

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

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LCJB HealthChoices Behavioral Health System

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1st Quarter – July 2018-September 2018

# Consumer and Family Satisfaction & Outcomes: Survey Findings

Detailed Report of Survey Findings  
October 2018

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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.

At or above 80% Benchmark - **Satisfactory**  
 Between 70%-80% - **Monitoring**  
 Below 70% - **Requires Action**

### 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	2017/2018 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	316	94	86	136	-	-	
My provider is teaching me skills that are helpful to me. (CCISC)							
Always/Almost Always	294 93.0%	92 97.9%	77 89.5%	125 91.9%	-	-	80%
Often/Sometimes	13 4.1%	1 1.1%	6 7.0%	6 4.4%	-	-	-
Rarely/Never	9 2.8%	1 1.1%	3 3.5%	5 3.7%	-	-	-

**Not all charts are benchmarked.** Benchmark charts are identified by the label in the last column and the year-to-date percentage in the second column of the chart labeled 2017/2018 YTD Total. (See sample above). Please reference the above shown benchmark levels to determine if a response is required.



## 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 October for the July-September period and ending with a 4th Quarter produced in July 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 105 – 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 106-108 – 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 109-112 – 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 – 1st Quarter and Fiscal Year Performance

This 1st Quarter Lycoming-Clinton C/FST Report covers the period between July and September 2018 and provides details on the 88 adult, 27 family and 22 youth (137 total) interviews that were completed.

### Adult Survey Process & Findings

The following are C/FST findings and recommendations based on the 88 adult surveys completed during the 1st Quarter of fiscal year 2018/19 for the period between July and September 2018.

### Survey Results & Variations on Sample Characteristics

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

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

1. Lower ratio of face to face – percentage of total surveys 67% (59 of 88) versus 97% (110 of 114).
2. Higher ratio of female respondents –59% (52 of 88) versus 42% (48 of 1114)
3. Lower percentage of members between ages 25-44 – 42% (37 of 88) versus 56% (64 of 114).
4. Age first started having mental health issues – 12 years old or younger 27% (24 of 88). Revised Question.

Note: A new section – Wellness Recovery Action Plans (Q39A-Q39B) is on Page 20.

### Findings Overview

1. 98% (86 of 88) adults surveyed felt Community Care authorized enough time with their provider to meet their needs.
2. 82% (72 of 88) adults report knowing how to file a complaint or grievance. 0% (0 of 88) adults surveyed during the 1st Quarter reported using Community Care's complaint or grievance process.

Just 19% (17 of 88) reported having to call Community Care Member Service to find a provider.

54% (22 of 41), excluding 47 "not sure" reported Community Care was responsive to their need when called.

3. Surveyed adults had positive responses with *Access* to provider treatment services. 92% (81 of 88) felt they were able to get the help they needed within an acceptable amount of time. 96% (84 of 88) of adults agree they were encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).

4. Surveyed adults are generally pleased with their provider *Treatment Experiences* with 81% (71 of 88) agreeing their "provider talks to them about community supports and options that are available when they are ready for a different level of care." Improvement continues to hold with the indicator "*I am afraid to complain for fear of consequences or discharge*" as this quarter was again below the 10% or less benchmark at 2% (2 of 88).

5. Overall, adults have a high level of satisfaction with provider *Recovery Orientation* with favorable scores in the range 87% to 99% in all four indicators.

6. Both questions in the section – *Wellness Recovery Actions Plans* (Questions Q46a-Q46b) continue to have mixed results. 33% (29 of 88) of adults interviewed responded positively to “Do you know what a Wellness Action Recovery Plan (WRAP) is?”

However, just 23% (20 of 88) reported having a WRAP. Another way of looking at this is that 69% (20 of the 29) reporting knowing what a WRAP is report having one.

7. Adult responses to “*My provider recommend I complete a Mental Health Advance Directive*” was just 26% (23 of 88). The response options included, always, almost always, often and sometimes. The context of this question needs evaluated as it is possible that many adults may already have a MHAD.

8. Adult perception of satisfaction with treatment *Outcomes* was good as all 88 adults surveyed believed they *dealt more effectively with daily problems; were more hopeful about the future; that treatment was working and believe that treatment is working* with a range of 85%-70% agreement in all five indicators.

9. 92% (81 of 88) adults interviewed reported taking behavioral health medications and 86% of those adults (70 of 81) felt the behavioral health medications were effective in managing their symptoms.

10. 5% (4 of 88) of interviewed adults, compared to 7% (8 of 114) in the previous quarter, had issues or problems with their provider. One adult resolved the issue or problem with the program manager, two chose not to take any action and one filed a formal complaint.

### Recommendations Overview

1. 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 addressing Wellness Recovery Action Plans (WRAP) 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.

2. Exclusive of the C/FST specific questions regarding WRAP, the lowest indicator for the quarter was: “*My provider recommended I complete a Mental Health Advanced Directive*” at just 26% (23 of 88).

3. Adult responses to the C/FST question regarding WRAP indicates that just 33% (29 of 88) of adults interviewed this quarter knew what a WRAP was and 69%, 20 of those 29 had a WRAP.

Many providers indicate they actually uses pieces of, or similar tools but do not call it a WRAP. However, it is important to note that these, in and of themselves, do not represent a Wellness Recovery Action Plan (WRAP).

Evidence based data indicates a WRAP, completed in its entirety consistent with WRAP protocols reduces relapses/remissions, can mitigate symptoms, improve quality of life and reduce costly visits and medications.

However, incorporating a WRAP into a provider’s treatment protocols tends to increase the cost of treatment as it requires staff certified in WRAP and more time. Perhaps a member group approach to WRAP training would tend to lower these administrative/treatment costs and still provide the desired benefit. There should be continued discussion regarding WRAP protocols.

4. New subsections were added to the question, “*Have you had any issues or problems with services from this provider.*” This was to determine if the member actually felt the issue or problem was important

enough to have resolved and/or if the member was able to have the issue or problem resolved through a discussion with a provider representative without the need to file a formal complaint. (See last bullet point in above section)

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

6. This fiscal year, the benchmarks have been adjusted/lowered to 80% and above as "satisfactory" with levels between 70% and 80% in the area of "being monitored" and below 70% requiring "corrective action."

Additionally, providers only have to respond to year-to-date averages and only if there have been at least five surveys for the individual indicator.

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

Upon completing the survey 1% (1 of 88) adult members surveyed, compared to 0% (0 of 1114) in the previous quarter, 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.



## Demographics

**Adult Type of Survey Q4**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter (July-Sept.)
Base	88	88
<b>What type of survey is this?</b>		
Telephone	29 33.0%	29 33.0%
Face to Face	59 67.0%	59 67.0%

**Adult County Q5**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter (July-Sept.)
Base	88	88
<b>What county do you live in?</b>		
Lycoming	66 75.0%	66 75.0%
Clinton	22 25.0%	22 25.0%

**Adult Zip Code Q6**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter (July-Sept.)
Base	88	88
<b>What is your zip code?</b>		
17701-Williamsport	44 50.0%	44 50.0%
17702-Williamsport	1 1.1%	1 1.1%
17721-Avis	1 1.1%	1 1.1%
17728-Cogan Station	2 2.3%	2 2.3%
17737-Hughesville	6 6.8%	6 6.8%
17740-Jersey Shore	5 5.7%	5 5.7%
17745-Lock Haven	16 18.2%	16 18.2%
17751-Mill Hall	3 3.4%	3 3.4%
17752-Montgomery	3 3.4%	3 3.4%
17756-Muncy	6 6.8%	6 6.8%
Other	1 1.1%	1 1.1%

**Adult Gender Q7**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter (July-Sept.)
Base	88	88
<b>What is your gender?</b>		
Male	36 40.9%	36 40.9%
Female	52 59.1%	52 59.1%

## Demographics

**Adult Age Q8**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter (July-Sept.)
Base	88	88
<b>How old are you?</b>		
21 to 24 years	7 8.0%	7 8.0%
25 to 34 years	27 30.7%	27 30.7%
35 to 44 years	10 11.4%	10 11.4%
45 to 54 years	17 19.3%	17 19.3%
55 to 64 years	16 18.2%	16 18.2%
65 and over	11 12.5%	11 12.5%

**Adult Race Q9**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter (July-Sept.)
Base	88	88
<b>What do you consider your race to be?</b>		
Caucasian	78 88.6%	78 88.6%
African American	6 6.8%	6 6.8%
Bi-Racial	3 3.4%	3 3.4%
Other	1 1.1%	1 1.1%

**Adult Primary Service Q10**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter (July-Sept.)
Base	88	88
<b>Are you receiving services primarily for:</b>		
Mental Health	50 56.8%	50 56.8%
Drug and Alcohol Treatment	18 20.5%	18 20.5%
Both Mental Health and Drug and Alcohol Treatment	20 22.7%	20 22.7%

**Adult First Diagnosed Q11**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter (July-Sept.)
Base	88	88
<b>How old were you when you first starting having mental he...</b>		
Less than 5 years	10 11.4%	10 11.4%
6-12 years	14 15.9%	14 15.9%
13-17 years	16 18.2%	16 18.2%
18 to 24 years	13 14.8%	13 14.8%
25-34 years	18 20.5%	18 20.5%
35-44 years	7 8.0%	7 8.0%
55-64 years	2 2.3%	2 2.3%
65 and over	1 1.1%	1 1.1%
Not sure	7 8.0%	7 8.0%

## Adult Satisfaction with Community Care

I have received a copy of the Community Care member handbook Q12A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
	88	88	-	-	-	-
I know how to access information about Community Care handbook/website (www.ccbh.com)						
Yes	63 71.6%	63 71.6%	-	-	-	80%
No	10 11.4%	10 11.4%	-	-	-	-
Not Sure	15 17.0%	15 17.0%	-	-	-	-

When I call Community Care, they are responsive to my needs Q12B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
	88	88	-	-	-	-
When I call Community Care, they are responsive to my needs.						
Yes	22 25.0%	22 25.0%	-	-	-	80%
No	19 21.6%	19 21.6%	-	-	-	-
Not Sure	47 53.4%	47 53.4%	-	-	-	-

## Adult Satisfaction with Community Care

I have called Community Care's Member service to find a provider Q12C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	88	88	-	-	-	-	
I have called Community Care's Member Service to find a provider.							
Yes	17 19.3%	17 19.3%	-	-	-	80%	
No	45 51.1%	45 51.1%	-	-	-	-	
Not Sure	26 29.5%	26 29.5%	-	-	-	-	

I feel Community Care has authorized enough time .... Q12D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	88	88	-	-	-	-	
I feel Community Care has authorized enough time with my provider to meet my needs.							
Yes	86 97.7%	86 97.7%	-	-	-	80%	
No	2 2.3%	2 2.3%	-	-	-	-	
Not Sure	-	-	-	-	-	-	

## Adult Satisfaction with Community Care

Information about how to file a complaint against Community Care if I need to Q12E

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	88	88	-	-	-	-	
I know where to find information about how to file a complaint against Community Care if I need to.							
Yes	72 81.8%	72 81.8%	-	-	-	80%	
No	13 14.8%	13 14.8%	-	-	-	-	
Not Sure	3 3.4%	3 3.4%	-	-	-	-	

Information about how to file a grievance against Community Care if i need to Q12F

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	88	88	-	-	-	-	
I know where to find information about how to file a grievance against Community Care if I need to. (-Grievance-Telling or writing that you do not agree with a denial of a covered service or change in ...							
Yes	71 80.7%	71 80.7%	-	-	-	80%	
No	14 15.9%	14 15.9%	-	-	-	-	
Not Sure	3 3.4%	3 3.4%	-	-	-	-	

Adult Satisfaction with Community Care Literals Q12G

**If you have disagreed with any of these statements, pleas...**

Q1-I had to call multiple times for the same issue because the problem wasn't resolved after the first couple of calls.

## Adult Satisfaction with Community Care

### Adult Complaints with Community Care Q13

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quart- er (Oct.-D...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	88	88	-	-	-
I have used Community Care's complaint process?					
Yes	-	-	-	-	-
No	88 100.0%	88 100.0%	-	-	-

### Adult Satisfaction with Community Care Grievance/Complaint Process Q14

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
(N/A) responses reduce total	-	-	-	-	-	-
If you have used CCBHO's complaint and grievance process,...						
Yes	-	-	-	-	-	80%
No	-	-	-	-	-	-

### Adult Satisfaction with Community Care Compliant/Grievance Process Literals Q14a

## Adult Satisfaction with Community Care

### Adult Grievance Process Q15

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	88	88	-	-	-
I have used Community Care's grievance process?					
Yes	-	-	-	-	-
No	88 100.0%	88 100.0%	-	-	-

### Adult Satisfaction with Community Care Grievance Process Q16

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
(N/A) responses reduce total	-	-	-	-	-	-
If you have used Community Care's grievance process, were...						
Yes	-	-	-	-	-	80%
No	-	-	-	-	-	-

### Community Care Grievance Process Literals Q16A

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## Adult Treatment Provider Level Analysis

What is the name of your treatment provider Q17

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter (July-Sept.)
Base	88	88
<b>What is the name of your treatment provider?</b>		
Community Services Group (CSG)	15 17.0%	15 17.0%
Crossroads Counseling	30 34.1%	30 34.1%
Diakon Family Life Services	3 3.4%	3 3.4%
Genesis House	7 8.0%	7 8.0%
Lycoming/Clinton MHID (Joinder)	2 2.3%	2 2.3%
UCBH	2 2.3%	2 2.3%
Skills of Central PA	1 1.1%	1 1.1%
White Deer Run/Cove Forge	2 2.3%	2 2.3%
River Valley Health & Dental	6 6.8%	6 6.8%
Other	20 22.7%	20 22.7%

Adult Service Level Literals Q17A

<b>If other, please explain.</b>
Q1-Drop-in center.
Q1-Life skills learning.
Q1-Drop in center.
Q1-Drop in center.
Q1-Drop in center.
Q1-Drop in center.
Q1-Drop-in center.
Q1-Drop-in center.



## Adult Treatment Provider Level Analysis

Were you made aware of the availability of other providers...Q18

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	88	88	-	-	-
<b>Were you made aware of the availability of other provider...</b>					
Strongly Agree/Agree	74 84.1%	74 84.1%	-	-	80%
Strongly Disagree/Disagree	10 11.4%	10 11.4%	-	-	-
Neutral	4 4.5%	4 4.5%	-	-	-

Adult Choice Q19

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	88	88	-	-	-
<b>Did you choose to go to this provider?</b>					
Yes	59 67.0%	59 67.0%	-	-	-
No	-	-	-	-	-
Court Ordered	15 17.0%	15 17.0%	-	-	-
Referred	14 15.9%	14 15.9%	-	-	-
Other	-	-	-	-	-

## Adult Treatment Service Level Analysis

What mental health service are you completing this survey about Q20

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July- Sept.)	2nd Quarter (Oct.-Dec.)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
(N/A) responses reduce total	59	59	-	-	-
What Mental Health service are you completing this survey about?					
Outpatient Counseling	14 23.7%	14 23.7%	-	-	-
Medication Management	21 35.6%	21 35.6%	-	-	-
Psychiatry	12 20.3%	12 20.3%	-	-	-
Telepsychiatry	-	-	-	-	-
Partial Hospitalization Program	-	-	-	-	-
Inpatient Hospitalization	1 1.7%	1 1.7%	-	-	-
Crisis	-	-	-	-	-
Co-Occurring Outpatient Counseling	-	-	-	-	-
Targeted Case Management (TCM)	3 5.1%	3 5.1%	-	-	-
Psychiatric Rehabilitation	-	-	-	-	-
Certified Peer Support	-	-	-	-	-
Other	8 13.6%	8 13.6%	-	-	-

## Adult Treatment Service Level Analysis

What Substance Use Disorder service are you completing this survey about Q21

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	88	88	-	-	-
<b>What Substance Use Disorder service are you completing th...</b>					
Outpatient Counseling	12 13.6%	12 13.6%	-	-	-
Medication Assisted Treatment (MAT)	4 4.5%	4 4.5%	-	-	-
Intensive Outpatient Program (IOP)	1 1.1%	1 1.1%	-	-	-
Case Coordination	-	-	-	-	-
Intensive Case Management	-	-	-	-	-
Partial Hospitalization Program	-	-	-	-	-
Rehabilitation Services	3 3.4%	3 3.4%	-	-	-
Detoxification Services	-	-	-	-	-
Co-Occurring Outpatient Counseling	4 4.5%	4 4.5%	-	-	-
Certified Recovery Specialist	1 1.1%	1 1.1%	-	-	-
Other	5 5.7%	5 5.7%	-	-	-
N/A	58 65.9%	58 65.9%	-	-	-

Adults made aware of availability of different treatment services/given a choice Q22

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
Base	88	88	-	-	-	-
<b>I was made aware of the availability of different treatme...</b>						
Strongly Agree/Agree	57 64.8%	57 64.8%	-	-	-	80%
Strongly Disagree/Disagree	21 23.9%	21 23.9%	-	-	-	-
Neutral	10 11.4%	10 11.4%	-	-	-	-

## Adult Treatment Service Level Analysis

Adult how long have you been receiving services from this provider Q23

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-Dec.)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	88	88	-	-	-
How long have you been receiving services from this provi...					
Less than 6 months	24 27.3%	24 27.3%	-	-	-
6 months to 1 year	10 11.4%	10 11.4%	-	-	-
1 to 2 years	14 15.9%	14 15.9%	-	-	-
2 to 3 years	9 10.2%	9 10.2%	-	-	-
4+ years	31 35.2%	31 35.2%	-	-	-

## Adult Access to Services

I feel like I was able to get the help I needed.... Q24A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
Base	88	88	-	-	-	-
I feel like I was able to get the help I needed within an acceptable amount of time.						
Strongly Agree/Agree	81 92.0%	81 92.0%	-	-	-	80%
Strongly Disagree/Disagree	7 8.0%	7 8.0%	-	-	-	-
Neutral	-	-	-	-	-	-

## Adult Access to Services

**I was encouraged to use consumer run programs Q24B**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
Base	88	88	-	-	-	-
I was encouraged to use consumer run programs (support groups, drop-in centers, crisis phone lines, etc.)						
Strongly Agree/Agree	84 95.5%	84 95.5%	-	-	-	80%
Strongly Disagree/Disagree	3 3.4%	3 3.4%	-	-	-	-
Neutral	1 1.1%	1 1.1%	-	-	-	-

**Adult Access to Service Literals Q24C**

<b>If you chose neutral/or disagreed with any of these state...</b>
Q1-Was not the truth about what was happening.
Q1-Have had many issues with changing caseworkers, not having problems taking care of with bills and money problems.
Q1-Medicine education part cuts into your therapy time, not enough therapy time.
Q1-I sometimes feel like coming here is a waste of time. I just come to group because it's court ordered.

## Adult Treatment Experiences

My provider has talked with me about community supports....Q25A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
Base	88	88	-	-	-	-
My provider has talked with me about community supports and options that are available when I am ready for a different level of care.						
Strongly Agree/Agree	71 80.7%	71 80.7%	-	-	-	80%
Strongly Disagree/Disagree	8 9.1%	8 9.1%	-	-	-	-
Neutral	9 10.2%	9 10.2%	-	-	-	-

I am afraid to complain to my provider....Q25B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
Base	88	88	-	-	-	-
I am afraid to complain to my provider about my services for fear of consequences or discharge.						
Strongly Agree/Agree	2 2.3%	2 2.3%	-	-	-	<10%
Strongly Disagree/Disagree	85 96.6%	85 96.6%	-	-	-	-
Neutral	1 1.1%	1 1.1%	-	-	-	-

## Adult Treatment Experiences

The provider regularly communicates with me.....Q25C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
Base	88	88	-	-	-	-
The provider regularly communicates with me to ensure coordination of my services.						
Strongly Agree/Agree	79 89.8%	79 89.8%	-	-	-	80%
Strongly Disagree/Disagree	5 5.7%	5 5.7%	-	-	-	-
Neutral	4 4.5%	4 4.5%	-	-	-	-

Adult Treatment Experience Literals Q25D

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## Adult Recovery Oriented Practices

Staff believe I can grow, change, or recover. (ROSI) Q26A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
Base	88	88	-	-	-	-
Staff believes I can grow, change, and recover. (ROSI)						
Always/Almost Always	87 98.9%	87 98.9%	-	-	-	80%
Often/Sometimes	1 1.1%	1 1.1%	-	-	-	-
Rarely/Never	-	-	-	-	-	-

## Adult Recovery Oriented Practices

**My provider asked me what my goals would be to help me achieve a happy life Q26B**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	88	88	-	-	-	-	
<b>My provider asked me what my goals would be to help me achieve a happy life. (CCISC)</b>							
Always/Almost Always	87 98.9%	87 98.9%	-	-	-	80%	
Often/Sometimes	1 1.1%	1 1.1%	-	-	-	-	
Rarely/Never	-	-	-	-	-	-	

**My provider is teaching me skills that are helpful to me. (CCISC) Q26C**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	88	88	-	-	-	-	
<b>My provider is teaching me skills that are helpful to me. (CCISC)</b>							
Always/Almost Always	77 87.5%	77 87.5%	-	-	-	80%	
Often/Sometimes	11 12.5%	11 12.5%	-	-	-	-	
Rarely/Never	-	-	-	-	-	-	



## Adult Recovery Oriented Practices

My provider acknowledges or rewards me for even small steps toward achieving my goals ... Q26D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
	88	88	-	-	-	-
<b>My provider acknowledges or rewards me for even small steps toward achieving my goals. (Learning and using my skills and supports). (CCISC)</b>						
Always/Almost Always	78 88.6%	78 88.6%	-	-	-	80%
Often/Sometimes	3 3.4%	3 3.4%	-	-	-	-
Rarely/Never	7 8.0%	7 8.0%	-	-	-	-

If you disagreed with any of these statements please explain Q26E

|

## Adult Outcomes

I deal more effectively with daily problems Q27A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
Base	88	88	-	-	-	-
<b>I deal more effectively with daily problems.</b>						
Strongly Agree/Agree	75 85.2%	75 85.2%	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-
Neutral	13 14.8%	13 14.8%	-	-	-	-

## Adult Outcomes

**I feel more hopeful about my future Q27B**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
Base	88	88	-	-	-	-
<b>I feel more hopeful about my future.</b>						
Strongly Agree/Agree	81 92.0%	81 92.0%	-	-	-	80%
Strongly Disagree/Disagree	2 2.3%	2 2.3%	-	-	-	-
Neutral	5 5.7%	5 5.7%	-	-	-	-

**I believe I am recovering Q27C**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
Base	88	88	-	-	-	-
<b>I believe I am recovering.</b>						
Strongly Agree/Agree	85 96.6%	85 96.6%	-	-	-	80%
Strongly Disagree/Disagree	2 2.3%	2 2.3%	-	-	-	-
Neutral	1 1.1%	1 1.1%	-	-	-	-

**I feel that treatment is working Q27D**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
Base	88	88	-	-	-	-
<b>I feel that treatment is working.</b>						
Strongly Agree/Agree	84 95.5%	84 95.5%	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-
Neutral	4 4.5%	4 4.5%	-	-	-	-

## Adult Outcomes

**I know what to do when I am in a crisis Q27E**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	88	88	-	-	-	-	
I know what to do when I am in a crisis.							
Strongly Agree/Agree	85 96.6%	85 96.6%	-	-	-	80%	
Strongly Disagree/Disagree	3 3.4%	3 3.4%	-	-	-	-	
Neutral	-	-	-	-	-	-	

**Adult Outcome Literals Q27F**

<b>If you chose neutral/or disagreed with any of these state...</b>
Q1-I would like a new case manager.
Q1-I like the staff, very cooperative. When I'm late they still help me with rides. I really enjoy the holiday events, the activities, clean facility, clean van, help with references and job placement. I give them an A.
Q1-I'm dealing with homelessness right now so I don't feel very hopeful.

## Additional Compliments or Concerns

### Adult Additional Compliments or Concerns Q28

Please share any additional compliments, or concerns you ...
Q1-Love my counselor, given great direction, listens to me, non-judgemental. Love the group counselor. She is direct, knowledgeable, and centered. I get to share and listen to other experiences and strengths.
Q1-Very happy with my counselor, she's very positive and genuinely cares about patients.
Q1-They are doing a great job.
Q1-Before he started with counseling again he was going downhill. If it wasn't for the counselor, pshych, and secretarial staff he wouldn't be climbing back on top.
Q1-Need on call case manager for urgent matters, available 24 hour case management, My counselor not available until Monday. Should give a payment out of budget/account balance as needed, can only get it through caseworker. Would like to be the payee/payor of own self. Had issues with other caseworkers not being helpful, yelled at me for asking about money.
Q1-Love my sessions when I go. The doctor is very therapeutic, gives me meds he knows will help me not what we want, uses clinical responsibility, makes us more able to be a part of this community.
Q1-They teach me how to be appropriate, encouraged to participate, staff thank me for what I do, grow together with staff and peers, make sure funding keeps coming to this program.
Q1-Staff here are great.
Q1-I like everyone here.
Q1-My counselor is good.
Q1-I feel for the first time I have goals set I can reach, I can be a productive citizen and function well.
Q1-I feel that I am heard and able to reach my goals.
Q1-They should be more thorough on medications, ou shouldn't have to wait four days for meds.
Q1-It is really structured and works if your willing to put in the work.
Q1-My therapist has been wonderful, she has been the best help she can be for me. The staff has been very helpful and there for me.
Q1-The counselor is good and the group counselor as well. The groups are sometimes good and sometimes not.
Q1-They're awesome.
Q1-I have a very good counselor. She is the only one I have ever been to.
Q1-The staff treat the clients like people not patients.
Q1-My counselor is one of the most kindest, professional, amazing people that I have ever dealt with in my life. I don't think that I would be where I'm at today without her.
Q1-My counselor is goods. She is someone I can communicate with.

## Adult Provider Issues or Problems

Do you know who to file a complaint against your provider.... Q29

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	88	88	-	-	-
Do you know how to file a complaint against your provider...					
Yes	68 77.3%	68 77.3%	-	-	-
No	20 22.7%	20 22.7%	-	-	-

Adult Satisfaction with Complaint Process Q30

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	88	88	-	-	-
If you filed a formal complaint with (name of provider) w...					
Yes	1 1.1%	1 1.1%	-	-	-
No	-	-	-	-	-
Not Applicable	87 98.9%	87 98.9%	-	-	-

Adult Satisfaction with Complaint Process Literals Q30A

## Adult Satisfaction With Provider Complaint Outcomes

### Adult Grievance Q31

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	88	88	-	-	-
Do you know how to file a grievance against your provider...					
Yes	66 75.0%	66 75.0%	-	-	-
No	22 25.0%	22 25.0%	-	-	-

### Adult satisfaction with grievance outcome Q32

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
*(NA) responses reduce totals	-	-	-	-	-
If you filed a grievance with (name of provider) were you...					
Yes	-	-	-	-	-
No	-	-	-	-	-

### Adult Issues or Problems Q33

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	88	88	-	-	-
Have you had any issues or problems with services from (n...					
Yes	4 4.5%	4 4.5%	-	-	-
No	84 95.5%	84 95.5%	-	-	-

## Adult Satisfaction With Provider Complaint Outcomes

### Adult Reasons Q34

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	88	88	-	-	-
If "yes", what were the issues or problems with the servi...					
Lack of treatment planning and participation	-	-	-	-	-
Services not provided when I needed them.	2 2.3%	2 2.3%	-	-	-
Poor communication	1 1.1%	1 1.1%	-	-	-
Frequent staff changes	1 1.1%	1 1.1%	-	-	-
Frequent provider cancellations	-	-	-	-	-
Attitude/personality conflict	-	-	-	-	-
Billing	-	-	-	-	-
Not Applicable	84 95.5%	84 95.5%	-	-	-
Other	-	-	-	-	-

### Were you able to resolve these issues or problems with provider? Q35

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
*(NA) responses reduce totals	4	4	-	-	-
Were you able to resolve these issues or problems with (n...					
I resolved the problem with the program manager.	1 25.0%	1 25.0%	-	-	-
I chose to not take action.	2 50.0%	2 50.0%	-	-	-
I filed a formal complaint.	1 25.0%	1 25.0%	-	-	-

## Adult Satisfaction With Provider Complaint Outcomes

**Adult Lack of Action Q36**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
	2	2	-	-	-
<b>If you chose not to take any action, why?</b>					
The problem was not that serious.	-	-	-	-	-
I was concerned with how the provider would react.	1 50.0%	1 50.0%	-	-	-
I didn't know how to file a formal complaint.	1 50.0%	1 50.0%	-	-	-

## Adult Pennsylvania Department of Public Welfare Questions

**What effect has the treatment you've received had on the overall quality of your life? Q37**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	88	88	-	-	-
<b>What effect has the treatment you've received had on the ...</b>					
Much better	47 53.4%	47 53.4%	-	-	-
A little better	27 30.7%	27 30.7%	-	-	-
About the same	13 14.8%	13 14.8%	-	-	-
A little worse	1 1.1%	1 1.1%	-	-	-
Much worse	-	-	-	-	-



## Adult Pennsylvania Department of Public Welfare Questions

Were you given the chance to make treatment decisions? Q38

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	88	88	-	-	-
<b>Were you given the chance to make treatment decisions?</b>					
Yes	65 73.9%	65 73.9%	-	-	-
No	10 11.4%	10 11.4%	-	-	-
Sometimes	13 14.8%	13 14.8%	-	-	-

Adult Ability to Receive Needed Care Q39

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	88	88	-	-	-
<b>In the last twelve months, were you able to get the help you needed?</b>					
Yes	85 96.6%	85 96.6%	-	-	-
No	2 2.3%	2 2.3%	-	-	-
Sometimes	1 1.1%	1 1.1%	-	-	-

## Adult Pennsylvania Department of Public Welfare Questions

**Adult Reason for Not Getting Behavioral Health Help Q40**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
	87	87	-	-	-
<b>If you were not able to get help with your behavioral hea...</b>					
Money issues	-	-	-	-	-
Transportation issues	1 1.1%	1 1.1%	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Child care issues	-	-	-	-	-
Long waiting list	-	-	-	-	-
I did not know where to get help	-	-	-	-	-
Other	86 98.9%	86 98.9%	-	-	-

**Adult Reason for not Getting Needed Help Literals Q40A**

<b>If other, please explain.</b>
Q1-Because I relapsed.

## Adult Behavioral Health Medications

### Adult Behavioral Health Medications Q41

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	88	88	-	-	-
Are you taking behavioral health medications?					
Yes	81 92.0%	81 92.0%	-	-	-
No	7 8.0%	7 8.0%	-	-	-

### Adult Medication Prescribed by This Provider Q42

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-D...)	3rd Quarter (Jan.-M...)	4th Quarter (Apr.-June)
	81	81	-	-	-
Are your behavioral health medications prescribed by this...					
Yes	54 66.7%	54 66.7%	-	-	-
No	27 33.3%	27 33.3%	-	-	-

## Adult Behavioral Health Medications

### Adult Source of Medication Prescription Q43

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
	78	78	-	-	-
<b>Who prescribes you behavioral health medications?</b>					
Psychiatrist	64 82.1%	64 82.1%	-	-	-
Primary Care Physician (PCP)	14 17.9%	14 17.9%	-	-	-
Nurse Practitioner	-	-	-	-	-
Other	-	-	-	-	-

### Adult Source of Medication Prescription Literals Q43A

<b>Note to Surveyor: if the answer marked is PCP, or other, ...</b>
Q1-DR. Amanda Jones.
Q1-DR. Amanda Jones.
Q1-DR. Peterson.
Q1-DR. Kahn.
Q1-DR. Kahn.
Q1-DR. Kahn.
Q1-DR. Colney.
Q1-DR. Peterson.
Q1-DR. William Bartlow.
Q1-DR. Covert.
Q1-DR. Covert.
Q1-DR. Pamela Herrington.

## Adult Behavioral Health Medications

I feel my behavioral health medications are effective in helping me manage my symptoms. Q44A

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	81	81	-	-	-	-	
Overall, I feel my behavioral health medications are effective in helping me manage my symptoms.							
Strongly Agree/Agree	70 86.4%	70 86.4%	-	-	-	-	80%
Strongly Disagree/Disagree	3 3.7%	3 3.7%	-	-	-	-	-
Neutral	8 9.9%	8 9.9%	-	-	-	-	-

Provider explained all side effects of the medications to me. Q44B

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	81	81	-	-	-	-	
My provider explained all side effects of the medications to me.							
Strongly Agree/Agree	72 88.9%	72 88.9%	-	-	-	-	80%
Stongly Disagree/Disagree	8 9.9%	8 9.9%	-	-	-	-	-
Neutral	1 1.2%	1 1.2%	-	-	-	-	-

## Adult Behavioral Health Medications

I feel the person who prescribes my medication listens and responds.. Q44C

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?				
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	Bench mark
Base	81	81	-	-	-	-
I feel the person who prescribes my medication listens and responds to my concerns.						
Strongly Agree/Agree	75 92.6%	75 92.6%	-	-	-	80%
Strongly Disagree/Disagree	1 1.2%	1 1.2%	-	-	-	-
Neutral	5 6.2%	5 6.2%	-	-	-	-

Adult Difficulty in Obtaining Medications Q45

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	81	81	-	-	-
Are you experiencing any problems in getting the medicati...					
Yes	5 6.2%	5 6.2%	-	-	-
No	76 93.8%	76 93.8%	-	-	-

Adult Difficulty in Obtaining Medications Q 45A

<b>If ""yes"", what were they?</b>
Q1-Not being reimbursed in a timely manner for copay, since May has not been reimbursed.
Q1-Feel like I'm being over medicated and don't know what is working or not.
Q1-Yes because I'm pregnant.

## Adult Wellness Recovery Action Plan

Do you know what a Wellness Recovery Action Plan (WRAP) is? Q46A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	88	88	-	-	-
Do you know what a Wellness Recovery Action Plan (WRAP) is?					
Strongly Agree/Agree	29 33.0%	29 33.0%	-	-	-
Strongly Disagree/Disagree	57 64.8%	57 64.8%	-	-	-
Neutral	2 2.3%	2 2.3%	-	-	-

Do you have a WRAP? Q46B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	88	88	-	-	-
Do you have a WRAP?					
Strongly Agree/Agree	20 22.7%	20 22.7%	-	-	-
Strongly Disagree/Disagree	64 72.7%	64 72.7%	-	-	-
Neutral	4 4.5%	4 4.5%	-	-	-

## Adult Mental Health Advance Directive

My provider recommended I complete a Mental Health Advance Directive Q47

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	88	88	-	-	-
My provider recommended I complete a Mental Health Advanc...					
Always/Almost Always	19 21.6%	19 21.6%	-	-	-
Often/Sometimes	4 4.5%	4 4.5%	-	-	-
Rarely/Never	65 73.9%	65 73.9%	-	-	-

## Adult Discharge Related to Compliance Issues

Adult Discharge Related to Compliance Issues Q48

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	88	88	-	-	-
Have you been discharged in the past because you had trouble following your treatment plan, or you relapsed?					
Yes	12 13.6%	12 13.6%	-	-	-
No	76 86.4%	76 86.4%	-	-	-



## Adult Additional Compliments or Concerns

Interested in having concerns addressed Q49

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quart- er (July-...	2nd Quart- er (Oct-...	3rd Quart- er (Jan-...	4th Quart- er (Apr-...
Base	88	88	-	-	-
If you have shared problems about your provider, or manag...					
Yes	1 1.1%	1 1.1%	-	-	-
No	3 3.4%	3 3.4%	-	-	-
N/A	84 95.5%	84 95.5%	-	-	-

Table	Title	Start page	End page
1	Adult Type of Survey Q4	9	9
2	Adult County Q5	9	9
3	Adult Zip Code Q6	9	9
4	Adult Gender Q7	9	9
5	Adult Age Q8	10	10
6	Adult Race Q9	10	10
7	Adult Primary Service Q10	10	10
8	Adult First Diagnosed Q11	10	10
9	I have received a copy of the Community Care member handbook Q12A	11	11
10	When I call Community Care, they are responsive to my needs Q12B	11	11
11	I have called Community Care's Member service to find a provider Q12C	12	12
12	I feel Community Care has authorized enough time .... Q12D	12	12
13	Information about how to file a complaint against Community Care if I need to Q12E	13	13
14	Information about how to file a grievance against Community Care if I need to Q12F	13	13
15	Adult Satisfaction with Community Care Literals Q12G	13	13
16	Adult Complaints with Community Care Q13	14	14
17	Adult Satisfaction with Community Care Grievance/Complaint Process Q14	14	14
18	Adult Satisfaction with Community Care Compliant/Grievance Process Literals Q14a	14	14
19	Adult Grievance Process Q15	15	15
20	Adult Satisfaction with Community Care Grievance Process Q16	15	15
21	Community Care Grievance Process Literals Q16A	15	15
22	What is the name of your treatment provider Q17	16	16
23	Adult Service Level Literals Q17A	16	16
24	Were you made aware of the availability of other providers...Q18	17	17
25	Adult Choice Q19	17	17
26	What mental health service are you completing this survey about Q20	18	18
27	What Substance Use Disorder service are you completing this survey about Q21	19	19
28	Adults made aware of availability of different treatment services/given a choice Q22	19	19
29	Adult how long have you been receiving services from this provider Q23	20	20
30	I feel like I was able to get the help I needed.... Q24A	20	20
31	I was encouraged to use consumer run programs Q24B	21	21
32	Adult Access to Service Literals Q24C	21	21
33	My provider has talked with me about community supports....Q25A	22	22
34	I am afraid to complain to my provider....Q25B	22	22
35	The provider regularly communicates with me.....Q25C	23	23
36	Adult Treatment Experience Literals Q25D	23	23
37			
	Staff believe I can grow, change, or recover. (ROSI) Q26A	23	23
38	My provider asked me what my goals would be to help me achieve a happy life Q26B	24	24
39			
	My provider is teaching me skills that are helpful to me. (CCISC) Q26C	24	24
40	My provider acknowledges or rewards me for even small steps toward achieving my goals ... Q26D	25	25
41	If you disagreed with any of these statements please explain Q26E	25	25
42	I deal more effectively with daily problems Q27A	25	25
43	I feel more hopeful about my future Q27B	26	26
44	I believe I am recovering Q27C	26	26
45	I feel that treatment is working Q27D	26	26
46	I know what to do when I am in a crisis Q27E	27	27
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49	Do you know who to file a complaint against your provider.... Q29	29	29
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# Family Survey Findings

## Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 27 family surveys completed during the 1st Quarter of Fiscal Year 18/19 for the period from July - September 2018.

### 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. Lower ratio of face to face youth interviews - 0% (0 of 27) versus 6% (1 of 18)
2. Lower percent of female caregivers – 82% (22 of 27) versus 94% (17 of 18).
3. Higher percentage of child members age 8 and under – 72% (19 of 27) versus 70% (13 of 18).
4. Higher percent of foster/step/adoptive/grandparent – 33% (9 of 27) versus 6% (1 of 18).
5. Higher ratio of male member service recipients – 78% (21 of 27) versus 61% (11 of 18).
6. Higher ratio of members receiving BHRS – 33% (9 of 27) versus 22% (4 of 18) compared to last years 4th Quarter.
7. Age of child when first noticed mental health problems – Less than age 5, 78% (21 of 27). New question.

### Findings Overview

1. Interviewed family/caregivers are generally pleased with Community Care with 100% (27 of 27) in agreement that service authorizations are being processed in a timely manner.

93% (25 of 27) of family/caregivers knew how to file a complaint or grievance and is higher than last year's four quarter average of 70%. 7% (2 of 27) family/caregivers reported having filed a complaint and 100% (2 of 2) were satisfied with the outcome.

2. Family/caregivers are generally pleased with *Access* to provider treatment services. The satisfaction scores were 89% to 96% in all three indicators covering *authorizations information being submitted on time so that services to child are not interrupted, being given clear information on who to contact if their child needs immediate attention and being encouraged to use other support groups in the community. (Support groups, parenting classes, after school programs, etc.)*

3. Family/caregivers are generally pleased with their provider *Treatment Experiences*. The satisfaction scores were 82% to 96% in four of five indicators. This is consistent with the same range of averages for the previous four quarters. The lowest rated indicator this quarter was *"Provider talks to me about community support and options"* at 56% (15 of 27) compared to last year's four quarters average of 80%

4. Family/caregivers had a high level of satisfaction with provider *Recovery Orientation* this quarter with all five indicators being 85% to 96%.

5. Family/caregiver satisfaction scores with *Treatment Outcomes* continues to be mixed but good in the first ranging 74% to 89% in the three indicators. Many family/caregivers did not feel their child's social skills were improving at 74% (20 of 27).

6. 7% (2 of 27) parent/caregivers reported having an issue or problem with their provider compared to 28% (5 of 18) in the 4th Quarter. Both of those did not take any action because one was concerned with how the provider would react and one did not know how to file a complaint.

7. 70% (19 of 27) parent/caregivers reported their child is taking behavioral health medications and 84% (16 of 19) felt the medication was effective in helping to manage their child's symptoms.

After much discussion, a new, revised and expanded section addressing the ISPT/Evaluation meeting has been added under the provider section, removing it from the MCO's section. The previous two questions simply asked if the MCO attended the ISPT/Evaluation meeting and if their participation was considered helpful by the family/caregiver.

The revised, expanded section has six (6) questions/indicators (Q26a through Q26f) and can be found later in this section.

8. Family/caregivers rated 4 of the 6 indicators between 86%-96%. Which is an improvement over the previous questions and method of inquiry. The two lowest indicators at 73% (16 of 22) were, *"I believe my participation in the ISPT meeting was valued and respected"* and *"I feel I left the ISPT meeting with a clear understanding of the next steps in the process."* However, even a finding of 7 out of 10 is positive.

### **Recommendations Overview**

1. 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 treatment plans with respect to the member's specific needs and asking the family/caregiver member what goals would help achieve a happy life.

2. New subsections were added to the question. "Have you had any issues or problems with services from this provider." This was to determine if the member actually felt the issue or problem was important enough to have resolved and/or if the member was able to have the issue or problem resolved through a discussion with a provider representative without the need to file a formal complaint.

3. 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**

4% (1 of 27) parent/family caregiver respondents, compared to 6% (1 of 18) in the previous 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 Demographics

**Family Type of Survey Q4**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter- July to Sept.
Base	27	27
What type of survey is it?		
Telephone	27 100.0%	27 100.0%

**Family County Q5**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter- July to Sept.
Base	27	27
What county do you live in?		
Lycoming	25 92.6%	25 92.6%
Clinton	2 7.4%	2 7.4%

**Family Zip Codes Q6**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter- July to Sept.
Base	27	27
What is your zip code?		
17701-Williamsport	16 59.3%	16 59.3%
17702-Williamsport	3 11.1%	3 11.1%
17740-Jersey Shore	3 11.1%	3 11.1%
17745-Lock Haven	2 7.4%	2 7.4%
17756-Muncy	3 11.1%	3 11.1%

**Family Member's Gender Q7**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter- July to Sept.
Base	27	27
What is your gender?		
Male	5 18.5%	5 18.5%
Female	22 81.5%	22 81.5%

**Family Child's Gender Q8**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter- July to Sept.
Base	27	27
What is your child's gender?		
Male	21 77.8%	21 77.8%
Female	6 22.2%	6 22.2%

## Family Demographics

**Family Child's Age Q9**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter- July to Sept.
Base	27	27
How old is the child receiving services?		
5 or under	4 14.8%	4 14.8%
6-8 years	15 55.6%	15 55.6%
9-13 years	8 29.6%	8 29.6%

**Family Member Relationship to Child Q10**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter- July to Sept.
Base	27	27
What is your relationship to this child?		
Parent	18 66.7%	18 66.7%
Grandparent	3 11.1%	3 11.1%
Legal Guardian	6 22.2%	6 22.2%

**Family Child's Race Q11**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter- July to Sept.
Base	27	27
What do you consider this child's race to be?		
Caucasian	16 59.3%	16 59.3%
African American	3 11.1%	3 11.1%
Hispanic American	1 3.7%	1 3.7%
Bi-Racial	7 25.9%	7 25.9%

**Family Child First Diagnosed Q12**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter- July to Sept.
Base	27	27
How old was your child when you first noticed mental heal...		
Less 5 years	21 77.8%	21 77.8%
6-8 years	6 22.2%	6 22.2%

## Family Satisfaction With Community Care Behavioral Health

I know how to access information about Community Care's handbook/website Q13A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
	27	27	-	-	-	-
I know how to access information about Community Care's handbook/website. (www.ccbh.com)						
Yes	24 88.9%	24 88.9%	-	-	-	80%
No	3 11.1%	3 11.1%	-	-	-	-
Not Sure	-	-	-	-	-	-

When I call CCBHO, they are responsive to my needs Q13B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
	27	27	-	-	-	-
When I call Community Care, they are responsive to my family's needs.						
Yes	23 85.2%	23 85.2%	-	-	-	80%
No	-	-	-	-	-	-
Not Sure	4 14.8%	4 14.8%	-	-	-	-

I have used CCBHO member services to find a provider Q13C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
	27	27	-	-	-	-
I have used Community Care's member services to find a provider.						
Yes	4 14.8%	4 14.8%	-	-	-	80%
No	19 70.4%	19 70.4%	-	-	-	-
Not Sure	4 14.8%	4 14.8%	-	-	-	-



## Family Satisfaction With Community Care Behavioral Health

Authorizations are processed on time so that services for my child are not interrupted Q13D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
	27	27	-	-	-	-	
Authorizations are processed on time so that services for my child are not interrupted.							
Yes	27 100.0%	27 100.0%	-	-	-	80%	
No	-	-	-	-	-	-	
Not Sure	-	-	-	-	-	-	

I know where to find information to file a complaint with Community Care if I need to.... Q13E

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
	27	27	-	-	-	-
I know where to find information to file a complaint with Community Care if I need to.(Complaint-Telling or writing us to say that you are not satisfied with services.)						
Yes	25 92.6%	25 92.6%	-	-	-	80%
No	2 7.4%	2 7.4%	-	-	-	-
Not Sure	-	-	-	-	-	-

Family Satisfaction with Community Care Behavioral Health Organization Literal Q13G

## Satisfaction with Community Care Complaint Process

### Family Community Care Complaint Process Q14

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	27	27	-	-	-	-
Have you used Community Care's complaint process? (Compla...						
Yes	2 7.4%	2 7.4%	-	-	-	80%
No	25 92.6%	25 92.6%	-	-	-	-

### Family Satisfaction with Complaint Process Q15

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	2	2	-	-	-	-
If you have used Community Care's complaint process, were...						
Yes	2 100.0%	2 100.0%	-	-	-	80%
No	-	-	-	-	-	-

## Satisfaction with Community Care Grievance Process

Have you used Community Care's grievance process Q16

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	27	27	-	-	-
Have you used Community Care's grievance process? (Grieva...					
Yes	-	-	-	-	-
No	27 100.0%	27 100.0%	-	-	-

If you used Community Care's grievance process, were you...Q17

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
*	-	-	-	-	-
If you have used Community Care's grievance process, were...					
Yes	-	-	-	-	-
No	-	-	-	-	-

## Family Provider Level Analysis

### Family Treatment Provider Q18

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter- July to Sept.
Base	27	27
What is the name of your child's treatment provider?		
Behavioral Specialists	1 3.7%	1 3.7%
Community Services Group (CSG)	14 51.9%	14 51.9%
Diakon Family Life Services	1 3.7%	1 3.7%
Lycoming Therapeutic Wraparound Services	1 3.7%	1 3.7%
Merakey	4 14.8%	4 14.8%
Dr. Angelica Kloos	1 3.7%	1 3.7%
Friendship House	4 14.8%	4 14.8%
Other	1 3.7%	1 3.7%

### Family Treatment Provider Literals Q18A

**If other, please list.**  
Q1-Keystone Counseling.

### My child and I were made aware of availability of other providers...Q19

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	Bench mark
Base	27	27	-	-	-	-
My child and I were made aware of the availability of oth...						
Strongly Agree/Agree	24 88.9%	24 88.9%	-	-	-	80%
Strongly Disagree/Disagree	2 7.4%	2 7.4%	-	-	-	-
Neutral	1 3.7%	1 3.7%	-	-	-	-

## Family Provider Level Analysis

### Family Service Level Q20

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter- July to Sept.
Base	27	27
What services does your child currently receive from this provider?		
Outpatient Counseling	5 18.5%	5 18.5%
Medication Management	5 18.5%	5 18.5%
Psychiatry	3 11.1%	3 11.1%
Telepsychiatry	2 7.4%	2 7.4%
Parent Child Interactive Training (PCIT)	1 3.7%	1 3.7%
Behavioral Health Rehabilitation Services (BHRS)	9 33.3%	9 33.3%
Community and School Based Behavioral Health (CSBBH)	1 3.7%	1 3.7%
Outpatient School Based Therapy	1 3.7%	1 3.7%

### Survey Question 20A

### What substance use disorder services for your child.....Q21

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	27	27	-	-	-
What Substance Use Disorder services for your child are y...					
Outpatient counseling	-	-	-	-	-
Community Based D&A Program	-	-	-	-	-
Outpatient School Based Therapy	-	-	-	-	-
Other	-	-	-	-	-
N/A	27 100.0%	27 100.0%	-	-	-

## Family Provider Level Analysis

My child and I were made aware of the availability of different services...Q22

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	27	27	-	-	-	-	-
My child and I were made aware of the availability of dif...							
Strongly Agree/Agree	25 92.6%	25 92.6%	-	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	2 7.4%	2 7.4%	-	-	-	-	-

Family Duration of Provider Relationship Q23

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	27	27	-	-	-
How long has your child been receiving services from this provider?					
Less than 6 months	4 14.8%	4 14.8%	-	-	-
6 months to 1 year	3 11.1%	3 11.1%	-	-	-
1 to 2 years	6 22.2%	6 22.2%	-	-	-
2 to 3 years	10 37.0%	10 37.0%	-	-	-
4 or more years	4 14.8%	4 14.8%	-	-	-

## Family Access to Services

Authorization information is submitted on time... Q24A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	27	27	-	-	-	-
Authorization information is submitted on time so that services to my child are not interrupted.						
Strongly Agree/Agree	26 96.3%	26 96.3%	-	-	-	80%
Strongly Disagree/Disagree	1 3.7%	1 3.7%	-	-	-	-
Neutral	-	-	-	-	-	-

I have been given clear information on who to contact...Q24B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	27	27	-	-	-	-
I have been given clear information on who to contact if my child needs immediate help between appointments.						
Strongly Agree/Agree	24 88.9%	24 88.9%	-	-	-	80%
Strongly Disagree/Disagree	3 11.1%	3 11.1%	-	-	-	-
Neutral	-	-	-	-	-	-

### Family Access to Services

I was encouraged to use other support programs in the community...Q24C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	27	27	-	-	-	-
I was encouraged to use other support programs in the community. (Support groups, parenting classes, after school programs, etc.)						
Strongly Agree/Agree	22 81.5%	22 81.5%	-	-	-	80%
Strongly Disagree/Disagree	5 18.5%	5 18.5%	-	-	-	-
Neutral	-	-	-	-	-	-

Survey Question 24D

**If you chose neutral/or disagreed with any of these state...**  
 Q1-Not always available when needed.

### Family Treatment Experience

I feel my child has enough time with the provider during most sessions.Q25A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	27	27	-	-	-	-
I feel my child has enough time with the provider during most sessions.						
Strongly Agree/Agree	25 92.6%	25 92.6%	-	-	-	80%
Strongly Disagree/Disagree	2 7.4%	2 7.4%	-	-	-	-
Neutral	-	-	-	-	-	-



## Family Treatment Experience

The provider regularly communicates with me to ensure coordination of services...Q25B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	27	27	-	-	-	-	
The provider regularly communicates with me to ensure coordination of services for my child.							
Strongly Agree/Agree	25 92.6%	25 92.6%	-	-	-	-	
Strongly Disagree/Disagree	2 7.4%	2 7.4%	-	-	-	-	
Neutral	-	-	-	-	-	-	

I feel comfortable asking questions, and feel free to complain Q25C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	27	27	-	-	-	-	
I feel comfortable asking questions, and feel free to complain.							
Strongly Agree/Agree	26 96.3%	26 96.3%	-	-	-	80%	
Strongly Disagree/Disagree	1 3.7%	1 3.7%	-	-	-	-	
Neutral	-	-	-	-	-	-	

My child is receiving all the services they need Q25D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	27	27	-	-	-	-	
My child is receiving all the services they need.							
Strongly Agree/Agree	22 81.5%	22 81.5%	-	-	-	80%	
Strongly Disagree/Disagree	5 18.5%	5 18.5%	-	-	-	-	
Neutral	-	-	-	-	-	-	

## Family Treatment Experience

My provider has talked with me about community supports and options...Q25E

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	27	27	-	-	-	-	
<b>My provider has talked with me about community supports and options that are available when my child is ready for a different level of care.</b>							
Strongly Agree/Agree	15 55.6%	15 55.6%	-	-	-	80%	
Strongly Disagree/Disagree	12 44.4%	12 44.4%	-	-	-	-	
Neutral	-	-	-	-	-	-	

Treatment Experience Literals Q25F

<b>If you chose neutral/or disagreed with any of these state...</b>
Q1-He needs more TSS hours.
Q1-Only authorized 10 hours a week for TSS and 2 hours a week for BHRS. I wasn't aware the TSS was coming. I was met with a lot of resistance when I had an issue. Never enough TSS hours.
Q1-Need more TSS hours.

## Family Satisfaction With ISPT Meetings

My provider informed me about the purpose for the IPST.....Q26A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
(N/A) responses reduce total	22	22	-	-	-	-	
<b>My provider informed me about the purpose for the ISPT, and what the meeting will be like.</b>							
Strongly Agree/Agree	19 86.4%	19 86.4%	-	-	-	80%	
Strongly Disagree/Disagree	3 13.6%	3 13.6%	-	-	-	-	
Neutral	-	-	-	-	-	-	

## Family Satisfaction With ISPT Meetings

**My provider encouraged me to express my own service suggestions....Q26B**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
(N/A) responses reduce total	22	22	-	-	-	-
My provider encouraged me to express my own service suggestions at my child's ISPT meeting.						
Strongly Agree/Agree	20 90.9%	20 90.9%	-	-	-	80%
Strongly Disagree/Disagree	2 9.1%	2 9.1%	-	-	-	-
Neutral	-	-	-	-	-	-

**My provider scheduled the ISPT meeting at a time and place that was convenient...Q26C**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
(N/A) responses reduce total	22	22	-	-	-	-
My provider scheduled the ISPT meeting at a time and place that was convenient to my family.						
Strongly Agree/Agree	21 95.5%	21 95.5%	-	-	-	80%
Strongly Disagree/Disagree	1 4.5%	1 4.5%	-	-	-	-
Neutral	-	-	-	-	-	-

**My provider helped me decide who to invite to the ISPT meeting...Q26D**

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
(N/A) responses reduce total	22	22	-	-	-	-
My provider helped me decide who to invite to the ISPT meeting to support me and my child.						
Strongly Agree/Agree	20 90.9%	20 90.9%	-	-	-	80%
Strongly Disagree/Disagree	2 9.1%	2 9.1%	-	-	-	-
Neutral	-	-	-	-	-	-

## Family Satisfaction With ISPT Meetings

I believe my participation in ISPT meeting was valued and respected Q26E

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
(N/A) responses reduce total	22	22	-	-	-	-
I believe my participation in ISPT meeting was valued and respected						
Strongly Agree/Agree	16 72.7%	16 72.7%	-	-	-	80%
Strongly Disagree/Disagree	4 18.2%	4 18.2%	-	-	-	-
Neutral	2 9.1%	2 9.1%	-	-	-	-

I feel I left the ISPT meeting with clear understanding of the next steps...Q26F

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
(N/A) responses reduce total	22	22	-	-	-	-
I feel I left the ISPT meeting with a clear understanding of the next steps in the process.						
Strongly Agree/Agree	16 72.7%	16 72.7%	-	-	-	80%
Strongly Disagree/Disagree	6 27.3%	6 27.3%	-	-	-	-
Neutral	-	-	-	-	-	-

Family Satisfaction with ISPT Meetings Literals Q27G

<b>If you chose neutral/or disagreed with any of these state...</b>
Q1-They wanted to do what they suggested.
Q1-I feel unheard.

## Family Recovery Oriented Practices

### My child's treatment provider discusses my child's continuing care plan..Q27A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	27	27	-	-	-	-
My child's treatment provider discusses my child's continuing care plan with me.						
Strongly Agree/Agree	25 92.6%	25 92.6%	-	-	-	80%
Strongly Disagree/Disagree	1 3.7%	1 3.7%	-	-	-	-
Neutral	1 3.7%	1 3.7%	-	-	-	-

### Staff believes my child can grow, change, and improve Q27B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	27	27	-	-	-	-
Staff believes my child can grow, change, and improve.						
Strongly Agree/Agree	23 85.2%	23 85.2%	-	-	-	80%
Strongly Disagree/Disagree	3 11.1%	3 11.1%	-	-	-	-
Neutral	1 3.7%	1 3.7%	-	-	-	-

### My child's provider asked me what goals I wanted to work on...Q27C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	27	27	-	-	-	-
My child's provider asked me what goals I wanted to work on with my child.						
Strongly Agree/Agree	26 96.3%	26 96.3%	-	-	-	80%
Strongly Disagree/Disagree	1 3.7%	1 3.7%	-	-	-	-
Neutral	-	-	-	-	-	-

## Family Recovery Oriented Practices

I believe my child's treatment plan is easy to understand Q27D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	27	27	-	-	-	-	
<b>I believe my child's treatment plan is easy to understand.</b>							
Strongly Agree/Agree	25 92.6%	25 92.6%	-	-	-	-	80%
Strongly Disagree/Disagree	2 7.4%	2 7.4%	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

Does the staff offer you hope for you child's recovery...Q27E

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	27	27	-	-	-	-	
<b>Does the staff offer you hope for your child's recovery or improvement?</b>							
Strongly Agree/Agree	23 85.2%	23 85.2%	-	-	-	-	80%
Strongly Disagree/Disagree	4 14.8%	4 14.8%	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

Recovery Oriented Practices Q27F

<b>If you chose neutral/or disagreed with any of these state...</b>
Q1-Long, drawn out treatment plans, with a lot of unanswered questions.
Q1-He's treated like a bad kid. They don't take his past trauma seriously.

## Family Outcomes

### My child deals more effectively with daily problems Q28A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	27	27	-	-	-	-	-
<b>My child deals more effectively with daily problems.</b>							
Strongly Agree/Agree	23 85.2%	23 85.2%	-	-	-	-	80%
Strongly Disagree/Disagree	3 11.1%	3 11.1%	-	-	-	-	-
Neutral	1 3.7%	1 3.7%	-	-	-	-	-

### I feel my child's behavioral health is improving Q28B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	27	27	-	-	-	-	-
<b>I feel my child's behavioral health is improving.</b>							
Strongly Agree/Agree	24 88.9%	24 88.9%	-	-	-	-	80%
Strongly Disagree/Disagree	3 11.1%	3 11.1%	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

## Family Outcomes

### My child's social skills are improving Q28C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	27	27	-	-	-	-	-
My child's social skills are improving.							
Strongly Agree/Agree	20 74.1%	20 74.1%	-	-	-	-	80%
Strongly Disagree/Disagree	5 18.5%	5 18.5%	-	-	-	-	-
Neutral	2 7.4%	2 7.4%	-	-	-	-	-

### Family Outcome Literals 28D

<b>If you chose neutral/or disagreed with any of these state...</b>
Q1-It got worse here.
Q1-He likes to test his limits.

## Family Additional Compliments or Concerns

### Additional Compliments or concerns Q29

<b>Please share any additional compliments or concerns you h...</b>
Q1-They are very helpful.
Q1-We have only been with the provider for about two months and they seem to be taking my child's treatment seriously. I have a say and if they are unable to do what i request they tell me why.
Q1-My son did not benefit from services here. They chose the treatment path for my child and I did not get a say. Almost 2 years with them and he has gotten worse.
Q1-They are a really good program. They listen and help. I recommend them to everyone. We all get together and put our heads together to get him what he needs. The TSS and BSC are a great team to work with and I trust them. We communicate great, we stay on the same page.
Q1-Everything is fantastic.
Q1-Everything has been fantastic.



## Family Provider Issues

### Family Knowledge of Compliant/Grievance Process Q30

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	27	27	-	-	-
Do you know how to file a complaint against your provider?					
Yes	25 92.6%	25 92.6%	-	-	-
No	2 7.4%	2 7.4%	-	-	-

### Do you know how to file a grievance against your provider Q31

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	27	27	-	-	-
Do you know how to file a grievance against your provider?					
Yes	25 92.6%	25 92.6%	-	-	-
No	2 7.4%	2 7.4%	-	-	-

## Family Provider Issues

### Family Provider Issues Q32

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	27	27	-	-	-
Have you had any issues or problems with (name of provider)?					
Yes	2 7.4%	2 7.4%	-	-	-
No	25 92.6%	25 92.6%	-	-	-

### Family Type of Provider Issues Q33

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
*(NA) responses reduce total	-	-	-	-	-
If you have had issues with (name of provider), what were...					
Lack of treatment planning or coordination	-	-	-	-	-
Poor communication	-	-	-	-	-
Frequent staff changes	-	-	-	-	-
Frequent provider changes	-	-	-	-	-
Services not provided when my child needs them	-	-	-	-	-
Other	-	-	-	-	-

## Family Provider Issue Resolutions

### Family Provider Issues Resolution Q34

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- r-July to ...	2nd Quart- er-Oct. to...	3rd Quarter- r-Jan. to ...	4th Quarter- r-Apr. to ...
	2	2	-	-	-
Were you able to resolve these issues or problems with the provider?					
I resolved the problem with the program manager.	-	-	-	-	-
I chose to not take action.	2 100.0%	2 100.0%	-	-	-
I filed a formal complaint.	-	-	-	-	-

### Family Satisfaction with Complaint/Grievance Process Q35

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	27	27	-	-	-
If you filed a formal complaint with the provider, were you satisfied with the outcome?					
Yes	-	-	-	-	-
No	-	-	-	-	-
Not Applicable (N/A)	27 100.0%	27 100.0%	-	-	-

### If you file a grievance with the provider were you satisfied with the outcome? Q36

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) responses reduce total	-	-	-	-	-
If you filed a grievance with the provider were you satisfied with the outcome?					
Yes	-	-	-	-	-
No	-	-	-	-	-

## Family Provider Issue Resolutions

### Family Reason for Not Getting Behavioral Health Services Q37

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- r-July to ...	2nd Quart- er-Oct. to...	3rd Quarte- r-Jan. to ...	4th Quarte- r-Apr. to ...
(N/A) responses reduce total	2	2	-	-	-
If you chose to not take action, why?					
The problem was not that serious.	-	-	-	-	-
I was concerned with how the provider would react.	1 50.0%	1 50.0%	-	-	-
I did not know how to file a formal complaint.	1 50.0%	1 50.0%	-	-	-

## Family Department of Public Welfare Questions

### Family Treatment Impact on Quality of Ilfe Q38

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	27	27	-	-	-
What effect has the treatment your child received, had on the quality of your child's life?					
Much better	14 51.9%	14 51.9%	-	-	-
A little better	7 25.9%	7 25.9%	-	-	-
About the same	3 11.1%	3 11.1%	-	-	-
A little worse	-	-	-	-	-
Much worse	3 11.1%	3 11.1%	-	-	-

## Family Department of Public Welfare Questions

### Family Opportunity to Make Treatment Decisions Q39

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	27	27	-	-	-
Were you and your child given the chance to make your own treatment decisions?					
Yes	19 70.4%	19 70.4%	-	-	-
No	2 7.4%	2 7.4%	-	-	-
Sometimes	6 22.2%	6 22.2%	-	-	-

### Family Ability to Receive Needed Care Q40

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	27	27	-	-	-
In the last twelve months, did you or your child have problems getting the help your child needed?					
Yes	2 7.4%	2 7.4%	-	-	-
No	25 92.6%	25 92.6%	-	-	-
Sometimes	-	-	-	-	-

## Family Behavioral Health Medications

### Family Reason for Not Getting Needed Help Q41

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) responses reduce total	2	2	-	-	-
<b>If you were unable to get behavioral health help for your...</b>					
Money issues	-	-	-	-	-
Transportation issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Child care issues	-	-	-	-	-
Long waiting list	-	-	-	-	-
I did not know where to get help	-	-	-	-	-
Insurance issues	-	-	-	-	-
Other	2 100.0%	2 100.0%	-	-	-

### Family Medications Q42

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	27	27	-	-	-
<b>Is your child taking behavioral health medications?</b>					
Yes	19 70.4%	19 70.4%	-	-	-
No	8 29.6%	8 29.6%	-	-	-
Declined to answer	-	-	-	-	-

## Family Behavioral Health Medications

### Family Medication Prescribed by this Provider Q43

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- r-July to ...	2nd Quart- er-Oct. to...	3rd Quarter- r-Jan. to ...	4th Quarter- r-Apr. to ...
	19	19	-	-	-
<b>Are the medications prescribed by this provider?</b>					
Yes	10 52.6%	10 52.6%	-	-	-
No	9 47.4%	9 47.4%	-	-	-

### Family Source of Medication Prescription Q44

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	19	19	-	-	-
<b>Who prescribes your child's behavioral health medications?</b>					
Psychiatrist	19 100.0%	19 100.0%	-	-	-
Primary Care Physician	-	-	-	-	-
Nurse Practitioner	-	-	-	-	-
Other	-	-	-	-	-

## Family Satisfaction With Behavioral Health Medications

Overall, I feel my child's behavioral health medications are effective in helping manage my child's symptoms Q45A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
*(N/A) responses reduce totals	19	19	-	-	-	-	
Overall, I feel my child's behavioral health medications are effective in helping to manage my child's symptoms.							
Strongly Agree/Agree	16 84.2%	16 84.2%	-	-	-	-	
Strongly Disagree/Disagree	2 10.5%	2 10.5%	-	-	-	-	
Neutral	1 5.3%	1 5.3%	-	-	-	-	

My provider explained all side effects of the medications prescribed to me Q45B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
*(N/A) responses reduce totals	19	19	-	-	-	-	
My provider explained all side effects of the medications prescribed to me.							
Strongly Agree/Agree	19 100.0%	19 100.0%	-	-	-	-	
Strongly Disagree/Disagree	-	-	-	-	-	-	
Neutral	-	-	-	-	-	-	

I feel the person who prescribes my child's medications, listens and responds to my concerns Q45C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
*(N/A) responses reduce totals	19	19	-	-	-	-	
I feel the person who prescribes my child's medications, listens and responds to my concerns.							
Strongly Agree/Agree	19 100.0%	19 100.0%	-	-	-	-	
Strongly Disagree/Disagree	-	-	-	-	-	-	
Neutral	-	-	-	-	-	-	



## Family Satisfaction With Behavioral Health Medications

### Family Difficulty Receiving Needed Medications Q46

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	19	19	-	-	-
Are you experiencing any problems getting the behavioral ...					
Yes	-	-	-	-	-
No	19 100.0%	19 100.0%	-	-	-

### Interested in having concerns addressed Q47

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	2	2	-	-	-
If you have shared problems about your child's provider o...					
Yes	1 50.0%	1 50.0%	-	-	-
No	1 50.0%	1 50.0%	-	-	-

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6	Family Child's Age Q9	47	47
7	Family Member Relationship to Child Q10	47	47
8	Family Child's Race Q11	47	47
9	Family Child First Diagnosed Q12	47	47
10	I know how to access information about Community Care's handbook/website Q13A	48	48
11	When I call CCBHO, they are responsive to my needs Q13B	48	48
12	I have used CCBHO member services to find a provider Q13C	48	48
13	Authorizations are processed on time so that services for my child are not interrupted Q13D	49	49
14	I know where to find information to file a complaint with Community Care if I need to... Q13E	49	49
15	Family Satisfaction with Community Care Behavioral Health Organization Literal Q13G	49	49
16	Family Community Care Complaint Process Q14	50	50
17	Family Satisfaction with Complaint Process Q15	50	50
18	Have you used Community Care's grievance process Q16	51	51
19	If you used Community Care's grievance process, were you...Q17	51	51
20	Family Treatment Provider Q18	52	52
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22	My child and I were made aware of availability of other providers...Q19	52	52
23	Family Service Level Q20	53	53
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25	What substance use disorder services for your child....Q21	53	53
26	My child and I were made aware of the availability of different services...Q22	54	54
27	Family Duration of Provider Relationship Q23	54	54
28	Authorization information is submitted on time... Q24A	55	55
29	I have been given clear information on who to contact...Q24B	55	55
30	I was encouraged to use other support programs in the community...Q24C	56	56
31	Survey Question 24D	56	56
32	I feel my child has enough time with the provider during most sessions.Q25A	56	56
33	The provider regularly communicates with me to ensure coordination of services...Q25B	57	57
34	I feel comfortable asking questions, and feel free to complain Q25C	57	57
35	My child is receiving all the services they need Q25D	57	57
36	My provider has talked with me about community supports and options...Q25E	58	58
37	Treatment Experience Literals Q25F	58	58
38	My provider informed me about the purpose for the IPST.....Q26A	58	58
39	My provider encouraged me to express my own service suggestions....Q26B	59	59
40	My provider scheduled the ISPT meeting at a time and place that was convenient...Q26C	59	59
41	My provider helped me decide who to invite to the ISPT meeting...Q26D	59	59
42	I believe my participation in ISPT meeting was valued and respected Q26E	60	60
43	I feel I left the ISPT meeting with clear understanding of the next steps...Q26F	60	60
44	Family Satisfaction with ISPT Meetings Literals Q27G	60	60
45	My child's treatment provider discusses my child's continuing care plan..Q27A	61	61
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47	My child's provider asked me what goals I wanted to work on...Q27C	61	61
48	I believe my child's treatment plan is easy to understand Q27D	62	62
49	Does the staff offer you hope for you child's recovery...Q27E	62	62
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58 Family Provider Issues Q32	66	66
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60 Family Provider Issues Resolution Q34	67	67
61 Family Satisfaction with Complaint/Grievance Process Q35	67	67
62 If you file a grievance with the provider were you satisfied with the outcome? Q36	67	67
63 Family Reason for Not Getting Behavioral Health Services Q37	68	68
64 Family Treatment Impact on Quality of lffe Q38	68	68
65 Family Opportunity to Make Treatment Decisions Q39	69	69
66 Family Ability to Receive Needed Care Q40	69	69
67 Family Reason for Not Getting Needed Help Q41	70	70
68 Family Medications Q42	70	70
69		
Family Medication Prescribed by this Provider Q43	71	71
70		
Family Source of Medication Prescription Q44	71	71
71 Overall, I feel my child's behavioral health medications are effective in helping manage my child's symptoms Q45A	72	72
72 My provider explained all side effects of the medications prescribed to me Q45B	72	72
73 I feel the person who prescribes my child's medications, listens and responds to my concerns Q45C	72	72
74		
Family Difficulty Receiving Needed Medications Q46	73	73
75 Interested in having concerns addressed Q47	73	73

# Youth Survey Findings

## Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 22 youth surveys completed during the 1st Quarter of Fiscal Year 18/19 for the period from July - September 2018.

### Survey Results

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

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

1. No youth face to face interviews - 0% (0 of 22) versus 0% (0 of 13)
2. Higher percentage of female respondents – 55% (12 of 22) versus 31% (4 of 13).
3. Higher percentage of youth members ages 14-17, 73% (16 of 22) versus 92% (12 of 13).
4. No court ordered treatment – 0% (0 of 22) versus 0% (0 of 13).
5. Age first started having mental health problems – 12-14 years old, 32% (7 of 22). New question.

### Findings Overview

1. Youth respondents rated satisfaction with Community Care is mixed. 77% (17 of 22) believe CCBHO “authorized the right services” for them. 64% (14 of 22) agreed they “knew how to file a complaint with Community Care about their provider.”
2. However, 86% (19 of 2) youths believed CCBHO “authorized enough services to meet their needs” and “knew who to call if they have any questions.”
3. Surveyed youth satisfaction ratings are generally good this quarter with Access to provider treatment services with the satisfaction scores ranging from 91% to 100% for 2 of the 3 indicators. Just 64% (14 of 22) youths agreed, “we meet at places that are easy for me to get to.”
4. Youth satisfaction with provider *Treatment Experiences* was good with 91% to 100% in 8 of 8 indicators.

It is noteworthy that 85% (11 of 13) youths reported that “their provider talks with them about community supports and options that are available when they are ready for a different level of care.” This is an extremely positive finding.

5. Youth satisfaction with provider *Recovery Orientation* was also mixed. Only 68% (15 of 22) youths agreed “Staff focuses on the things I do well, not what I don’t do well” and 100% (22 of 22) agreed “Staff helped me be successful in meeting treatment goals.”
6. Youth satisfaction scores with *Treatment Outcomes*, also improved significantly this quarter. Youth satisfaction level was 86% to 100% in six of the six indicators. These included managing strong feelings, not getting into trouble as often, being able to apply what they learned in treatment in daily life and believing treatment is working.
7. 96% (21 of 22) youths interviewed reported taking behavioral health medications and 100% (21 of 21) of those felt the medication was were helping them.
8. 0% (0 of 22) youths interviewed, compared to 15% (2 of 13) in the previous quarter had issues or problems with their provider.

**Recommendations Overview**

1. 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, addressing a Wellness Recovery Action Plan (WRAP), developing treatment plans with respect to the member's specific needs, and asking the member what goals would help achieve a happy life.
2. Many providers have not been acknowledging the youth C/FST data and responding to indicators that consistently fall under established benchmarks. Conversations with CCBHO and providers should aim to correct this deficiency.

**Youth - Request for Assistance**

0% (0 of 22) youth respondents compared to 0% (0 of 13) in the previous 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

Youth Type of Survey Q4

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter- July to Sept.
	22	22
What type of survey is it?		
Telephone	22 100.0%	22 100.0%

Youth County Q5

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter- July to Sept.
	22	22
What county do you live in?		
Lycoming	12 54.5%	12 54.5%
Clinton	10 45.5%	10 45.5%

Youth Zip Code Q6

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter- July to Sept.
Base	22	22
What is your zip code?		
17701-Williamsport	9 40.9%	9 40.9%
17740-Jersey Shore	1 4.5%	1 4.5%
17745-Lock Haven	10 45.5%	10 45.5%
Other	2 9.1%	2 9.1%

Youth Zip Code Literals Q6A

<b>If other, please list.</b>
Q1-17763, Raleston.
Q1-17763, Raleston.

## Youth Demographics

Youth Gender Q7

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	22	22	-	-	-
<b>What is your gender?</b>					
Male	10 45.5%	10 45.5%	-	-	-
Female	12 54.5%	12 54.5%	-	-	-
Transgendered	-	-	-	-	-

Youth Age Q8

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	22	22	-	-	-
<b>How old are you?</b>					
14-15 years	7 31.8%	7 31.8%	-	-	-
16-17 years	9 40.9%	9 40.9%	-	-	-
18-20 years	6 27.3%	6 27.3%	-	-	-
over 20 years	-	-	-	-	-

Youth Race Q9

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter- July to Sept.
	22	22
<b>What do you consider your race to be?</b>		
Caucasian	13 59.1%	13 59.1%
African American	9 40.9%	9 40.9%

Youth Race Literals Q9A

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## Youth Demographics

Youth Primary Service Q10

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	22	22	-	-	-
<b>Are you receiving services primarily for:</b>					
<b>Mental Health</b>	22 100.0%	22 100.0%	-	-	-
<b>Drug and Alcohol Treatment</b>	-	-	-	-	-
<b>Both Mental Health and Drug and Alcohol Treatment</b>	-	-	-	-	-

Youth First Diagnosed Q11

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	22	22	-	-	-
<b>How old were you when you first starting having mental he...</b>					
<b>Less than 5 years</b>	3 13.6%	3 13.6%	-	-	-
<b>6-8 years</b>	6 27.3%	6 27.3%	-	-	-
<b>9-11 years</b>	4 18.2%	4 18.2%	-	-	-
<b>12-14 years</b>	7 31.8%	7 31.8%	-	-	-
<b>15-17 years</b>	2 9.1%	2 9.1%	-	-	-
<b>18-20 years</b>	-	-	-	-	-
<b>21 and over years</b>	-	-	-	-	-
<b>Not sure</b>	-	-	-	-	-



## Youth Satisfaction With Community Care

Community Care authorized the right services for you...Q12A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	22	22	-	-	-	-
Do you think they authorized the right services for you?						
Yes	17 77.3%	17 77.3%	-	-	-	80%
No	-	-	-	-	-	-
Not Sure	5 22.7%	5 22.7%	-	-	-	-

Do you think Community Care authorized enough time to meet...Q12B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	22	22	-	-	-	-
Do you think they authorized enough time to meet your needs?						
Yes	19 86.4%	19 86.4%	-	-	-	80%
No	-	-	-	-	-	-
Not Sure	3 13.6%	3 13.6%	-	-	-	-

## Youth Satisfaction With Community Care

Do you know you can call them if you have any questions Q12C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	22	22	-	-	-	-
Do you know you can call them if you have any questions?						
Yes	19 86.4%	19 86.4%	-	-	-	80%
No	-	-	-	-	-	-
Not Sure	3 13.6%	3 13.6%	-	-	-	-

I have called Community Care member service...Q12D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	22	22	-	-	-	-
I have called Community Care member services to find a provider.						
Yes	9 40.9%	9 40.9%	-	-	-	80%
No	10 45.5%	10 45.5%	-	-	-	-
Not Sure	3 13.6%	3 13.6%	-	-	-	-

## Youth Satisfaction With Community Care

I know how to file a complaint with Community Care....Q12E

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	22	22	-	-	-	-	-
I know how to file a complaint with Community Care about my provider							
Yes	14 63.6%	14 63.6%	-	-	-	-	80%
No	5 22.7%	5 22.7%	-	-	-	-	-
Not Sure	3 13.6%	3 13.6%	-	-	-	-	-

Youth Satisfaction With Community Care Literals Q12F

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## Youth Provider Level Analysis

Youth Provider Q13

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter- July to Sept.
	22	22
<b>Who is your provider? Note to Surveyor: If there is mor...</b>		
Community Services Group (CSG)	9 40.9%	9 40.9%
Diakon Family Life Services	1 4.5%	1 4.5%
Lycoming/Clinton MH/ID (Joinder)	4 18.2%	4 18.2%
The Meadows	1 4.5%	1 4.5%
Merakey	1 4.5%	1 4.5%
Other	6 27.3%	6 27.3%

### Youth Provider Literals Q13A

<b>If other, please explain.</b>
Q1-Sunpointe Health.
Q1-Finding New Hope.
Q1-UCBH.
Q1-Autism Development Center, Lewisburg.
Q1-Devine Providence Hospital.
Q1-UCBH.

## Youth Provider Level Analysis

Youth Provider Service Q14

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?
		1st Quarter- July to Sept.
	22	22
<b>What services are you currently receiving from this provider?</b>		
Outpatient Counseling	5 22.7%	5 22.7%
Medication Management	6 27.3%	6 27.3%
Telepsychiatry	2 9.1%	2 9.1%
Family Based Mental Health	1 4.5%	1 4.5%
Inpatient Hospitalization	1 4.5%	1 4.5%
Targeted Case Management (TCM)	5 22.7%	5 22.7%
Behavioral Health Rehabilitation Services (BHRS)	2 9.1%	2 9.1%

Youth Provider Service Literals Q14A

## Youth Provider Level Analysis

Youth Choice Q15

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	22	22	-	-	-
<b>Did you choose to go to this provider?</b>					
Yes	2 9.1%	2 9.1%	-	-	-
No	-	-	-	-	-
Court Ordered	-	-	-	-	-
Chosen by Parent	14 63.6%	14 63.6%	-	-	-
Referred	6 27.3%	6 27.3%	-	-	-
Other	-	-	-	-	-

Did you choose to go to this provider Q16

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	22	22	-	-	-
<b>Did you choose to go to this provider?</b>					
Yes	2 9.1%	2 9.1%	-	-	-
No	-	-	-	-	-
Court Ordered	-	-	-	-	-
Chosen by Parent	14 63.6%	14 63.6%	-	-	-
Referred	6 27.3%	6 27.3%	-	-	-
Other	-	-	-	-	-

## Youth Access to Services

We meet at places that are easy for me to get to Q17A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	22	22	-	-	-	-	
<b>We meet at places that are easy for me to get to.</b>							
Strongly Agree/Agree	14 63.6%	14 63.6%	-	-	-	80%	
Strongly Disagree/Disagree	-	-	-	-	-	-	
Neutral	8 36.4%	8 36.4%	-	-	-	-	

We meet at times that are convenient to me Q17B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	22	22	-	-	-	-	
<b>We meet at times that are convenient to me.</b>							
Strongly Agree/Agree	22 100.0%	22 100.0%	-	-	-	80%	
Strongly Disagree/Disagree	-	-	-	-	-	-	
Neutral	-	-	-	-	-	-	

## Youth Access to Services

I have been given clear information on who to contact if I.....Q17C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	22	22	-	-	-	-	-
I have been given clear information on who to contact if I need immediate help between appointments.							
Strongly Agree/Agree	22 100.0%	22 100.0%	-	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

Youth Access to Services Literals Q17D

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

Q1-I need community transportation.

## Youth Treatment Experiences

I understand why I am receiving services Q18A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	22	22	-	-	-	-	-
I understand why I am receiving services.							
Strongly Agree/Agree	20 90.9%	20 90.9%	-	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	2 9.1%	2 9.1%	-	-	-	-	-



## Youth Treatment Experiences

I believe the staff listens to me Q18B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	22	22	-	-	-	-
I believe the staff listens to me.						
Strongly Agree/Agree	22 100.0%	22 100.0%	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-
Neutral	-	-	-	-	-	-

I feel free to express my opinions Q18C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	22	22	-	-	-	-
I feel free to express my opinions.						
Strongly Agree/Agree	22 100.0%	22 100.0%	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-
Neutral	-	-	-	-	-	-

I get the right amount of help Q18D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	22	22	-	-	-	-
I get the right amount of help.						
Strongly Agree/Agree	21 95.5%	21 95.5%	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-
Neutral	1 4.5%	1 4.5%	-	-	-	-

## Youth Treatment Experiences

I feel I am benefiting from treatment Q18E

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	22	22	-	-	-	-	
<b>I feel that I am benefiting from treatment.</b>							
Strongly Agree/Agree	22 100.0%	22 100.0%	-	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

Staff helped me develop my treatment goals Q18F

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	22	22	-	-	-	-	
<b>Staff helped me develop my treatment goals.</b>							
Strongly Agree/Agree	22 100.0%	22 100.0%	-	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

I believe my treatment plan is easy to understand Q18G

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	22	22	-	-	-	-	
<b>I believe my treatment plan is easy to understand.</b>							
Strongly Agree/Agree	20 90.9%	20 90.9%	-	-	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	2 9.1%	2 9.1%	-	-	-	-	-

## Youth Treatment Experiences

My provider has talked with me about community supports....Q18H

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	22	22	-	-	-	-	
My provider has talked with me about community supports and options that are available when I am ready for a different level of care.							
Strongly Agree/Agree	22 100.0%	22 100.0%	-	-	-	80%	
Strongly Disagree/Disagree	-	-	-	-	-	-	
Neutral	-	-	-	-	-	-	

Youth Treatment Experiences Literals 181

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

Q1-My treatment plan can be kind of confusing.

## Recovery Oriented Practices

Staff focus on what I do well Q19A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	22	22	-	-	-	-	
Staff focus on what I do well.							
Strongly Agree/Agree	15 68.2%	15 68.2%	-	-	-	80%	
Strongly Disagree/Disagree	2 9.1%	2 9.1%	-	-	-	-	
Neutral	5 22.7%	5 22.7%	-	-	-	-	

Staff helped me be successful in meeting treatment goals Q19B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	22	22	-	-	-	-	
Staff helped me be successful in meeting treatment goals.							
Strongly Agree/Agree	22 100.0%	22 100.0%	-	-	-	80%	
Strongly Disagree/Disagree	-	-	-	-	-	-	
Neutral	-	-	-	-	-	-	

Youth Recovery Oriented Practices Literals Q19C

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## Youth Outcomes

I handle day to day problems better Q20A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	22	22	-	-	-	-
I handle day to day problems better.						
Strongly Agree/Agree	22 100.0%	22 100.0%	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-
Neutral	-	-	-	-	-	-

I manage my strong feelings, like anger, better Q20B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	22	22	-	-	-	-
I manage my strong feelings, like anger, better.						
Strongly Agree/Agree	16 72.7%	16 72.7%	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-
Neutral	6 27.3%	6 27.3%	-	-	-	-

I don't get in trouble as often as I did before treatment Q20C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	22	22	-	-	-	-
I don't get in trouble as often as I did before treatment.						
Strongly Agree/Agree	19 86.4%	19 86.4%	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-
Neutral	3 13.6%	3 13.6%	-	-	-	-

## Youth Outcomes

I think good things are going to happen more often to me Q20D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	22	22	-	-	-	-
I think good things are going to happen more often for me.						
Strongly Agree/Agree	19 86.4%	19 86.4%	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-
Neutral	3 13.6%	3 13.6%	-	-	-	-

I feel good more often than before I participated in treatment Q20E

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	22	22	-	-	-	-
I feel good more often than before I participated in treatment.						
Strongly Agree/Agree	19 86.4%	19 86.4%	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-
Neutral	3 13.6%	3 13.6%	-	-	-	-

I feel like treatment is working because I am able to apply...Q20F

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	22	22	-	-	-	-
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	22 100.0%	22 100.0%	-	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-	-
Neutral	-	-	-	-	-	80%

## Youth Outcomes

Youth Outcomes Literals Q20G

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

Q1-I still get depressed.

Q1-I don't grasp this concept yet and am still learning.

## Youth Additional Compliments or Concerns

Youth Additional Compliments or Concerns Q21

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

Q1-Everyone has been attentive and we never feel ignored.

## Youth Provider Issues and Problems

Youth Knowledge of Provider's Complaint/Grievance Q22

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	22	22	-	-	-
<b>Do you know how to file a complaint or grievance against your provider?</b>					
<b>Yes</b>	20 90.9%	20 90.9%	-	-	-
<b>No</b>	2 9.1%	2 9.1%	-	-	-

## Youth Provider Issues and Problems

Youth Satisfaction With Provider Complaint Outcome Q23

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) responses reduce total	-	-	-	-	-
If you filed a formal complaint, were you pleased with the outcome?					
Yes	-	-	-	-	-
No	-	-	-	-	-

Do you know how to file a grievance against your provider...Q24

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	22	22	-	-	-
Do you know how to file a grievance against your provider...					
Yes	17 77.3%	17 77.3%	-	-	-
No	5 22.7%	5 22.7%	-	-	-



## Youth Provider Issues and Problems

If you filed a grievance, were you pleased with the outcome Q25

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) responses reduce total	-	-	-	-	-
If you filed a grievance, were you pleased with the outcome?					
Yes	-	-	-	-	-
No	-	-	-	-	-

Youth Provider Issues or Problems Q26

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) responses reduce total	22	22	-	-	-
Have you had any issues or problems with (name of provider)?					
Yes	-	-	-	-	-
No	22 100.0%	22 100.0%	-	-	-

## Youth Provider Issues and Problems

Youth Type of Provider Issues or Problems Q27

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) reponses reduce total	-	-	-	-	-
If you have had issues or problems with (name of provider...					
My treatment is confusing.	-	-	-	-	-
Frequent provider cancellations.	-	-	-	-	-
Poor communication.	-	-	-	-	-
Frequent staff changes.	-	-	-	-	-
Other	-	-	-	-	-

## Youth Provider Issue and Problem Resolutions

Youth Provider Issues or Problems Resolution Q28

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) responses reduce total	-	-	-	-	-
Were you able to resolve these issues or problems with the provider?					
I resolved the problem with the program manager.	-	-	-	-	-
I filed a formal complaint.	-	-	-	-	-
I chose to not take action.	-	-	-	-	-

## Youth Provider Issue and Problem Resolutions

Youth Lack of Action Q29

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) responses reduce total	-	-	-	-	-
If you chose to not take action, why?					
The problem was not that serious.	-	-	-	-	-
I was concerned with how the provider would react.	-	-	-	-	-
I did not know how	-	-	-	-	-

## Youth Department of Public Welfare Questions

Youth Impact on Quality of Life Q30

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	22	22	-	-	-
What effect has the treatment you've received had on the overall quality of your life?					
Much Better	13 59.1%	13 59.1%	-	-	-
A Little Better	7 31.8%	7 31.8%	-	-	-
About the Same	2 9.1%	2 9.1%	-	-	-
A Little Worse	-	-	-	-	-
Much Worse	-	-	-	-	-

## Youth Department of Public Welfare Questions

Youth Opportunity to Make Treatment Decisions Q31

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	22	22	-	-	-
Were you given the chance to make treatment decisions?					
Yes	17 77.3%	17 77.3%	-	-	-
No	-	-	-	-	-
Sometimes	5 22.7%	5 22.7%	-	-	-

Youth Ability to Recieve Needed Help Q32

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	22	22	-	-	-
In the last year, did you have any problems getting the help you needed?					
Yes	-	-	-	-	-
No	19 86.4%	19 86.4%	-	-	-
Sometimes	3 13.6%	3 13.6%	-	-	-

## Youth Department of Public Welfare Questions

Youth Reason for Not Getting Needed Help Q33

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
*(NA) responses reduce total	1	1	-	-	-
If you weren't able to get help in the last twelve months, what stopped you?					
Money issues	-	-	-	-	-
Transportation issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Long waiting list	-	-	-	-	-
I didn't know where to get help	-	-	-	-	-
Other	1 100.0%	1 100.0%	-	-	-

Youth Reason for Not Getting Needed Help Literals Q33A

**If other, please explain.**  
Q1-Staffing issues.

## Youth Behavioral Health Medications

Youth Medications Q34

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Are you taking behavioral health medications?					
Yes	21 95.5%	21 95.5%	-	-	-
No	1 4.5%	1 4.5%	-	-	-

## Youth Behavioral Health Medications

Youth Medications Prescribed by This Provider Q35

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) responses reduce total	21	21	-	-	-
Are they prescribed by this provider?					
Yes	10 47.6%	10 47.6%	-	-	-
No	11 52.4%	11 52.4%	-	-	-

Youth Source of Medication Prescription Q36

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) responses reduce total	21	21	-	-	-
Who prescribes your behavioral health medications?					
Psychiatrist	19 90.5%	19 90.5%	-	-	-
Primary Care Physician	-	-	-	-	-
Nurse Practitioner	2 9.5%	2 9.5%	-	-	-
Other	-	-	-	-	-

Source of Behavioral Health Medications Q36A

<b>Please list name if anyone other than Psychiatrist is pre...</b>
Q1-Ruth Yoder.
Q1-Ruth Yoder.

## Youth Satisfaction With Behavioral Health Medications

Overall, I feel my behavioral Health medications help me Q37A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
*(N/A) responses reduce totals	21	21	-	-	-	-	
Overall, I feel my behavioral health medications help me.							
Strongly Agree/Agree	21 100.0%	21 100.0%	-	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

My provider explained all side effects of the medications prescribed to me Q37B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
*(N/A) responses reduce totals	21	21	-	-	-	-	
My provider explained all side effects of the medications prescribed to me.							
Strongly Agree/Agree	21 100.0%	21 100.0%	-	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

I feel the person who prescribes my medication, listens and responds to my concerns Q37C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
*(N/A) responses reduce totals	21	21	-	-	-	-	
I feel the person who prescribes my medication, listens and responds to my concerns.							
Strongly Agree/Agree	21 100.0%	21 100.0%	-	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

## Youth Satisfaction With Behavioral Health Medications

Youth Difficulty In Obtaining Medications Q38

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) responses reduce total	21	21	-	-	-
Are you having any trouble getting the medicatins that work for you?					
Yes	-	-	-	-	-
No	21 100.0%	21 100.0%	-	-	-

Youth Discharge Related to Compliance Issues Q39

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	22	22	-	-	-
Have you ever been discharged in the past because you had trouble following your treatment plan, or you relapsed?					
Yes	-	-	-	-	-
No	22 100.0%	22 100.0%	-	-	-

## Youth Members Interested In Having Concerns Addressed

Interested In having concerns addressed Q40

Counts Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarte- r-July to ...	2nd Quart- er-Oct. to...	3rd Quart- er-Jan. to...	4th Quarte- r-Apr. to ...
*(NA) responses reduce total	-	-	-	-	-
If you have shared problems about your provider or manage...					
Yes	-	-	-	-	-
No	-	-	-	-	-



## **Provider Responses**

### **Provider Responses to 4th Quarter – 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.

Providers are asked to submit responses to any question/indicator that is below the benchmark on a year-to-date basis and has at least five (5) member responses.

#### **What are your overall impressions of the Survey?**

"Survey results were helpful to identify strengths and areas for improvement. Appears that the dissatisfaction identified may be correlated to legal involvement and treatment."

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

"Yes, the comments were beneficial in trying to identify strengths and where we can improve."

#### **Were there trends identified that you were not aware of?**

"Nothing that is out of the ordinary (legal and treatment)."

#### **Did the survey reflect existing performance improvement areas?**

"No, but certainly allow opportunities to improve."

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

"Member feeling more hopeful about their future as a result of their treatment (70%)" Member feeling that their treatment is working (70%)" PI efforts: Make sure staff aware of these concerns and have these questions be part of the patients check in (whether in group/individual therapy)."

#### **Other Provider Comments:**

"I am afraid to complain to my provider about my services for fear of consequences of discharge." I understand the question but am concerned with how this question is presented as the benchmark is 80% strongly agree (that they are afraid of their provider?) Could this be skewed based on how it's being presented to the members? Why isn't strongly agree/agree lumped together for this question as it is in others?

**C/FST Comment:** That question/indicator should have been shown as one that the positive target level is <10% as it is the reverse of how other questions are asked. We have corrected the chart. The member responses for the 1st Quarter (July-September 2018) were just 2%, so that is positive as it is far under the 10%. Good catch. Thanks.

## MCO Responses

### Community Care Behavioral Health's Response to C/FST 4th Quarter 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 ant concerns"*

September 6, 2018

Deanna Kimble  
Lycoming/Clinton HealthChoices  
200 East Street Sharwell Building  
Williamsport, PA 17701

Re: 4th Quarter CFST Report, January 1, 2018 – March 31, 2018; Fiscal Year July 2017 - June 2018

Dear Ms. Kimble:

Thank you for the opportunity to review and respond to the 4th Quarter, LCJB HealthChoices Behavioral Health System Consumer and Family Satisfaction and Outcomes Survey Findings. Community Care developed and continues the following actions and interventions to address areas that fell below 80%.

#### Adult Satisfaction with Community Care

1. I have received a copy of the member handbook from Community – 40% (4); 36% (YTD)
2. When I call Community Care they are responsive to my needs – 74% (4); 76% (YTD)
3. I feel Community Care has authorized enough time with my provider to meet my needs – 95% (4); 96% (YTD)
4. I know how to file a complaint against Community Care– 45% (4); 51% (YTD)
5. I know how to file a grievance against Community Care– 46% (4); 51% (YTD)
6. I'm satisfied with the outcome – 100% (4); 100% (YTD)

#### Family Caregiver Satisfaction with Community Care

1. I have received a copy of the member handbook from Community Care – 67% (4); 59% (YTD)
  2. When I call Community Care they are responsive to my needs – 100% (4); 73% (YTD)
  3. Authorizations are processed on time so that services for my child are not interrupted – 100% (4); 95% (YTD)
  4. Community Care attended child's ISP/Evaluation meeting – 31% (4); 40% (YTD)
- \*While Community Care recognizes that a rate of 31% (40% YTD) is low for attendance to ISPT meetings, it should be noted that the Care Management department focuses on attending ISPT for initial services.
- \* In addition, Community Care was became fully staffed in the Care Management department as of May, 2018.
5. Community Care's participation in the ISP/Evaluation team meeting was helpful – 50% (4); 74% (YTD)
  6. I know where to find info to file a complaint with Community Care, if I need to – 73% (4); 78% (YTD)
  7. I know where to find info to file a grievance with Community Care, if I need to – 73% (4); 78% (YTD)

### Youth Satisfaction with Community Care

1. Do you think they authorized the right services for you – 92% (4); 95% (YTD)
2. Do you think they authorized enough time to meet your needs – 85% (4); 95% (YTD)
3. Do you know you can call them if you have any questions – 77% (4); 89% (YTD)
4. I know how to file a complaint with Community Care against my provider – 0% (4); 30% (YTD)

### *Actions / Interventions*

1. All new Community Care members are mailed a Community Care handbook when they enroll in HealthChoices. "New" is defined as the initial eligibility with HealthChoices in a Community Care county but also if a member loses Community Care eligibility for a full year and then becomes re-eligible with us, they will get a welcome packet (including handbook) as well.
2. Community Care provides member handbooks to Lycoming/Clinton HealthChoices (LCHC); LCHC provides these handbooks to the Consumer Family Satisfaction Team (CFST) who then gives members that don't remember receiving a handbook another one during the CFST interview. Community Care will reach out to invite CFST to a "meet and greet" and to ensure the surveyors have handbooks for members.
3. Community Care's Customer Service Representatives offer to mail the Member Handbook to members when they call Community Care to inquire about services.
4. Community Care's Community Relations Coordinator has member handbooks and Important Information Sheets with contact information available at Member, Family, and Youth Advisory meetings which are held quarterly. Also, yearly during these meetings there have been guest speakers, such as Quality and Complaints & Grievance staff, who have shared information on how to file a grievance, complaint, etc.
5. The member handbook and newsletters continue to be readily available on the Community Care website.
6. Community Care will distribute handbooks to ambulatory service providers within the Lycoming/Clinton network.
7. Community Care tracks the Average Speed of Answer and the Abandonment rate for all calls that come into the Customer Service department to ensure calls are answered in a timely manner. Community Care meets these goals consistently each year.
8. Calls to Customer Service are recorded for quality assurance and management reviews these calls with staff as part of performance evaluations as needed.
9. When members call the Community Care member line, they speak with a representative in the department that will best meet their needs as determined by the Customer Service Representative.
10. Information on how to file a complaint or grievance is located on Community Care's website, HYPERLINK "<http://www.ccbh.com>" [www.ccbh.com](http://www.ccbh.com); Community Care also shares information about complaints and grievances in our adult and child providers meetings, Provider Advisory Committee meetings, relevant community meetings, and in quarterly meetings with peers.
11. Yearly the Quality Manager or a representative from the Quality Department attends Member and Family Advisory Committee meetings to explain the complaint and grievance processes.
12. For members not satisfied with the outcome of their Level I complaint / grievance, information on how to file a Level 2 Complaint / Grievance is provided in their outcome letter. Additionally, for complaints, Community Care completes outreach calls to members who filed a Level I complaint. This is to ensure that they are satisfied with the outcome of their complaint and

complaint. This is to ensure that they are satisfied with the outcome of their complaint and if not satisfied, members are educated on their right to file a Level 2 or external complaint.

13. For children's services, Care Managers attend ISPT meetings based on clinical need. At these meetings, all Care Managers give contact information, information on filing complaints/grievances, as applicable. Care Managers will consistently bring their business cards to all ISPT meetings and provide to families.

14. Community Care tracks invitations and attended ISPT meetings and going forward will have data regarding the number of attended meetings. When attendance does not occur, this is typically due to a late invite or no invite to a meeting and could also be due to staff availability.

15. During meetings, Care Managers ask if there is any resources or support that the team needs that Community Care could assist with at this time.

16. During Member, Family and Youth Advisory meetings topics will include the continuum of care and available services in the Lycoming/Clinton network in efforts to provide member education regarding services and lengths of stay in different levels of care.

Community Care will continue our ongoing collaboration with Lycoming / Clinton HealthChoices and CFST. In 2018, Community Care hopes to strengthen our relationship with CFST and develop methods to address trends or concerns identified on a timely basis.

If you have any questions, please contact Carole Gilberti at 570-321-8362 or by email at [HYPERLINK "mailto:gilbertica@ccbh.com"](mailto:gilbertica@ccbh.com) gilbertica@ccbh.com or Heather Weston-Confer at 570-321-8365 or by email at [westonconferhm@ccbh.com](mailto:westonconferhm@ccbh.com).

Thank you,

Sincerely,  
Carole Gilberti, MA  
Heather Weston-Confer, MSW, LCSW  
Regional Director  
Quality Manager

## Technical Notes

### Technical Notes

#### A. Projected Surveys – July 1, 2018 – June 30, 2019

The Center for Behavioral Health Data Research, Inc. has been contracted by Lycoming-Clinton Joinder Board HealthChoices to conduct 540 surveys between July 1, 2017 and June 30, 2018. This represents approximately 2.8% of the Lycoming-Clinton Joinder Board HealthChoices membership and approximately 7.1% of individuals receiving behavioral health services.

#### B. Focus

**The survey activity includes 415 Lycoming and 125 Clinton C/FST surveys. The sub-targets by member category include 371 adult, 54 youth, and 115 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 *DPW's Appendix L*. The CBHDR has also worked with LCJB to develop a Lycoming-Clinton C/FST Advisory Committee comprised of individuals representing CCBHO adult, parent/family, and youth membership, staff members of LCJB, CCBHO, and The Center for Behavioral Health Data Research, Inc.

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

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 in order 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 May 2017. 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 while other members are offered the opportunity for a face to face interview at a provider site.

#### E. Data Analysis and Reporting

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

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

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

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

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

Below 70% - **Requires Action**

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

1. **Quarter-to-Quarter Analysis:** It is difficult to draw any conclusions from a single quarter which represents a "snapshot" in time. Thus, a quarter-to-quarter comparison was added so that member responses can be tracked over time.

2. **Face-to-Face Variations:** The collected data can be sorted and analyzed by source of interview including that collected by telephone compared to that data collected in face-to-face interview. These summaries are provided along with the general report, if requested.

3. **Sample Characteristics:** Significant variances in member responses between quarters are also evaluated by the size and characteristics of the member sample. Any variances in member age range, treatment service level or provider is also noted.

4. **Cross-Tabulation:** Using the SNAP software, member responses to a particular interview question can be evaluated by any other data characteristic including age, level of service, provider, or treatment category.

5. **Quarterly Provider Reports:** As one quarter of member responses are only a snap-shot in time, a quarterly provider report was developed to show member responses by provider, by quarter with a year-to-date average which is more useful in identifying trends, drawing conclusions and recommending improvements.

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

#### F. Limitations

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

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

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

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

##### 1. Monthly Status & Problem Resolution

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

##### 2. Member Request for Assistance

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

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

**Anonymous Member Concern(s)**

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

**Critical Incident Reporting**

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

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

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

Potential participants are assured of the confidentiality of their opinions.

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

Individuals who indicated they did not wish to participate had their names or the name(s) of their child removed from the list of potential participants and were not contacted again.

Everyone contacted via telephone received another explanation of the survey during the survey introduction and were given another opportunity to opt in or out of participation.

Employee Confidentiality Statements are completed annually, and prior to any interviews/surveys conducted on behalf of the Center for Behavioral Health Data Research, Inc. and Lycoming-Clinton HealthChoices.

Policies and practices for the storage, access, and disposal of participant records are designed to protect personal information and maintain confidentiality.

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



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