201 85.2%	41 73.2%	58 87.9%	44 84.6%	58 93.5%
Strongly Disagree/Disagree	24 10.2%	8 14.3%	5 7.6%	7 13.5%	4 6.5%
Neutral	11 4.7%	7 12.5%	3 4.5%	1 1.9%	- -

85.2% of target rate YTD

Meets Expectations

My provider asks questions about my child's physical health. Q24F

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
My provider asks questions about my child's physical health.					
Strongly Agree/Agree	193 81.8%	43 76.8%	59 89.4%	38 73.1%	53 85.5%
Strongly Disagree/Disagree	37 15.7%	13 23.2%	7 10.6%	11 21.2%	6 9.7%
Neutral	6 2.5%	- -	- -	3 5.8%	3 4.8%

81.8% of target rate YTD

Meets Expectations

# Family Recovery Oriented Treatment Experiences

**My provider treated my family with dignity and respect. Q24G**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
My provider treated my family with dignity and respect.					
Strongly Agree/Agree	229 97.0%	55 98.2%	62 93.9%	50 96.2%	62 100.0%
Strongly Disagree/Disagree	2 0.8%	-	-	2 3.8%	-
Neutral	5 2.1%	1 1.8%	4 6.1%	-	-

97.0% of target rate YTD

Meets Expectations

**My provider talks to me and my child about my child's plan...Q24H**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
My provider talks to me and my child about my child's plan for after treatment.					
Strongly Agree/Agree	143 60.6%	41 73.2%	44 66.7%	25 48.1%	33 53.2%
Strongly Disagree/Disagree	85 36.0%	12 21.4%	18 27.3%	27 51.9%	28 45.2%
Neutral	8 3.4%	3 5.4%	4 6.1%	-	1 1.6%

60.6% of target rate YTD

Action Required

**Literal Comments Q24I**

**If you chose Neutral/or disagreed with any of these state...**

Q1-They don't usually ask those things. She won't answer most of the time, but she's getting better.

Q1-He usually gets his physical from family doctor to ask about physical health.

Q1-His family doctor usually asks about his physical health.

Q1-Was not offered a copy of the treatment plan.

Q1-There was no after treatment plan.

Q1-Not ready for talking about after treatment.

Q1-We just started a few weeks ago, so they are still gathering information about us. Very invasive and irrelevant questions.

Q1-Staff changes made us fall through the cracks in this agency. They did not help us.

**Literal Comments Q24I****If you chose Neutral/or disagreed with any of these state...**

- 
- Q1-They can recommend treatment but cannot enforce or follow through that it is done/provided.
- 
- Q1-Afraid of losing another case worker. We just met a new one today and she is leaving in 6 months and knows NOTHING about autism, but she is "supposed" to help us.
- 
- Q2-They have not talked about after treatment.
- 
- Q2-We had issues with the medication that was prescribed.
- 
- Q2-Not yet, only started about a month ago.
- 
- Q2-Just had first appointment, still getting to know him.
- 
- Q2-Was not offered a copy because we are doing telehealth.
- 
- Q2-I can't remember if I was offered a copy or not.
- 
- Q2-Have not discussed this yet.
- 
- Q2-We have been through a lot with her situation and adoption, they have not been very supportive or helpful.
- 
- Q2-Just started services so we have not discussed this yet.
- 
- Q2-Not as of yet.
- 
- Q2-Not yet
- 
- Q2- The counselor touches base. The psychiatrist or someone in that department is not sending meds on time.
- 
- Q2-He does not feel like an active participant in his sons treatment. He does not agree because he feels they are not receptive with his son. They have not asked for feed back or about his sons physical health.They have not offered a copy of his treatment plan. No after care has been discussed.
- 
- Q2-I don't remember being asked for feedback. The psychiatrist interrupts us when we are trying to answer questions. After care has not been brought up. We sometimes have schedule changes which leads to needing to reschedule appointments, RVHD doesn't allow this so my sons services are suspended for 6 months now.
- 
- Q2-They did not consistently ask for feedback.
- 
- Q2-Not ready to discuss after treatment, still getting things figured out.
- 
- Q2-Not yet.
- 
- Q3-Was not given a copy of my child's treatment plan. They do not ask for feedback or about my child's physical health. We have not discussed after care.
- 
- Q3-Was not offered a copy of the treatment plan. Have not asked her about physical health or for feedback. Have not discussed after care yet.
- 
- Q3-We're not ready to discuss after treatment.
- 
- Q3-Therapists aren't responsive, not seen but once a month, not consistent enough services, past two years have changed therapists three times.
- 
- Q3-BHRS is new to my son, not a good fit, just for summer, but it will change once school starts. They usually adjust nut not in this case. Treatment is ongoing.
- 
- Q3-Not as often as he would like.
- 
- Q3-Does not recall being asked. They do not talk about this yet.
- 
- Q3-They did not ask questions about physical health.
- 
- Q3-Has never asked for one.
- 
- Q4-Didn't get that far.
- 
- Q4-Did get a copy but it was not what we discussed/presented as blown out of proportion, it is being redone.
- 
- Q4-We have not discussed this.
- 
- Q4-They don't ask about physical health. They have a crisis plan but no after care plan yet.
-

**Literal Comments Q24I**

**If you chose Neutral/or disagreed with any of these state...**

---

Q4-We just started 3.5 months ago, not ready to discuss after treatment, but we also haven't discussed goals or a plan yet either.

---

Q4-No, not yet.

---

Q4-My child is not ready for after treatment.

## Family Outcomes

### My child deals more effectively with daily problems. Q25A

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
My child deals more effectively with daily problems.					
Strongly Agree/Agree	153 64.8%	27 48.2%	46 69.7%	36 69.2%	44 71.0%
Strongly Disagree/Disagree	29 12.3%	13 23.2%	2 3.0%	8 15.4%	6 9.7%
Neutral	54 22.9%	16 28.6%	18 27.3%	8 15.4%	12 19.4%

64.8% of target rate YTD

Action Required

### I feel my child's behavioral health is improving. Q25B

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
I feel my child's behavioral health is improving					
Strongly Agree/Agree	151 64.0%	35 62.5%	47 71.2%	32 61.5%	37 59.7%
Strongly Disagree/Disagree	28 11.9%	12 21.4%	6 9.1%	5 9.6%	5 8.1%
Neutral	57 24.2%	9 16.1%	13 19.7%	15 28.8%	20 32.3%

64.0% of target rate YTD

Action Required



# Family Outcomes

**My child's social skills are improving. Q25C**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>236</b>	<b>56</b>	<b>66</b>	<b>52</b>	<b>62</b>
<b>My child's social skills are improving.</b>					
<b>Strongly Agree/Agree</b>	<b>143 60.6%</b>	<b>32 57.1%</b>	<b>38 57.6%</b>	<b>37 71.2%</b>	<b>36 58.1%</b>
<b>Strongly Disagree/Disagree</b>	<b>27 11.4%</b>	<b>6 10.7%</b>	<b>7 10.6%</b>	<b>8 15.4%</b>	<b>6 9.7%</b>
<b>Neutral</b>	<b>66 28.0%</b>	<b>18 32.1%</b>	<b>21 31.8%</b>	<b>7 13.5%</b>	<b>20 32.3%</b>

**60.6% of target rate YTD**

**Action Required**

**Literal Comments Q25D**

**If you chose Neutral/or disagreed with any of the stateme...**

- Q1-This is something we are working on, it's on going.
- Q1-At home he needs more 1 on 1 but can't due to COVID restrictions.
- Q1-At school, not so much. At home he is good.
- Q1-He's still the same.
- Q1-He doesn't really get out. He doesn't really talk about too many other kids.
- Q1-Somewhat. He is a work in progress. He just got an IEP in January. He still has issues with building relationships.
- Q1-She has very bad anxiety so not quite there yet.
- Q1-Because of COVID, things have been difficult keeping services consistent.
- Q1-Some things have improved but others have back tracked due to not being able to have services in person
- Q1-He still has a lot of issues
- Q1-He is in the hospital right now awaiting to be hospitalized for mental health issues. Currently not a bed in PA to take him.
- Q1-His behavior has effected the outcomes and the school year.
- Q1-His behavior has effected the outcomes and the school year changing because of the pandemic.
- Q1-He needs more services than what is being given. I am not heard at his IEP meetings.
- Q1-He is not getting all the services he needs and is failing academically.
- Q2-We no longer use this provider.
- Q2-Social skills getting better-in groups needs a lot of help, good one on one.
- Q2-Getting butter, still does better one on one
- Q2-Not service related, but getting more answers about his behavior depends on moods.
- Q2-Behaviors have regressed, academics are fine. Counseling helps though.
- Q2-She has a lot going on but she is getting better
- Q2-Too early in treatment to tell.

**Literal Comments Q25D****If you chose Neutral/or disagreed with any of the statements...**

Q2-He is maturing but not because of Diakon. He made poor decisions and they wanted to stop services. He has good social skills, is just argumentative.

Q2-Somewhat

Q2-She is still struggling but not sure that it is their lack of effort.

Q2-Sometimes but still acts out

Q2-When he had more services at school it set him off more.

Q2-His medication has helped him, he is getting better being with other kids.

Q2-Diagnosis changed so services and meds are changed/adjusted.

Q2-Still a work in progress

Q2-Getting a little better but not a lot of improvement yet.

Q3-She is only 2 and only began services in the last year.

Q3-She's only 3 so she's still learning and improving

Q3-He, in general, does not know what he supposed to. I don't feel his behavioral health is improving.

Q3-Depends on the day.

Q3-Really needs a pediatric psychologist-we are having a hard time getting in CSG due to cancellations and reschedules.

Q3-At school yes, at home no.

Q3-Therapist isn't responsive or helpful, see more set backs than advancement.

Q3-She has a lot of bumps in the road they have to over come before they get to that point.

Q3-He has ODD so it's not easy. Because of his behavior, not really.

Q3-Because not sure how much is due to her age/increased understanding verses her therapy provider. She has always been very social but not so much with other kids. more with adults or her brother.

Q3-Did not help her.

Q3-He's not showing lots of improvement but it's not for lack of their efforts.

Q3-He's still so up and down, but they are doing amazing with him.

Q4-Nothing was working to help my son. We left before services ended because it wasn't helping.

Q4-Having some of the same issues again.

Q4-They need to work on his reactions-be more assertive with him.

Q4-She changed programs, she is adjusting to the new program.

Q4-Still struggles daily

Q4-Depends on the situation

Q4-We are still working on that.

# Family Issues/Problems

**Have you had any issues or problems with services...Q26**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	236	56	66	52	62
<b>Have you had any issues or problems with services from provider?</b>					
<b>Yes</b>	14 5.9%	3 5.4%	5 7.6%	5 9.6%	1 1.6%
<b>No</b>	222 94.1%	53 94.6%	61 92.4%	47 90.4%	61 98.4%

**If you had issues or problems with provider...Q27**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	14	3	5	5	1
<b>If you have had issues or problems with provider, what were they?</b>					
Lack of treatment planning or participation	-	-	-	-	-
Services not provided when my child needs them	3 21.4%	-	1 20.0%	2 40.0%	-
Poor Communication	3 21.4%	-	1 20.0%	2 40.0%	-
Attitude/Personality Conflicts	1 7.1%	-	-	-	1 100.0%
Frequent Staff Changes	1 7.1%	1 33.3%	-	-	-
Billing	-	-	-	-	-
Frequent Provider Changes	-	-	-	-	-
School Conflicts	-	-	-	-	-
Other	6 42.9%	2 66.7%	3 60.0%	1 20.0%	-

**Literal Comments Q27A**

**If other, please explain.**

- Q1-Appointment issues
- Q1-She has not had a TSS all school year and it is in her treatment plan.
- Q2- Also services not provided when needed, poor communication and Attitude/Personality conflicts
- Q2-Monthly meds are not being sent to the pharmacy on time.
- Q2-Scheduling issues
- Q2-I didn't have a sitter for my baby for his evaluation and they said I couldn't come and his services would end until it was done- attitudes were not helpful either.
- Q3-Poor Communication, Frequent Staff Changes, School Conflicts, Lack of treatment planning and participation. I have to constantly contact them for help and follow up and only get limited responses from them.
- Q3-Does not provide enough support at daycare.

## Family Issues/Problems

Were you able to resolve these issues or problems...Q28

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	14	3	5	5	1
Were you able to resolve these issues or problems with provider?					
Yes	4 28.6%	- -	1 20.0%	2 40.0%	1 100.0%
No	10 71.4%	3 100.0%	4 80.0%	3 60.0%	- -

## Family Department of Human Services Questions

What effect has the treatment your child received....Q29

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
What effect has the treatment your child received, had on the quality of your child's life?					
Much better	89 37.7%	18 32.1%	35 53.0%	17 32.7%	19 30.6%
A little better	90 38.1%	23 41.1%	16 24.2%	24 46.2%	27 43.5%
About the same	49 20.8%	12 21.4%	10 15.2%	11 21.2%	16 25.8%
A Little worse	5 2.1%	- -	5 7.6%	- -	- -
Much worse	3 1.3%	3 5.4%	- -	- -	- -

## Family Department of Human Services Questions

Were you and your child given the chance to make your own...Q30

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>236</b>	<b>56</b>	<b>66</b>	<b>52</b>	<b>62</b>
<b>Were you and your child given the chance to make your own treatment decisions?</b>					
<b>Yes</b>	<b>199 84.3%</b>	<b>44 78.6%</b>	<b>57 86.4%</b>	<b>42 80.8%</b>	<b>56 90.3%</b>
<b>No</b>	<b>13 5.5%</b>	<b>4 7.1%</b>	<b>2 3.0%</b>	<b>2 3.8%</b>	<b>5 8.1%</b>
<b>Sometimes</b>	<b>24 10.2%</b>	<b>8 14.3%</b>	<b>7 10.6%</b>	<b>8 15.4%</b>	<b>1 1.6%</b>

In the last twelve months, did you or your child have problems...Q31

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>236</b>	<b>56</b>	<b>66</b>	<b>52</b>	<b>62</b>
<b>In the last twelve months, did you or your child have problems getting the help your child needed?</b>					
<b>Yes</b>	<b>42 17.8%</b>	<b>16 28.6%</b>	<b>12 18.2%</b>	<b>5 9.6%</b>	<b>9 14.5%</b>
<b>No</b>	<b>188 79.7%</b>	<b>38 67.9%</b>	<b>54 81.8%</b>	<b>45 86.5%</b>	<b>51 82.3%</b>
<b>Sometimes</b>	<b>6 2.5%</b>	<b>2 3.6%</b>	<b>- -</b>	<b>2 3.8%</b>	<b>2 3.2%</b>

# Family Department of Human Services Questions

If you were unable to get behavioral health help for your child....Q32

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	44	16	12	5	11
<b>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	1 2.3%	1 6.3%	-	-	-
Long waiting list	5 11.4%	1 6.3%	1 8.3%	-	3 27.3%
Language barriers	-	-	-	-	-
I did not know where to get help	12 27.3%	4 25.0%	3 25.0%	2 40.0%	3 27.3%
Inconvenient times	5 11.4%	5 31.3%	-	-	-
Insurance issues	3 6.8%	1 6.3%	-	-	2 18.2%
Other	18 40.9%	4 25.0%	8 66.7%	3 60.0%	3 27.3%

**Literal Comments Q32A**

**If other, please explain.**

- Q1-COVID restrictions prevent in home therapy which he is really needing right now.
- Q1-No provider available for services for him
- Q1-Unable to provide a TSS for her.
- Q1-The therapist that he was having the most success with stopped accepting his insurance.
- Q1-School district/IEP staff not listening to me requesting more services that were recommended.
- Q1-School district is providing bare minimum services, not all recommended by ADMI.
- Q1-Case workers switching frequently, losing one recently who was really making a difference for us.
- Q2-Needed to find a local psychiatrist- they are all leaving the area.
- Q2-Finding another psychiatrist outside of Southwood.
- Q2- need a TSS worker
- Q2-They really don't help. They have a high turnover.
- Q2- They give us a really hard time about rescheduling appointments and now he has no services.
- Q2-Because of Covid restrictions.
- Q2- Unavailable staff to serve his needs.

**Literal Comments Q32A**

**If other, please explain.**

---

Q2-He recently moved and all his services need changed and now they are looking- no referrals given.

---

Q3-Doctor doesn't listen!

---

Q3-Providers don't have psychologist appointments and I've been very frustrated trying to get help.

---

Q3-Need more services like counseling for trauma, no end in sight for kids to end services and heal.

---

Q3-Due to Covid

---

Q3-Due to Covid

---

Q3-No TSS worker available throughout the school year.

---

Q4-COVID

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Q4-Agencies full, don't take insurance we had, needed a psychiatrist.

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Q4-Our psychiatrist at Divine left so we had a horrible time finding a new one in this area.

---

Q4-Wouldn't allow him at daycare without wraparound services.

---

Q4-COVID

---

Q4-We were on a waiting list for over a year. They needed an ASD qualified person that could provide those services.

# Family Behavioral Health Medications

**Is your child taking behavioral health medications? Q33**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	235	56	65	52	62
<b>Is your child taking behavioral health medications?</b>					
Yes	165 70.2%	42 75.0%	49 75.4%	25 48.1%	49 79.0%
No	69 29.4%	14 25.0%	16 24.6%	27 51.9%	12 19.4%
Declined to Answer	1 0.4%	-	-	-	1 1.6%

**Who prescribes your child's behavioral health medications? Q34**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	165	42	49	25	49
<b>Who prescribes your child's behavioral health medications?</b>					
Psychiatrist	128 77.6%	32 76.2%	36 73.5%	18 72.0%	42 85.7%
Primary Care Physician	36 21.8%	9 21.4%	13 26.5%	7 28.0%	7 14.3%
Nurse Practitioner	-	-	-	-	-
Physician Assistant	-	-	-	-	-
Other	1 0.6%	1 2.4%	-	-	-

**Literal Comments Q34A**

**Please list name if other than Psychiatrist is prescribin...**

- Q1-Doctor.Timco
- Q1-Dr.Timco
- Q1-Dr.Beale
- Q1-Dr.Beale
- Q1-Family Practice in Hughesville
- Q1-Dr.Nelson
- Q1-Dr.Dana Smith
- Q1-Dr.Matthew - Pediatric Neurologist
- Q1-Jeremy Lazorka
- Q2- Ashley Pence
- Q2-Ashley Pence
- Q2-Ashley Pence
- Q2-Ashley Pence
- Q2-Ashley Pence
- Q2-Ashley Pence
- Q2-Ashley Pence, but will be changing to Dr. Yost.
- Q2-Theresa Moff
- Q2-Theresa Moff
- Q3-Dr.Smith
- Q3-Dr.Smith
- Q3-Dr.Mahmood
- Q4-Danielle Thompson
- Q4-We just switched to a PCP from telepsych.



## Family Behavioral Health Medications

Overall, I feel my child's behavioral health medications are effective...Q35A

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	165	42	49	25	49
Overall, I feel my child's behavioral health medications are effective in helping to manage my child's symptoms.					
Strongly Agree/Agree	128 77.6%	35 83.3%	40 81.6%	22 88.0%	31 63.3%
Strongly Disagree/Disagree	8 4.8%	-	-	2 8.0%	6 12.2%
Neutral	29 17.6%	7 16.7%	9 18.4%	1 4.0%	12 24.5%

My provider explained all side effects of the medications..Q35B

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	165	42	49	25	49
My provider explained all side effects of the medications prescribed to my child.					
Strongly Agree/Agree	157 95.2%	42 100.0%	47 95.9%	23 92.0%	45 91.8%
Strongly Disagree/Disagree	7 4.2%	-	2 4.1%	2 8.0%	3 6.1%
Neutral	1 0.6%	-	-	-	1 2.0%

## Family Behavioral Health Medications

### I feel the person who prescribes my child's medications...Q35C

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	165	42	49	25	49
I feel the person who prescribes my child's medications, listens and responds to my concerns.					
Strongly Agree/Agree	145 87.9%	40 95.2%	38 77.6%	23 92.0%	44 89.8%
Strongly Disagree/Disagree	8 4.8%	2 4.8%	1 2.0%	2 8.0%	3 6.1%
Neutral	12 7.3%	- -	10 20.4%	- -	2 4.1%

### Literal Comments Q35D

#### If you chose Neutral/or disagreed, please explain.

Q1-Not fully effective yet.

Q1-Does not listen to me, tells me not to talk so my son will talk to her.

Q2-Somewhat, it's still a process.

Q2-Differences of opinion on age of a diagnosis with psychiatrist.

Q2- She doesn't fully listen to what we are telling her.

Q3-I am the same on and off meds, it doesn't make a difference.

Q4-We noticed that the dosage may need increased.

Q4-There needs to be a change, they want to try to lessen how much he takes.

### Are you experiencing any problems getting the behavioral health....Q36

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	164	42	49	24	49
Are you experiencing any problems getting the behavioral health medications that work for your child?					
Yes	6 3.7%	- -	5 10.2%	1 4.2%	- -
No	158 96.3%	42 100.0%	44 89.8%	23 95.8%	49 100.0%

**Literal Comments Q36A**

**If so, what were they?**

---

Q2-They are not sending prescriptions to the pharmacy on time.

---

Q2-Pre-authorization delays meds.

---

Q2-When we need prior pre-authorization for meds it causes delays/days with out meds.

---

Q3-Doctor doesn't pay attention to the chart. He has tried to refill discontinued meds, has duplicated meds and, had the pharmacist not caught it, could've overdosed my son.

## Family Member Discharge/Issues

Has your child ever been discharged because they had trouble....Q37

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	236	56	66	52	62
Has your child ever been discharged because they had trouble following the treatment plan or they had set backs?					
Yes	8 3.4%	2 3.6%	5 7.6%	1 1.9%	- -
No	228 96.6%	54 96.4%	61 92.4%	51 98.1%	62 100.0%

If you shared problems about your child's provider....Q38

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	14	3	5	5	1
If you 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?					
Yes	1 7.1%	- -	- -	1 20.0%	- -
No	13 92.9%	3 100.0%	5 100.0%	4 80.0%	1 100.0%

## Family Member Additional Compliments or Concerns

Please share any additional compliments or concerns...Q40

**Please share any additional compliments or concerns you h...**

Q1-Only concern is his upbringing thus far. He has lost both parents.

Q1-Scheduling is horrid, COVID made it worse.

Q1-He has been on a waiting list for a BSS and TSS for over a year. He had them before they discontinued them at CSG.

Q1-Services from CSG have worked wonders and changed their lives for the better.

Q1-They were great. She was glad to be recommended to them.

Q1-His counselor is really good and understanding. They don't switch counselors either.

Q1-The staff we interact with have been extremely helpful and have done their job well.

Q1-They were very kind, cooperative and work really well with schedule. They treated my daughter like a person not a child.

Q1-Her biggest thing is that she was to have a TSS while in school. Other than that, she is happy with services.

Q2-She (counselor) is very attentive to my child's needs and very personable with me. She keeps good communication with our family.

Q2-My child does really well with her therapist.

Q2- Our caseworker has been a great help with getting us help for my grandson and getting him services he needs. They have developed a trusting relationship which is not easy for him to do.

Q2-Definitely no concerns. We have enjoyed the care she has shown for our son.

Q2-It's a wonderful program!

Q2- They have not been very helpful or supportive. If you diagnose a child with a disorder then you should stand by that diagnosis.

Q2-They are really good at what they do. It's working.

Q2-Staff is great. She works really well. It's what we needed.

Q2-Counselor is great!

Q2-Diakon needs a family plan and a lot more communication. I have no idea what they go over with my son. They were ready to discharge him when he got into the worst trouble of his life and that makes no sense at all.

Q2-I just don't understand their lack of caring about a child being out of services for 6 months due to schedule changes and cancelling appointments. Will be trying to reach out to another provider for psychiatry.

Q2- Absolutely Love Lycoming Therapeutic! They are accommodating and they really understand my child!

Q2-The providers we have been given are pretty top of the line. We are very happy with them.

Q2-They are really good. They know what they are doing. They work with the child and with the parent very well.

Q3-For the most part, they have been really good. Staff is constantly changing, which makes it hard. She has basically had a new TSS every year. She is a kid who needs the same routine all the time to function.

Q3-They have been so great with my daughter.

Q3-The counselor is great! She really likes her. She knows my child from another program. Everything is working great.

Q3-I appreciate their dedication and helpfulness this past year. If it wasn't working, we wouldn't be going.

Q3-My son's behavior has really improved since having services and meds. He stays at school now instead of the principal calling me everyday.

**Please share any additional compliments or concerns...Q40**

**Please share any additional compliments or concerns you h...**

---

Q3-Very pleased with their efforts and continued support with my son.

---

Q4-We had to stop because of counselors availability and mine not matching up.

---

I saw 100% improvement within the month of seeing the counselor. He had more success and a better attitude.

---

Q4=Counselor works well with kids like her. She knows how to understand where she is coming from. She knows how to work with my daughter.

Table	Title	Start page	End page
1	What type of survey is it? Q4	58	58
2	What county do you live in? Q5	58	58
3	What is your zip code? Q6	59	59
4	Literal Comments Q6A	59	59
5	What is your gender? Q7	60	60
6	What is your child's gender? Q8	60	60
7	How old is the child receiving services? Q9	61	61
8	What is your relationship to this child? Q10	61	61
9	What do you consider the child's race to be? Q11	62	62
10	Literal Comments Q11A	62	62
11	I've learned about Community Care through...Q12A	63	63
12	I've learned about Community Care through..Q12B	63	63
13	I've learned about Community Care through.. Q12C	63	63
14	I've learned about Community Care through.. Q12D	64	64
15	I've learned about Community Care through..Q12E	64	64
16	I've learned about Community Care through..Q12F	64	64
17	I've learned about Community Care through.. Q12G	65	65
18	Literal Comments Q12H	65	65
19	Have you reviewed your child's insurance benefits....Q13	65	65
20	If you contacted Community Care in the last twelve months...Q14	66	66
21	Are you aware of the Complaint and Grievance process...Q15	66	66
22	Have you filed a complaint or grievance within the last twelve months Q16	67	67
23	If yes, were you satisfied with how it was handled? Q17	67	67
24	What is the name of your child's treatment provider? Q18	68	68
25	Literal Comments Q18A	68	68
26	What mental health services are you completing this survey about? Q19	69	69
27	Literal Comments Q19A	69	69
28	What substance use disorder services for you child are you completing this survey about? Q20	70	70
29	Literal Comments Q20A	70	70
30	My child and I were made aware of availability of different treatment services and given a choice.Q21	70	70
31	Literal Comments Q21A	70	70
32	How long has your child been receiving service from this provider?Q22	71	71
33	Authorization information is submitted on time so that services to my child are not interrupted. Q23A	72	72
34	I have been given clear information on who to contact if my child needs immediate help...Q23B	72	72
35	I was encouraged to use other support programs in the community Q23C	73	73
36	Literal Comment Q23D	73	73
37	I am an active participant in developing my child's treatment plan. Q24A	74	74
38	I agree that the interventions offered to my child...Q24B	74	74
39	I was offered a copy of my child's treatment...Q24C	75	75
40	My provider "gets my child and family".....Q24D	75	75
41	My provider consistently asks my child and family for feedback..Q24E	76	76
42	My provider asks questions about my child's physical health. Q24F	76	76
43	My provider treated my family with dignity and respect. Q24G	77	77
44	My provider talks to me and my child about my child's plan...Q24H	77	77
45	Literal Comments Q24I	77	79
46	My child deals more effectively with daily problems. Q25A	80	80
47	I feel my child's behavioral health is improving. Q25B	80	80
48	My child's social skills are improving. Q25C	81	81
49	Literal Comments Q25D	81	82
50	Have you had any issues or problems with services...Q26	83	83
51	If you had issues or problems with provider...Q27	83	83

Table	Title	Start page	End page
52	Literal Comments Q27A	83	83
53	Were you able to resolve these issues or problems...Q28	84	84
54	What effect has the treatment your child received....Q29	84	84
55	Were you and your child given the chance to make your own...Q30	85	85
56	In the last twelve months, did you or your child have problems...Q31	85	85
57	If you were unable to get behavioral health help for your child....Q32	86	86
58	Literal Comments Q32A	86	87
59	Is your child taking behavioral health medications? Q33	88	88
60	Who prescribes your child's behavioral health medications? Q34	88	88
61	Literal Comments Q34A	88	88
62	Overall, I feel my child's behavioral health medications are effective...Q35A	89	89
63	My provider explained all side effects of the medications..Q35B	89	89
64	I feel the person who prescribes my child's medications...Q35C	90	90
65	Literal Comments Q35D	90	90
66	Are you experiencing any problems getting the behavioral health....Q36	90	90
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68	Has your child ever been discharged because they had trouble....Q37	92	92
69	If you shared problems about your child's provider....Q38	92	92
70	Please share any additional compliments or concerns...Q40	93	94



# Youth Survey Findings

## Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 24 youth surveys completed during the 4th Quarter of calendar year 2021 for the period from October - December 2021.

### 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.

### 4th Quarter Youth Sample Characteristics versus 3rd Quarter Comparison:

1. Face-to-face surveys are slowly and incremental occurring.
2. Lower percentage of female respondents – 29% (7 of 24) versus 70% (19 of 27).
3. Lower percentage of youth members ages 14-17, 58% (14 of 24) versus 85% (23 of 27).
4. Fewer youth members receiving services from same provider for less than six months – 13% (3 of 24) versus 19% (5 of 27).

### Findings Overview

1. 100% (5 of 5, excluding 19 n/a) interviewed during the 4th Quarter of 2021 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 is 100% (11 of 95) for calendar year 2021.
2. 33% (8 of 24) youths interviewed during the 4th Quarter of 2021 concurred with *“Are you aware of the Complaint and Grievance process through Community Care?”* This indicator is 16% (15 of 95) 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% (60 of 90) 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 3 indicators. These included *“We meet at times that are convenient to me,”* *“being “I have given clear information on who to contact, if I need immediate help between appointments”* and *“We meet at places that are easy for me to get to.”*
4. Youth satisfaction with provider *Recovery Oriented/Treatment Experiences* was good with 92% to 100% in seven of eight indicators. These included *“I am an active participant in developing my treatment plan,”* *“I agree that the interventions offered to me on my treatment plan are a good fit for me,”* *“My provider “gets me” and understands me and my needs,”* *“My provider asked about my physical health,”* *“I was offered a copy of my treatment plan/treatment summary,”* *“My provider treated me with dignity and respect,”* and *“My provider consistently asks me for feedback about how my treatment is going.”*

The lower rated *Recovery Oriented/Treatment Experience* youth indicator during the 4th Quarter of 2021 at 58% (14 of 24) was *“My provider talks to me about my plan for after treatment.”* This indicator is 68% (65 of 95) for calendar year 2021.

5. Youth satisfaction scores with *Treatment Outcomes*, was mixed during the 4th Quarter ranging 83% to 96% in four of the six indicators. These included *“I manage my strong feelings like anger, better”* *“I think good things are going to happen more often for me,”* *“I feel good more often than before I participated in treatment,”* and *“I feel like treatment is working because I am able to apply what I learned in treatment in my daily life.”*

The Treatment Outcome indicators, *“I handle day to day problems better,”* decreased to 67% (16 of 24) but was 80% for the year, while *“I don’t get into trouble as often as I did before treatment”* decreased to 71% (17 of 24) and is 73% for calendar year 2021.

6. 71% (17 of 24) youths interviewed reported taking behavioral health medications and 77% (13 of 17) of those felt the medication was helping them.

7. 4% (1 of 24) youths interviewed, compared to 0% (2 of 27) in the 3rd Quarter had issues or problems with their provider. This indicator 4% (4 of 95) for calendar year 2021 compared to 2% (2 of 90) for calendar year 2020.

### **Recommendations Overview**

The relatively low satisfaction scores on youth treatment outcomes, if not an anomaly, will require additional research and discussion.

Many providers have not been acknowledging the youth C/FST data and responding to indicators that consistently fall under established benchmarks. Conversations with Community Care and providers should aim to correct this.

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

0% (0 of 24) youth respondents compared to 0% (0 of 27) in the 3rd 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.

## Youth Demographics

### What type of survey is it? Q4

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
What type of survey is it?					
Telephone	95 100.0%	23 100.0%	21 100.0%	27 100.0%	24 100.0%
Face to Face	- -	- -	- -	- -	- -

### What county do you live in? Q5

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
What county do you live in?					
Lycoming	72 75.8%	20 87.0%	16 76.2%	21 77.8%	15 62.5%
Clinton	23 24.2%	3 13.0%	5 23.8%	6 22.2%	9 37.5%

# Youth Demographics

**What is your zip code? Q6**

**Literal Comments Q6**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
What is your zip code?					
16822-Beech Creek	5 5.3%	3 13.0%	-	2 7.4%	-
17701-Williamsport	54 56.8%	18 78.3%	7 33.3%	15 55.6%	14 58.3%
17702-Williamsport	1 1.1%	-	-	1 3.7%	-
17703-Williamsport	-	-	-	-	-
17721-Avis	-	-	-	-	-
17726-Castanea	-	-	-	-	-
17728-Cogan Station	2 2.1%	-	2 9.5%	-	-
17737-Hughesville	3 3.2%	-	1 4.8%	2 7.4%	-
17740-Jersey Shore	5 5.3%	2 8.7%	2 9.5%	-	1 4.2%
17744-Linden	-	-	-	-	-
17745-Lock Haven	15 15.8%	-	4 19.0%	3 11.1%	8 33.3%
17747-Loganton	-	-	-	-	-
17748-McElhatton	-	-	-	-	-
17751-Mill Hall	2 2.1%	-	1 4.8%	-	1 4.2%
17752-Montgomery	-	-	-	-	-
17754-Montoursville	5 5.3%	-	2 9.5%	3 11.1%	-
17756-Muncy	2 2.1%	-	2 9.5%	-	-
17764-Renovo	1 1.1%	-	-	1 3.7%	-
17765-Roaring Branch	-	-	-	-	-
17771-Trout Run	-	-	-	-	-
17774-Unityville	-	-	-	-	-
17810-Allenwood	-	-	-	-	-
Other	-	-	-	-	-

## Youth Demographics

### What is your gender? Q7

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>95</b>	<b>23</b>	<b>21</b>	<b>27</b>	<b>24</b>
<b>What is your gender?</b>					
<b>Male</b>	<b>45 47.4%</b>	<b>9 39.1%</b>	<b>11 52.4%</b>	<b>8 29.6%</b>	<b>17 70.8%</b>
<b>Female</b>	<b>50 52.6%</b>	<b>14 60.9%</b>	<b>10 47.6%</b>	<b>19 70.4%</b>	<b>7 29.2%</b>
<b>Transgender</b>	-	-	-	-	-
<b>Does not identify with either gender</b>	-	-	-	-	-
<b>Declined to Answer</b>	-	-	-	-	-

### How old are you? Q8

Counts Break % Respondents	2021 Y-T-D TOTAL	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>95</b>	<b>23</b>	<b>21</b>	<b>27</b>	<b>24</b>
<b>How old are you?</b>					
<b>14-15 years</b>	<b>30 31.6%</b>	<b>7 30.4%</b>	<b>4 19.0%</b>	<b>8 29.6%</b>	<b>11 45.8%</b>
<b>16-17 years</b>	<b>27 28.4%</b>	<b>2 8.7%</b>	<b>7 33.3%</b>	<b>15 55.6%</b>	<b>3 12.5%</b>
<b>18-20 years</b>	<b>30 31.6%</b>	<b>8 34.8%</b>	<b>10 47.6%</b>	<b>2 7.4%</b>	<b>10 41.7%</b>
<b>over 20 years</b>	<b>8 8.4%</b>	<b>6 26.1%</b>	<b>-</b>	<b>2 7.4%</b>	<b>-</b>

## Youth Demographics

### What do you consider your race to be? Q9

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>95</b>	<b>23</b>	<b>21</b>	<b>27</b>	<b>24</b>
<b>What do you consider your race to be?</b>					
<b>Caucasian</b>	<b>85 89.5%</b>	<b>22 95.7%</b>	<b>19 90.5%</b>	<b>24 88.9%</b>	<b>20 83.3%</b>
<b>African American</b>	<b>3 3.2%</b>	<b>- -</b>	<b>1 4.8%</b>	<b>1 3.7%</b>	<b>1 4.2%</b>
<b>Hispanic American</b>	<b>1 1.1%</b>	<b>1 4.3%</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>
<b>American Indian/Alaskan Native</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>
<b>Asian American</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>
<b>Bi-Racial</b>	<b>3 3.2%</b>	<b>- -</b>	<b>1 4.8%</b>	<b>2 7.4%</b>	<b>- -</b>
<b>Other</b>	<b>3 3.2%</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>3 12.5%</b>

### Literal Comments Q9a

#### If other, please list.

Q4-Chose not to disclose.

Q4-Chose not to identify.

Q4-Chose not to identify

### Are you receiving services primary for: Q10

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>95</b>	<b>23</b>	<b>21</b>	<b>27</b>	<b>24</b>
<b>Are you receiving services primary for:</b>					
<b>Mental Health</b>	<b>95 100.0%</b>	<b>23 100.0%</b>	<b>21 100.0%</b>	<b>27 100.0%</b>	<b>24 100.0%</b>
<b>Drug and Alcohol Treatment</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>
<b>Both Mental Health and Drug and Alcohol Treatment</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>

## Youth Satisfaction with Community Care

### I've learned about Community Care through the following: Q11A

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>95</b>	<b>23</b>	<b>21</b>	<b>27</b>	<b>24</b>
<b>Member Handbook</b>					
<b>Yes</b>	<b>9</b> <b>9.5%</b>	<b>-</b> <b>-</b>	<b>2</b> <b>9.5%</b>	<b>-</b> <b>-</b>	<b>7</b> <b>29.2%</b>
<b>No</b>	<b>86</b> <b>90.5%</b>	<b>23</b> <b>100.0%</b>	<b>19</b> <b>90.5%</b>	<b>27</b> <b>100.0%</b>	<b>17</b> <b>70.8%</b>

### I've learned about Community Care through the following: Q11B

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>95</b>	<b>23</b>	<b>21</b>	<b>27</b>	<b>24</b>
<b>Community Care website</b>					
<b>Yes</b>	<b>1</b> <b>1.1%</b>	<b>-</b> <b>-</b>	<b>1</b> <b>4.8%</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>
<b>No</b>	<b>94</b> <b>98.9%</b>	<b>23</b> <b>100.0%</b>	<b>20</b> <b>95.2%</b>	<b>27</b> <b>100.0%</b>	<b>24</b> <b>100.0%</b>

### I've learned about Community Care through the following: Q11C

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>95</b>	<b>23</b>	<b>21</b>	<b>27</b>	<b>24</b>
<b>Phone call with Community Care</b>					
<b>Yes</b>	<b>2</b> <b>2.1%</b>	<b>-</b> <b>-</b>	<b>1</b> <b>4.8%</b>	<b>1</b> <b>3.7%</b>	<b>-</b> <b>-</b>
<b>No</b>	<b>93</b> <b>97.9%</b>	<b>23</b> <b>100.0%</b>	<b>20</b> <b>95.2%</b>	<b>26</b> <b>96.3%</b>	<b>24</b> <b>100.0%</b>

## Youth Satisfaction with Community Care

### I've learned about Community Care through the following: Q11D

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>95</b>	<b>23</b>	<b>21</b>	<b>27</b>	<b>24</b>
<b>Treatment Provider</b>					
<b>Yes</b>	<b>23</b> <b>24.2%</b>	<b>5</b> <b>21.7%</b>	<b>4</b> <b>19.0%</b>	<b>6</b> <b>22.2%</b>	<b>8</b> <b>33.3%</b>
<b>No</b>	<b>72</b> <b>75.8%</b>	<b>18</b> <b>78.3%</b>	<b>17</b> <b>81.0%</b>	<b>21</b> <b>77.8%</b>	<b>16</b> <b>66.7%</b>

### I've learned about Community Care through the following: Q11E

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>95</b>	<b>23</b>	<b>21</b>	<b>27</b>	<b>24</b>
<b>Resource Fair/Community Event</b>					
<b>Yes</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>
<b>No</b>	<b>95</b> <b>100.0%</b>	<b>23</b> <b>100.0%</b>	<b>21</b> <b>100.0%</b>	<b>27</b> <b>100.0%</b>	<b>24</b> <b>100.0%</b>

### I've learned about Community Care through the following: Q11F

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>95</b>	<b>23</b>	<b>21</b>	<b>27</b>	<b>24</b>
<b>Have you ever learned about Community Care?</b>					
<b>Yes</b>	<b>25</b> <b>26.3%</b>	<b>5</b> <b>21.7%</b>	<b>3</b> <b>14.3%</b>	<b>9</b> <b>33.3%</b>	<b>8</b> <b>33.3%</b>
<b>No</b>	<b>70</b> <b>73.7%</b>	<b>18</b> <b>78.3%</b>	<b>18</b> <b>85.7%</b>	<b>18</b> <b>66.7%</b>	<b>16</b> <b>66.7%</b>



## Youth Satisfaction with Community Care

I've learned about Community Care through the following: Q11G

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
Other					
Yes	2 2.1%	-	-	2 7.4%	-
No	93 97.9%	23 100.0%	21 100.0%	25 92.6%	24 100.0%

Literal Comment Q11H

**If other , please  
explain.**

Q3-Through my mom

Q3-Through my mom

Have you reviewed your insurance and treatment options...Q12

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	40	5	4	13	18
Have you reviewed your insurance benefits and treatment options through Community Care (CCBH)?					
Yes	6 15.0%	-	1 25.0%	-	5 27.8%
No	34 85.0%	5 100.0%	3 75.0%	13 100.0%	13 72.2%

## Youth Satisfaction with Community Care

If you had contact with Community Care in the las 12 months...Q13

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	11	1	2	3	5
If you had contact with Community Care (CCBH) in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?					
Yes	11 100.0%	1 100.0%	2 100.0%	3 100.0%	5 100.0%
No	- -	- -	- -	- -	- -

Are you aware of the complaint and grievance process...Q14

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
Are you aware of the complaint and grievance process through Community Care (CCBH)?					
Yes	15 15.8%	- -	4 19.0%	3 11.1%	8 33.3%
No	80 84.2%	23 100.0%	17 81.0%	24 88.9%	16 66.7%

## Youth Satisfaction with Community Care

Have you filed a complaint or grievance within the last...Q15

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
Have you filed a complaint or a grievance within the last 12 months?					
Yes	-	-	-	-	-
No	95 100.0%	23 100.0%	21 100.0%	27 100.0%	24 100.0%

If yes, were you satisfied with how it was handled? Q16

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	-	-	-	-	-
If yes, were you satisfied with how it was handled?					
Yes	-	-	-	-	-
No	-	-	-	-	-

Literal Comment Q16A

# Youth Provider Level Analysis

## Who is your provider? Q17

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
Who is your provider?					
BSI (DTAC)	6 6.3%	2 8.7%	1 4.8%	1 3.7%	2 8.3%
Community Service Group (CSG)	23 24.2%	8 34.8%	5 23.8%	2 7.4%	8 33.3%
Keystone Counseling	1 1.1%	-	-	1 3.7%	-
Lycoming/Clinton MHID (Joinder)	10 10.5%	3 13.0%	1 4.8%	2 7.4%	4 16.7%
Geisinger Services	5 5.3%	-	2 9.5%	3 11.1%	-
River Valley Health & Dental Center	4 4.2%	1 4.3%	1 4.8%	2 7.4%	-
Crossroad Counseling	9 9.5%	-	2 9.5%	5 18.5%	2 8.3%
Diakon Family Life Services	12 12.6%	-	6 28.6%	3 11.1%	3 12.5%
Lycoming Therapeutic Wraparound Services	1 1.1%	-	-	1 3.7%	-
Merakey	5 5.3%	1 4.3%	1 4.8%	2 7.4%	1 4.2%
Service Access & Management	1 1.1%	-	-	1 3.7%	-
Other	18 18.9%	8 34.8%	2 9.5%	4 14.8%	4 16.7%

## Literal Comments Q17A

### If other, please list provider.

- Q1-Gillum Psychological
- Q1-SunPointe Health
- Q1-SunPointe Health
- Q1-Laure Rohrs Gargano
- Q1-Cen-Clear
- Q1-Cen-Clear
- Q1-SunPointe
- Q1-SunPointe
- Q2-Concern
- Q2-Gillum Psychological
- Q3-CenClear
- Q3-CenClear
- Q3-Allied Therapy
- Q3-Pamela McCloskey
- Q4-Skills of Central Pa
- Q4-Concern
- Q4- School counslor/Trama specialist.
- Q4- Heather Rakestraw

## Were you made aware that you have a choice of providers?Q18

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
Were you made aware that you have a choice of providers?					
Yes	84 88.4%	23 100.0%	16 76.2%	23 85.2%	22 91.7%
No	11 11.6%	-	5 23.8%	4 14.8%	2 8.3%

# Youth Provider Level Analysis

## What mental health services are you currently receiving...Q19

## Literal Comments Q19A

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	95	23	21	27	24
What mental health services are you currently receiving from this provider?					
Outpatient Counseling	29 30.5%	4 17.4%	7 33.3%	9 33.3%	9 37.5%
Medication Management	22 23.2%	7 30.4%	4 19.0%	6 22.2%	5 20.8%
Psychiatry	11 11.6%	6 26.1%	1 4.8%	3 11.1%	1 4.2%
Telepsychiatry	1 1.1%	-	-	1 3.7%	-
Partial Hospitalization Program	2 2.1%	1 4.3%	-	1 3.7%	-
Family Based Mental Health	3 3.2%	-	2 9.5%	1 3.7%	-
Targeted Case Management (TCM)	11 11.6%	3 13.0%	1 4.8%	3 11.1%	4 16.7%
Behavioral Health Rehabilitation Services (BHRS)	7 7.4%	1 4.3%	2 9.5%	2 7.4%	2 8.3%
Outpatient School Based Therapy	1 1.1%	-	-	1 3.7%	-
Other	8 8.4%	1 4.3%	4 19.0%	-	3 12.5%

### If other, please list.

- ARRTS Program

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- Q2-School Based Outpatient Therapy

---

- Q2-ARRTS program

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- Q2-School Based Outpatient Services.

---

- Q2-School based outpatient services

---

- Q4-ARRTS program

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- Q4-Certified Peer Support

---

- Q4-ARRTS Program

## What substance use disorder services are you completing....Q20

## Literal Comments Q20A

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	1	-	-	-	1
What Substance Use Disorder services are you completing this survey about?					
Outpatient Counseling	-	-	-	-	-
Community Based D&A Program	-	-	-	-	-
Outpatient School Based Therapy	1 100.0%	-	-	-	1 100.0%
Case Coordination	-	-	-	-	-
Other	-	-	-	-	-

## Youth Provider Level Analysis

### Were you made aware of availability of different treatment...Q21

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>95</b>	<b>23</b>	<b>21</b>	<b>27</b>	<b>24</b>
<b>Were you made aware of the availability of different treatment services and given a choice?</b>					
<b>Yes</b>	<b>84 88.4%</b>	<b>23 100.0%</b>	<b>17 81.0%</b>	<b>22 81.5%</b>	<b>22 91.7%</b>
<b>No</b>	<b>11 11.6%</b>	<b>- -</b>	<b>4 19.0%</b>	<b>5 18.5%</b>	<b>2 8.3%</b>

### How long have you been receiving services from this provider? Q22

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>95</b>	<b>23</b>	<b>21</b>	<b>27</b>	<b>24</b>
<b>How long have you been receiving services from this provider?</b>					
<b>Less than 6 months</b>	<b>15 15.8%</b>	<b>6 26.1%</b>	<b>1 4.8%</b>	<b>5 18.5%</b>	<b>3 12.5%</b>
<b>6 months to 1 year</b>	<b>16 16.8%</b>	<b>2 8.7%</b>	<b>6 28.6%</b>	<b>6 22.2%</b>	<b>2 8.3%</b>
<b>1 to 2 years</b>	<b>18 18.9%</b>	<b>3 13.0%</b>	<b>4 19.0%</b>	<b>8 29.6%</b>	<b>3 12.5%</b>
<b>2 to 3 years</b>	<b>17 17.9%</b>	<b>4 17.4%</b>	<b>5 23.8%</b>	<b>2 7.4%</b>	<b>6 25.0%</b>
<b>4+ years</b>	<b>29 30.5%</b>	<b>8 34.8%</b>	<b>5 23.8%</b>	<b>6 22.2%</b>	<b>10 41.7%</b>

## Youth Access to Services

**We meet at places that are easy for me to get to. Q23A**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>95</b>	<b>23</b>	<b>21</b>	<b>27</b>	<b>24</b>
<b>We meet at places that are easy for me to get to.</b>					
<b>Strongly Agree/Agree</b>	<b>88 92.6%</b>	<b>19 82.6%</b>	<b>20 95.2%</b>	<b>25 92.6%</b>	<b>24 100.0%</b>
<b>Strongly Disagree/Disagree</b>	<b>2 2.1%</b>	<b>- -</b>	<b>- -</b>	<b>2 7.4%</b>	<b>- -</b>
<b>Neutral</b>	<b>5 5.3%</b>	<b>4 17.4%</b>	<b>1 4.8%</b>	<b>- -</b>	<b>- -</b>

**92.6% of target rate YTD**

**Meets Expectations**

**We meet at times that are convenient to me Q23B**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>95</b>	<b>23</b>	<b>21</b>	<b>27</b>	<b>24</b>
<b>We meet at times that are convenient to me.</b>					
<b>Strongly Agree/Agree</b>	<b>90 94.7%</b>	<b>23 100.0%</b>	<b>19 90.5%</b>	<b>24 88.9%</b>	<b>24 100.0%</b>
<b>Strongly Disagree/Disagree</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>
<b>Neutral</b>	<b>5 5.3%</b>	<b>- -</b>	<b>2 9.5%</b>	<b>3 11.1%</b>	<b>- -</b>

**94.7% of target rate YTD**

**Meets Expectations**

## Youth Access to Services

**I have been given clear information on who to contact..Q23C**

Counts Break % Respondents	Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
I have been given clear information on who to contact if I need immediate help between appointments.					
Strongly Agree/Agree	92 96.8%	23 100.0%	19 90.5%	26 96.3%	24 100.0%
Strongly Disagree/Disagree	1 1.1%	- -	- -	1 3.7%	- -
Neutral	2 2.1%	- -	2 9.5%	- -	- -

**96.8% of target rate YTD**

**Meets Expectations**

**Literal Comments Q23D**

**If you chose Neutral/or Disagreed with any of these state...**

- Q1-Sometimes it is over the phone.

---

- Q2-This is not my position and not my area.

---

- Q2-I do not think I could agree or disagree. I do not have the access to devices to reach out.

---

- Q3-They would try to help me at the location.

---

- Q3-My mom works so I have to do late appointments.

---

- Q3-It is in Milesburg

---

- Q3-It is far away.



# Youth Recovery Oriented Treatment Experiences

I am an active participant in developing my treatment plan. Q24A

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
I am an active participant in developing my treatment plan.					
Strongly Agree/Agree	90 94.7%	21 91.3%	19 90.5%	26 96.3%	24 100.0%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	5 5.3%	2 8.7%	2 9.5%	1 3.7%	-

94.7% of target rate YTD

Meets Expectations

I agree that the interventions offered to me on my treatment...Q24B

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
I agree that the interventions offered to me on my treatment plan are a good fit for me.					
Strongly Agree/Agree	91 95.8%	23 100.0%	19 90.5%	25 92.6%	24 100.0%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	4 4.2%	-	2 9.5%	2 7.4%	-

95.8% of target rate YTD

Meets Expectations

## Youth Recovery Oriented Treatment Experiences

I was offered a copy of my treatment plan/treatment summary. Q24C

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
I was offered a copy of my treatment plan/treatment summary.					
Strongly Agree/Agree	83 87.4%	19 82.6%	17 81.0%	25 92.6%	22 91.7%
Strongly Disagree/Disagree	3 3.2%	-	1 4.8%	1 3.7%	1 4.2%
Neutral	9 9.5%	4 17.4%	3 14.3%	1 3.7%	1 4.2%

87.4% of target rate YTD

Meets Expectations

My provider "gets me" and understands me and my needs. Q24D

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
My provider "gets me" and understands me and my needs.					
Strongly Agree/Agree	92 96.8%	23 100.0%	20 95.2%	25 92.6%	24 100.0%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	3 3.2%	-	1 4.8%	2 7.4%	-

96.8% of target rate YTD

Meets Expectations

## Youth Recovery Oriented Treatment Experiences

### My provider consistently asks me for feedback...Q24E

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
My provider consistently asks me for feedback about how my treatment is going.					
Strongly Agree/Agree	87 91.6%	23 100.0%	16 76.2%	24 88.9%	24 100.0%
Strongly Disagree/Disagree	5 5.3%	-	2 9.5%	3 11.1%	-
Neutral	3 3.2%	-	3 14.3%	-	-

91.6% of target rate YTD

Meets Expectations

### My provider asked questions about my physical health. Q24F

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
My provider asked questions about my physical health.					
Strongly Agree/Agree	86 90.5%	23 100.0%	18 85.7%	23 85.2%	22 91.7%
Strongly Disagree/Disagree	4 4.2%	-	2 9.5%	1 3.7%	1 4.2%
Neutral	5 5.3%	-	1 4.8%	3 11.1%	1 4.2%

90.5% of target rate YTD

Meets Expectations

## Youth Recovery Oriented Treatment Experiences

My provider treated me with dignity and respect. Q24G

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
My provider treated me with dignity and respect.					
Strongly Agree/Agree	94 98.9%	23 100.0%	20 95.2%	27 100.0%	24 100.0%
Strongly Disagree/Disagree	- -	- -	- -	- -	- -
Neutral	1 1.1%	- -	1 4.8%	- -	- -

98.9% of target rate YTD

Meets Expectations

# Youth Recovery Oriented Treatment Experiences

## My provider talks to me about my plan for after treatment. Q24H

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
<b>My provider talks to me about my plan for after treatment.</b>					
<b>Strongly Agree/Agree</b>	65 68.4%	18 78.3%	14 66.7%	19 70.4%	14 58.3%
<b>Strongly Disagree/Disagree</b>	9 9.5%	1 4.3%	2 9.5%	1 3.7%	5 20.8%
<b>Neutral</b>	21 22.1%	4 17.4%	5 23.8%	7 25.9%	5 20.8%

**68.4% of target rate YTD**

**Action Required**

## Literal Comments Q24I

### If you chose Neutral/or Disagreed with any of these state...

Q1-I just ignore it.

Q1-Not ready for a discharge plan.

Q1-We are working on how to get treatment now.

Q2-Sometimes I feel like not doing anything. I don't know, they could've given it to my mom.

Q2-We did not really talk about this.

Q2-I do not remember.

Q2-It is a little complicated. I have not seen my treatment plan. I do not remember everything.

Q2-We have not discussed this yet.

Q2-I didn't get a copy. We cut them off short and quit going because of a disagreement.

Q2-They do not do this

Q2-We are not that far along yet.

Q2-Not yet.

Q2-I just feel like I am not getting the help I need.They ask for feedback and about my physical health sometimes but not always. We did not discuss after care yet.

Q2-They kind of include me. I get very busy and caught up on other things. I did not get this yet.

Q3-I just do not know what that is.

Q3-I was only getting this when seeing psychiatrist. I never received a copy. They do not ask me for feedback or about my physical health.

Q3-I do not know when I am going to be done with treatment.

Q3-The doctor does not always listen.

Q3-We focus on mental health. It is something focused on front and center.

**Literal Comments Q24I**

**If you chose Neutral/or Disagreed with any of these state...**

---

Q3-We did not get there yet.

---

Q4-I do not remember. They did not do this.

---

Q4-I don't know

---

Q4-It is too soon.

---

Q4-He is still young and needs more treatment.

---

Q4- Never got to the end of my treatment plan because I stopped going.

---

## Youth Outcomes

### I handle day to day problems better. Q25A

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
I handle day to day problems better.					
Strongly Agree/Agree	76 80.0%	17 73.9%	17 81.0%	26 96.3%	16 66.7%
Strongly Disagree/Disagree	4 4.2%	4 17.4%	- -	- -	- -
Neutral	15 15.8%	2 8.7%	4 19.0%	1 3.7%	8 33.3%

80.0% of target rate YTD

Satisfactory

### I manage my strong feelings, like anger better. Q25B

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
I manage my strong feelings, like anger better.					
Strongly Agree/Agree	79 83.2%	16 69.6%	17 81.0%	22 81.5%	24 100.0%
Strongly Disagree/Disagree	4 4.2%	4 17.4%	- -	- -	- -
Neutral	12 12.6%	3 13.0%	4 19.0%	5 18.5%	- -

83.2% of target rate YTD

Meets Expectations

# Youth Outcomes

## I don't get in trouble as often as I did before treatment. Q25C

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>95</b>	<b>23</b>	<b>21</b>	<b>27</b>	<b>24</b>
<b>I don't get in trouble as often as I did before treatment.</b>					
<b>Strongly Agree/Agree</b>	<b>69</b> 72.6%	13 56.5%	18 85.7%	21 77.8%	17 70.8%
<b>Strongly Disagree/Disagree</b>	<b>10</b> 10.5%	10 43.5%	- -	- -	- -
<b>Neutral</b>	<b>16</b> 16.8%	- -	3 14.3%	6 22.2%	7 29.2%

72.6% of target rate YTD

Satisfactory

## I think good things are going to happen more often for me. Q25D

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>95</b>	<b>23</b>	<b>21</b>	<b>27</b>	<b>24</b>
<b>I think good things are going to happen more often for me.</b>					
<b>Strongly Agree/Agree</b>	<b>78</b> 82.1%	13 56.5%	19 90.5%	22 81.5%	24 100.0%
<b>Strongly Disagree/Disagree</b>	<b>8</b> 8.4%	8 34.8%	- -	- -	- -
<b>Neutral</b>	<b>9</b> 9.5%	2 8.7%	2 9.5%	5 18.5%	- -

82.1% of target rate YTD

Meets Expectations



## Youth Outcomes

I feel good more often than before I participated in treatment. Q25E

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
I feel good more often than before I participated in treatment.					
Strongly Agree/Agree	79 83.2%	15 65.2%	18 85.7%	26 96.3%	20 83.3%
Strongly Disagree/Disagree	6 6.3%	4 17.4%	1 4.8%	1 3.7%	- -
Neutral	10 10.5%	4 17.4%	2 9.5%	- -	4 16.7%

83.2% of target rate YTD

Meets Expectations

I feel like treatment is working because I am able to apply...Q25F

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
I feel like treatment is working because I am able to apply what I have learned in treatment in my daily life.					
Strongly Agree/Agree	80 84.2%	17 73.9%	19 90.5%	24 88.9%	20 83.3%
Strongly Disagree/Disagree	4 4.2%	4 17.4%	- -	- -	- -
Neutral	11 11.6%	2 8.7%	2 9.5%	3 11.1%	4 16.7%

84.2% of target rate YTD

Meets Expectations

## Youth Outcomes

### Literal Comments Q25G

#### If you chose Neutral/or disagreed with any of the stateme...

Q1-I still have trouble with this.

Q1-They do not really give us a plan.

Q1-He still has problems. He is negative.

Q1-I still have a lot of problems and I am still in the same thought pattern as a year ago.

Q1-I don't think this is going to change. It depends on the day or mood. I do not get into trouble.

Q2-I do not leave my bedroom Sometimes I think bad things are going to happen.

Q2-I still have some of the same problems.

Q2-I still have anxiety some days.

Q2-It is complicated. It depends on perspective.

Q2-I get in trouble sometimes, but not as often.

Q2-I still have good days and bad days.

Q2-We have not been making much headway due to Covid.

Q2-Some days I have real bad and some good days.

Q2-I still have problems. Some days are easier than others.

Q3-I still have small problems with that.

Q3-It is about the same

Q3-I feel I do not need these services

Q3-I still have my moments.

Q3- I am getting used to dealing with stress. I never got treatment for how much I got in trouble.

Q3-I did not get in trouble and still do not. I still feel the same.

Q3-I do not get in trouble.

Q3-My meds need increased. I think bad things are going to happen. I don't feel good more often.

Q4-I still have problems from time to time.

Q4-I still have problems from time to time

Q4-I Do not get in trouble. I still have bad days.

Q4-I do not get in trouble.

Q4-I have really bad days sometimes.

Q4- Depends on the day. Some days are better than others.

## Youth Issues or Problems

## Have you had any issues or problems with provider? Q26

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>95</b>	<b>23</b>	<b>21</b>	<b>27</b>	<b>24</b>
<b>Have you had any issues or problems with (name of provider)?</b>					
<b>Yes</b>	<b>4</b> <b>4.2%</b>	<b>1</b> <b>4.3%</b>	<b>2</b> <b>9.5%</b>	<b>-</b> <b>-</b>	<b>1</b> <b>4.2%</b>
<b>No</b>	<b>91</b> <b>95.8%</b>	<b>22</b> <b>95.7%</b>	<b>19</b> <b>90.5%</b>	<b>27</b> <b>100.0%</b>	<b>23</b> <b>95.8%</b>

## Youth Issues or Problems

If you had issues or problems with provider, what were they? Q27

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	4	1	2	-	1
If you has issues or problems with provider, what were they?					
My treatment is confusing	-	-	-	-	-
Frequent provider cancellations	-	-	-	-	-
Poor Communication	1 25.0%	-	-	-	1 100.0%
Frequent staff changes	-	-	-	-	-
Attitude/ Personality conflicts	-	-	-	-	-
Billing	-	-	-	-	-
Other	3 75.0%	1 100.0%	2 100.0%	-	-

Literal Comments Q27A

If other, please explain.

Q1-Provider will not allow another interpreter because of other kids privacy.

Q2-They wanted to complete the survey on what they were doing with us and also the one counselor didn't show up and the other one didn't do much.

Q2-A big socialization program was cut before through them.

Were you able to resolve these issues or problems with...Q28

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	4	1	2	-	1
Were you able to resolve these issues or problems with provider?					
Yes	1 25.0%	-	-	-	1 100.0%
No	3 75.0%	1 100.0%	2 100.0%	-	-

## Youth Department of Human Services Questions

What effect has the treatment you've received had on the...Q29

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
<b>What effect has the treatment you've received had on the overall quality of your life?</b>					
Much better	36 37.9%	4 17.4%	9 42.9%	14 51.9%	9 37.5%
A little better	48 50.5%	12 52.2%	10 47.6%	12 44.4%	14 58.3%
About the same	11 11.6%	7 30.4%	2 9.5%	1 3.7%	1 4.2%
A little worse	-	-	-	-	-
Much worse	-	-	-	-	-

Were you given the chance to make treatment decisions? Q30

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
<b>Were you given the chance to make treatment decisions?</b>					
Yes	82 86.3%	21 91.3%	17 81.0%	23 85.2%	21 87.5%
No	3 3.2%	2 8.7%	-	1 3.7%	-
Sometimes	10 10.5%	-	4 19.0%	3 11.1%	3 12.5%

## Youth Department of Human Services Questions

In the last twelve months, did you have problems getting...Q31

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
In the last twelve months, did you have problems getting the help you needed?					
Yes	4 4.2%	-	2 9.5%	1 3.7%	1 4.2%
No	90 94.7%	23 100.0%	18 85.7%	26 96.3%	23 95.8%
Sometimes	1 1.1%	-	1 4.8%	-	-

If you were not able to get help in the last twelve months,,Q32

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	4	-	3	1	-
If you were not able to get help in the last twelve months, what stopped you?					
Money issues	-	-	-	-	-
Transportation issues	-	-	-	-	-
Language barrier	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Long waiting list	-	-	-	-	-
I didn't know where to get help	1 25.0%	-	1 33.3%	-	-
Other	3 75.0%	-	2 66.7%	1 100.0%	-

**Literal Comments Q32A**

**If other, please explain.**

---

Q2-Some programs in the area have been cut.

---

Q2- Problems due to Covid

---

Q3-We were in the ER for over a week.

# Youth Behavioral Health Medications

## Are you taking behavioral health medications? Q33

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>Base</b>	<b>95</b>	<b>23</b>	<b>21</b>	<b>27</b>	<b>24</b>
<b>Are you taking behavioral health medications?</b>					
<b>Yes</b>	<b>71 74.7%</b>	<b>22 95.7%</b>	<b>10 47.6%</b>	<b>22 81.5%</b>	<b>17 70.8%</b>
<b>No</b>	<b>24 25.3%</b>	<b>1 4.3%</b>	<b>11 52.4%</b>	<b>5 18.5%</b>	<b>7 29.2%</b>

## Who prescribes your behavioral health medications? Q34

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<b>N/A responses reduce total</b>	<b>71</b>	<b>22</b>	<b>10</b>	<b>22</b>	<b>17</b>
<b>Who prescribes your behavioral health medications?</b>					
<b>Psychiatrist</b>	<b>64 90.1%</b>	<b>21 95.5%</b>	<b>9 90.0%</b>	<b>19 86.4%</b>	<b>15 88.2%</b>
<b>Primary Care Physician</b>	<b>7 9.9%</b>	<b>1 4.5%</b>	<b>1 10.0%</b>	<b>3 13.6%</b>	<b>2 11.8%</b>
<b>Nurse Practitioner</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Physicians Assistant</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Other</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

## Literal Comment Q34A

**Please list name if anyone other than Psychiatrist is pre...**

- Q1-Jessica Osman
- Q2-Dr.Jeremy Lozanka
- Q3-Dr.Eister
- Q3-Dr.Sharr
- Q3-Dr. John Weiser
- Q4-Dr. Mona Chang
- Q4-Dr.Mona Chang



## Youth Behavioral Health Medications

Overall, I feel my behavioral health medications help me. Q35A

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	71	22	10	22	17
<b>Overall, I feel my behavioral health medications help me.</b>					
<b>Strongly Agree/Agree</b>	60 84.5%	18 81.8%	9 90.0%	20 90.9%	13 76.5%
<b>Strongly Disagree/Disagree</b>	4 5.6%	4 18.2%	- -	- -	- -
<b>Neutral</b>	7 9.9%	- -	1 10.0%	2 9.1%	4 23.5%

My provider explained all side effects of the medications...Q35B

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	71	22	10	22	17
<b>My provider explained all side effects of the medications prescribed to me.</b>					
<b>Strongly Agree/Agree</b>	67 94.4%	18 81.8%	10 100.0%	22 100.0%	17 100.0%
<b>Strongly Disagree/Disagree</b>	4 5.6%	4 18.2%	- -	- -	- -
<b>Neutral</b>	- -	- -	- -	- -	- -

# Youth Behavioral Health Medications

**I feel the person who prescribes my medications, listens and responds...Q35C**

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	71	22	10	22	17
<b>I feel the person who prescribes my medications, listens and responds to my concerns.</b>					
<b>Strongly Agree/Agree</b>	67 94.4%	18 81.8%	10 100.0%	22 100.0%	17 100.0%
<b>Strongly Disagree/Disagree</b>	- -	- -	- -	- -	- -
<b>Neutral</b>	4 5.6%	4 18.2%	- -	- -	- -

**Literal Comments Q35D**

**If you chose Neutral/or disagreed with and of the statem...**

Q1-I don't feel that the meds help. Doctor did not explain side effects.

Q2-I do not think it works, I feel the same.

Q3-They help but I do not need them.

Q4-We are in the middle of a med change.

Q4-We are still trying to find the right medicine that works for me.

## Youth Behavioral Health Medications

Are you having any trouble getting the medications that work for you? Q36

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	71	22	10	22	17
Are you having any trouble getting the medications that work for you?					
Yes	2 2.8%	-	-	-	2 11.8%
No	69 97.2%	22 100.0%	10 100.0%	22 100.0%	15 88.2%

Literal Comment Q36A

If ""yes"" what were they?

Q4-We are having a hard time finding a medicine to help him from hearing voices.

Q4-Having a hard time finding the right medicines for him.

## Youths Discharged

Have you been discharged because you had trouble following...Q37

Counts Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	95	23	21	27	24
Have you been discharged because you had trouble following your treatment plan or you had set backs?					
Yes	3	-	-	-	3
No	92	23	21	27	21

## Youth Additional Compliments or Concerns

Please share any additional compliments or concerns you have...Q38

**Please share any additional compliments or concerns you h...**

- Q2-The services are great

---

- Q2-I wish that I could get better help than I do now.

---

- Q3-We are very happy with how things have been going.

---

- Q3-They are really amazing! His BC is amazing.

---

- Q3-The doctor here was a good psychiatrist.

---

- Q3-Keystone has been a lot of help and they understand that I work.

---

- Q3-They are great and they are helpful.

---

- Q4-They are a really good place to go if you are struggling with mental issues.

If you shared problems about your provider, or managed care company during this survey...Q40

Counts Break % Respondents	Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	4	1	2	-	1
<b>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>					
<b>Yes</b>	-	-	-	-	-
<b>No</b>	4 100.0%	1 100.0%	2 100.0%	-	1 100.0%

## Provider Responses

### Provider Responses to 3rd Quarter (July – September 2021)– 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.

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. This change will take place with this quarterly/fiscal year report.

No provider responses were received for the 3rd Quarter C/FST data.

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

2.Other Provider Comments:

## **MCO Responses**

### **Community Care Behavioral Health's Response to C/FST 3rd Quarter (July - September 2021) Report**

"Community Care Behavioral Health's Quality, Clinical and Associate Manager reviews the C/FST Quarterly Report every quarter and any areas of concerns are reviewed and discussed with the HealthChoices Program Director of the Lycoming-Clinton Joinder Program. Follow up is then directed toward providers to develop a strategy to resolve any concerns"

No Community Care response was due for the 3rd Quarter C/FST data.

## Technical Notes

### Technical Notes

#### A. Projected Surveys – January 1, 2021 – December 31, 2021

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, 2021 and December 31, 2021.

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 2020.

#### B. Focus

**The survey activity includes 425 Lycoming and 135 Clinton C/FST surveys. The sub-targets by member category include 348 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 HealthChoices; 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 540 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; behavioral health rehabilitation services (BHRS), inpatient, partial hospitalization, outpatient services, and case management.

Some members receiving mental health services are contacted using a call list provided by LCJB Health Choices 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 DHS's Appendix L; LCJB HealthChoices, 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 HealthChoices, 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 HealthChoices.

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 HealthChoices in cases where the surveyor believes LCJB HealthChoices 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.

Table	Title	Start page	End page
1	What type of survey is it? Q4	99	99
2	What county do you live in? Q5	99	99
3	What is your zip code? Q6	100	100
4	Literal Comments Q6	100	100
5	What is your gender? Q7	101	101
6	How old are you? Q8	101	101
7	What do you consider your race to be? Q9	102	102
8	Literal Comments Q9a	102	102
9	Are you receiving services primary for: Q10	102	102
10	I've learned about Community Care through the following: Q11A	103	103
11	I've learned about Community Care through the following: Q11B	103	103
12	I've learned about Community Care through the following: Q11C	103	103
13	I've learned about Community Care through the following: Q11D	104	104
14	I've learned about Community Care through the following: Q11E	104	104
15	I've learned about Community Care through the following: Q11F	104	104
16	I've learned about Community Care through the following: Q11G	105	105
17	Literal Comment Q11H	105	105
18	Have you reviewed your insurance and treatment options...Q12	105	105
19	If you had contact with Community Care in the las 12 months...Q13	106	106
20	Are you aware of the complaint and grievance process...Q14	106	106
21	Have you filed a complaint or grievance within the last...Q15	107	107
22	If yes, were you satisfied with how it was handled? Q16	107	107
23	Literal Comment Q16A	107	107
24	Who is your provider? Q17	108	108
25	Literal Comments Q17A	108	108
26	Were you made aware that you have a choice of providers?Q18	108	108
27	What mental health services are you currently receiving...Q19	109	109
28	Literal Comments Q19A	109	109
29	What substance use disorder services are you completing....Q20	109	109
30	Literal Comments Q20A	109	109
31	Were you made aware of availability of different treatment...Q21	110	110
32	How long have you been receiving services from this provider? Q22	110	110
33	We meet at places that are easy for me to get to. Q23A	111	111
34	We meet at times that are convenient to me Q23B	111	111
35	I have been given clear information on who to contact..Q23C	112	112
36	Literal Comments Q23D	112	112
37	I am an active participant in developing my treatment plan. Q24A	113	113
38	I agree that the interventions offered to me on my treatment...Q24B	113	113
39	I was offered a copy of my treatment plan/treatment summary. Q24C	114	114
40	My provider "gets me" and understands me and my needs. Q24D	114	114
41	My provider consistently asks me for feedback...Q24E	115	115
42	My provider asked questions about my physcial health. Q24F	115	115
43	My provider treated me with dignity and respect. Q24G	116	116
44	My provider talks to me about my plan for after treatment. Q24H	117	117
45	Literal Comments Q24I	117	118
46	I handle day to day problems better. Q25A	119	119
47	I manage my strong feelings, like anger better. Q25B	119	119
48	I don't get in trouble as often as I did before treatment. Q25C	120	120
49	I think good things are going to happen more often for me. Q25D	120	120
50	I feel good more often that before I participated in treatment. Q25E	121	121
51	I feel like treatment is working because I am able to apply...Q25F	121	121
52	Literal Comments Q25G	122	122
53	Have you had any issues or problems with provider? Q26	122	123
54	If you had issues or problems with provider, what were they? Q27	124	124
55	Literal Comments Q27A	124	124

Table	Title	Start page	End page
56	Were you able to resolve these issues or problems with...Q28	124	124
57	What effect has the treatment you've received had on the...Q29	125	125
58	Were you given the chance to make treatment decisions? Q30	125	125
59	In the last twelve months, did you have problems getting...Q31	126	126
60	If you were not able to get help in the last twelve months,,,Q32	126	126
61	Literal Comments Q32A	126	127
62	Are you taking behavioral health medications? Q33	128	128
63	Who prescribes your behavioral health medications? Q34	128	128
64	Literal Comment Q34A	128	128
65	Overall, I feel my behavioral health medications help me. Q35A	129	129
66	My provider explained all side effects of the medications...Q35B	129	129
67	I feel the person who prescribes my medications, listens and responds...Q35C	130	130
68	Literal Comments Q35D	130	130
69	Are you having any trouble getting the medications that work for you? Q36	131	131
70	Literal Comment Q36A	131	131
71	Have you been discharged because you had trouble following...Q37	131	131
72	Please share any additional compliments or concerns you have...Q38	132	132
73	If you shared problems about your provider, or managed care company during this survey...Q40	132	132