

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

LCJB HealthChoices Behavioral Health System

4th Quarter - April - June 2020 & Fiscal Year End Report July 2019 - June 2020

Consumer and Family Satisfaction & Outcomes: Survey Findings

Detailed Report of Survey Findings
July 2020

Survey Administration and Evaluation Services
Provided By:

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

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

Chart Informational Guide

An appropriate benchmark system is utilized to highlight positive findings and better recognize areas requiring improvement. New benchmarks will be shown below the chart either in green, yellow or red. See below

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

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

Below 70% - **Requires Action**

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

Data Utilization & Provider Response

Per the Pennsylvania HealthChoices Program, the C/FST data is designed to be utilized as an additional input to the provider's existing internal quality improvement processes. Additionally, the provider is to review their quarterly and year-to-date data and respond with actions your organization will take to improve any indicator that has at least five (5) year-to-date completed interviews/surveys and is below the 70% benchmark. Please utilize the enclosed provider response template.

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

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

94% of target rate Y-T-D

Meets Expectations

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

Introduction

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

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

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

The C/FST produces a quarterly report starting with the 1st Quarter produced in 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 120 – 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 121 – 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 122-125 – are important Technical Notes that addresses target sample size, survey/interview processes, data analysis and reporting, benchmarking and data limitations.

Adult Survey Findings

Lycoming-Clinton C/FST –4th Quarter and Fiscal Year Performance

This 4th Quarter Lycoming-Clinton C/FST Report covers the period between April and June 2020 and provides details on the 159 adult, 96 family and 23 youth (278 total) interviews that were completed.

Face-to-face interviews/surveys have been temporarily suspended due to the Covid-19 environment and circumstances.

Adult Survey Process & Findings

The following are C/FST findings and recommendations based on the 159 adult surveys completed during the 4th Quarter of fiscal year 2019/20 for the period between April and June 2020.

Survey Results & Variations on Sample Characteristics

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

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

1. Face to face interviews/surveys suspended.
2. Higher ratio of female respondents –75% (119 of 159) versus 52% (51 of 98)
3. Lower percentage of members between ages 25-44 – 17% (31 of 159) versus 53% (52 of 98).
4. Age first having mental health issues – 12 years old or younger 15% (24 of 159) versus 10% (10 of 98).

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

Findings Overview

1. Adults continue to be generally pleased with Community Care. 84% (129 of 153, excluding 6 “not sure”) of adults surveyed knew where to *“find the number to call Community Care with questions or concerns.”*

75% (117 of 157, excluding 2 “not sure”) of adults’ report *“knowing how to file a complaint”* compared to 81% (78 of 96) in the 3rd Quarter

75% (117 of 157, excluding 2 “not sure”) of adults’ report *“knowing how to file a grievance”* compared to 80% (77 of 96) in the 3rd Quarter.

2. Surveyed adults had positive responses with Access to provider treatment services. 93% (148 of 159) felt they *“were able to get the help they needed within an acceptable amount of time.”* 77% (123 of 159) of adults agree they *“were encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.)”* Overall, these numbers were 97% and 90% respectively for the four quarters ending December 31, 2019.

3. Surveyed adults are generally pleased with their provider *Treatment Experiences*. The indicator *“provider regularly communicates with me to ensure coordination of my services”* was 96% (152 of 159) compared to 99% (98 of 99) during the 3rd Quarter.

Improvement continues to hold with the indicator *“I am afraid to complain for fear of consequences or discharge”* as the 4th Quarter was again below the 10% or less benchmark at 4% (7 of 159) compared to 0% (0 of 99) in the 3rd Quarter.

The lowest performance indicator was 73% (116 of 159) of adults interviewed agreed that the *“provider has talked to me about community supports and options that are available when I am ready for a different level of care”* compared to 78% (77 of 99) in the 3rd Quarter.

4. Overall, adults have a high level of satisfaction with provider *Recovery Orientation* with favorable scores in the range 86% to 90% in all four indicators. These include, “*staff believes I can grow, change and recover.*” “*provider asked me what my goals would be to help me achieve a happy life.*” “*provider is teaching me skills that are helpful to me*” and “*provider acknowledges or rewards me for even small steps toward achieving my goals.*”

5. Adult responses to questions in the C/FST section – *Wellness Recovery Actions Plans* (Questions Q36a-Q36b) during the 4th Quarter. 47% (74 of 159) of adults interviewed responded positively to “Do you know what a *Wellness Action Recovery Plan (WRAP)* is?” This was down compared to with 59% in the 3rd Quarter.

Likewise, 40% (63 of 159) reported having a WRAP. Another way of looking at this is that 85% (63 of the 74) reporting knowing what a WRAP is, also report having one.

6. Adult responses to “*My provider recommend I complete a Mental Health Advance Directive*” increased to 16% (26 of 159) compared to 6% during the 3rd Quarter. 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.

7. Adult perception of satisfaction with treatment Outcomes was good, even though 3 of the 5 indicators dropped from the low 90's to the high 70's. These include “*I deal more effectively with daily problems,*” “*I feel more hopeful about the future*” and “*I believe I am recovering.*” The indicator “*I feel that treatment is working*” dropped to 83% from 98% in the 3rd Quarter. and “*I know what to do if in a crisis*” remained in the high 90's.

8. 84% (134 of 159) adults interviewed reported taking behavioral health medications and 87% of those adults (116 of 134) felt the behavioral health medications were effective in managing their symptoms.

9. 8% (13 of 159) of interviewed adults had issues or problems with their provider compared to 1% (1 of 99) in the 3rd Quarter. One adult solved the problem with the program manager and 12 chose not to take any action. One declined action because the problem was not that serious. Three were concerned with how the provider would react and eight didn't know how to file 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 16% (26 of 159). This question may need revision.

3. Adult responses to the C/FST question regarding WRAP indicates that 47% (74 of 159) of adults interviewed this quarter knew what a WRAP was and 85%, 63 of those 74 had a WRAP.

Many providers indicate they 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 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 bullet point 9 in previous section)

5. 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 0% (0 of 159) adult members surveyed, compared to 1% (1 of 99) 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.

Adult – Additional Compliments or Concerns

Q42 asks the adult member to share any additional compliments or concerns they may have about the services they receive from the provider. These comments can be found following Q42 in the following sections. This quarter 38 adult members had additional comments.

Quality Audits

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

During the 4th Quarter, 36 adult quality audits was performed. 94% (34 of 36) adults felt the length of the survey and number of questions were satisfactory. 100% (36 of 36) adults were satisfied with the survey process and 97% (35 of 36) adults felt ok or good about being contacted.

Comments

"Surveyor was very pleasant."

"Surveyor was fabulous. She went above and beyond to help."

"(I) wasn't very comfortable. I don't like doing things like that."

Demographics

Adult Type of Survey Q4

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr J- uly-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
What type of survey is this?					
Telephone	267 59.9%	54 58.1%	40 41.7%	14 14.3%	159 100.0%
Face to Face	179 40.1%	39 41.9%	56 58.3%	84 85.7%	-

Adult County Q5

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr J- uly-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
What county do you live in?					
Lycoming	378 84.8%	78 83.9%	83 86.5%	83 84.7%	134 84.3%
Clinton	68 15.2%	15 16.1%	13 13.5%	15 15.3%	25 15.7%

Adult Zip Code Q6

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr J- uly-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
What is your zip code?					
17701-Williamsport	260 58.3%	61 65.6%	50 52.1%	64 65.3%	85 53.5%
17702-Williamsport	29 6.5%	4 4.3%	12 12.5%	7 7.1%	6 3.8%
17728-Cogan Station	6 1.3%	-	3 3.1%	2 2.0%	1 0.6%
17737-Hughesville	12 2.7%	-	-	3 3.1%	9 5.7%
17740-Jersey Shore	21 4.7%	7 7.5%	3 3.1%	1 1.0%	10 6.3%
17744-Linden	5 1.1%	5 5.4%	-	-	-
17745-Lock Haven	55 12.3%	14 15.1%	9 9.4%	14 14.3%	18 11.3%
17747-Loganton	3 0.7%	1 1.1%	-	-	2 1.3%
17748-McElhatton	2 0.4%	-	-	-	2 1.3%
17751-Mill Hall	4 0.9%	-	3 3.1%	-	1 0.6%
17752-Montgomery	3 0.7%	-	3 3.1%	-	-
17754-Montoursville	13 2.9%	1 1.1%	2 2.1%	4 4.1%	6 3.8%
17756-Muncy	20 4.5%	-	7 7.3%	-	13 8.2%
17765-Roaring Branch	3 0.7%	-	3 3.1%	-	-
17764-Renovo	1 0.2%	-	-	1 1.0%	-
17771-Trout Run	6 1.3%	-	-	2 2.0%	4 2.5%
17774-Unityville	2 0.4%	-	-	-	2 1.3%
17810-Allenwood	1 0.2%	-	1 1.0%	-	-

Adult Gender Q7

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr J- uly-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
What is your gender?					
Male	171 38.3%	43 46.2%	41 42.7%	48 49.0%	39 24.5%
Female	275 61.7%	50 53.8%	55 57.3%	50 51.0%	120 75.5%

Demographics

Adult Age Q8

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr J- uly-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
How old are you?					
21 to 24 years	16 3.6%	6 6.5%	- -	9 9.2%	1 0.6%
25 to 34 years	77 17.3%	22 23.7%	25 26.0%	21 21.4%	9 5.7%
35 to 44 years	107 24.0%	19 20.4%	36 37.5%	31 31.6%	21 13.2%
45 to 54 years	151 33.9%	10 10.8%	15 15.6%	22 22.4%	104 65.4%
55 to 64 years	85 19.1%	36 38.7%	14 14.6%	11 11.2%	24 15.1%
65 and over	10 2.2%	- -	6 6.3%	4 4.1%	- -

Adult Race Q9

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July- Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
What do you consider your race to be?					
Caucasian	369 82.7%	76 81.7%	89 92.7%	88 89.8%	116 73.0%
African American	61 13.7%	17 18.3%	7 7.3%	8 8.2%	29 18.2%
American Indian/Alaskan Native	4 0.9%	- -	- -	- -	4 2.5%
Bi-Racial	6 1.3%	- -	- -	2 2.0%	4 2.5%
Other	6 1.3%	- -	- -	- -	6 3.8%

Adult Primary Service Q10

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr J- uly-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
Are you receiving services primarily for:					
Mental Health	351 78.7%	87 93.5%	79 82.3%	56 57.1%	129 81.1%
Drug and Alcohol Treatment	47 10.5%	1 1.1%	8 8.3%	28 28.6%	10 6.3%
Both Mental Health and Drug and Alcohol Treatment	48 10.8%	5 5.4%	9 9.4%	14 14.3%	20 12.6%

Adult First Diagnosed Q11

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr J- uly-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
How old were you when you first starting receiving mental...					
Less than 5 years	11 2.5%	4 4.3%	2 2.1%	2 2.0%	3 1.9%
6-12 years	50 11.2%	8 8.6%	13 13.5%	8 8.2%	21 13.2%
13-17 years	73 16.4%	8 8.6%	24 25.0%	16 16.3%	25 15.7%
18 to 24 years	100 22.4%	25 26.9%	18 18.8%	21 21.4%	36 22.6%
25-34 years	79 17.7%	25 26.9%	13 13.5%	22 22.4%	19 11.9%
35-44 years	74 16.6%	14 15.1%	16 16.7%	18 18.4%	26 16.4%
45-54 years	41 9.2%	3 3.2%	6 6.3%	4 4.1%	28 17.6%
55-64 years	13 2.9%	3 3.2%	2 2.1%	7 7.1%	1 0.6%
65 and over	2 0.4%	- -	2 2.1%	- -	- -
Not sure	3 0.7%	3 3.2%	- -	- -	- -

Adult Satisfaction with Community Care

Do you know where to find the number to call Community Care...Q12A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
*Not Sure's reduce total	434	88	96	96	154
Do you know where to find the number to call Community Care, with questions or concerns? (Note to surveyor: If no give the phone number 1 855 520 9787)					
Yes	364 83.9%	72 81.8%	79 82.3%	84 87.5%	129 83.8%
No	70 16.1%	16 18.2%	17 17.7%	12 12.5%	25 16.2%

83.9% of target rate YTD

Meets Expectations

I know where to find information about how to file complaint...Q12B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
*Not Sure's reduce total	434	85	96	96	157
I know where to find information about how to file a complaint against Community Care if I need to.(Complaint-Telling or writing us to say that you are not satisfied with services.)					
Yes	346 79.7%	69 81.2%	82 85.4%	78 81.3%	117 74.5%
No	88 20.3%	16 18.8%	14 14.6%	18 18.8%	40 25.5%

79.7% of target rate YTD

Satisfactory

Adult Satisfaction with Community Care

I know where to find information about how to file a grievance..Q12C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
*Not Sure's reduce total	434	85	96	96	157
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 a c...					
Yes	342 78.8%	70 82.4%	77 80.2%	78 81.3%	117 74.5%
No	92 21.2%	15 17.6%	19 19.8%	18 18.8%	40 25.5%

78.8% of target rate YTD

Satisfactory

Adult Satisfaction with Community Care Literals Q12D

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

Q2-Power of Attorney takes care of this.

Adult Treatment Provider Level Analysis

Adult Provider Level Analysis...Q13

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr J- uly-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
What is the name of your treatment provider?					
Community Services Group (CSG)	136 30.5%	46 49.5%	43 44.8%	22 22.4%	25 15.7%
Crossroads Counseling	85 19.1%	12 12.9%	12 12.5%	18 18.4%	43 27.0%
Diakon Family Life Services	79 17.7%	14 15.1%	12 12.5%	14 14.3%	39 24.5%
UPMC Susquehanna Behavioral Health Inpatient	4 0.9%	1 1.1%	- -	- -	3 1.9%
Geisinger Services	11 2.5%	3 3.2%	- -	2 2.0%	6 3.8%
Genesis House	18 4.0%	1 1.1%	5 5.2%	11 11.2%	1 0.6%
Lycoming/Clinton MHID (Joinder)	33 7.4%	11 11.8%	12 12.5%	2 2.0%	8 5.0%
Lycoming Therapeutic Services	1 0.2%	- -	- -	- -	1 0.6%
Meadows (The)	1 0.2%	- -	- -	- -	1 0.6%
UCBH	12 2.7%	2 2.2%	4 4.2%	2 2.0%	4 2.5%
UPMC Susquehanna Behavioral Health Outpatient	12 2.7%	1 1.1%	3 3.1%	1 1.0%	7 4.4%
Skills of Central PA	7 1.6%	1 1.1%	1 1.0%	1 1.0%	4 2.5%
Williamsport Family Medical Center	5 1.1%	- -	- -	2 2.0%	3 1.9%
West Branch	7 1.6%	- -	1 1.0%	5 5.1%	1 0.6%
Keystone Counseling	2 0.4%	- -	- -	- -	2 1.3%
Other	33 7.4%	1 1.1%	3 3.1%	18 18.4%	11 6.9%

Adult Provider literal Q13A

If other, please list.

- Q1-Clean Slate
- Q2-UPMC Primary Dr. Mullarkey
- Q2-RVHD
- Q2-Pyramid Traditions
- Q3-River Valley Health & Dental for psych
- Q3-River Valley Health & Dental
- Q3-River Valley Health & Dental
- Q3-River Valley Health & Dental
- Q2-River Valley Health & Dental
- Q2-Clean Slate
- Clean Slate
- Clean Slate
- Clean Slate
- Mill Hall Office
- GEO Program for re-entry
- Q3- Clean Slate
- Q2- Lock Haven Family Practice (transferred from UCBH)
- Q3- RVHD
- Q2- RVHD
- Q3- RVHD
- Q3- RVHD
- Q2-RVHD
- Q2- RVHD
- Q4- Clean Slate
- Q2- Clean Slate
- Q2-Merakey
- Q4-Merakey
- Q4-Merakey
- Q4-Laura Capel
- Q2-RVHD
- Q4-Ray McGinnis
- Q4-Divine Providence
- Q4-Divine Providence
- Q4-Divine Providence

Adult Treatment Provider Level Analysis

Adults made aware of availability of different treatment services/given a choice Q14

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
Were you made aware of the availability of other provider...					
Yes	375 84.1%	73 78.5%	81 84.4%	87 88.8%	134 84.3%
No	71 15.9%	20 21.5%	15 15.6%	11 11.2%	25 15.7%

Adult Choice

Did you choose to go to this provider? Q15

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
Did you choose to go to this provider?					
Yes	299 67.0%	59 63.4%	62 64.6%	58 59.2%	120 75.5%
No	-	-	-	-	-
Court Ordered	11 2.5%	1 1.1%	2 2.1%	4 4.1%	4 2.5%
Referred	135 30.3%	33 35.5%	32 33.3%	36 36.7%	34 21.4%
Other	1 0.2%	-	-	-	1 0.6%

Adult choice literal Q15A

If other, please explain.

Q2- Other providers were not accepting new patients.

Adult Treatment Service Level Analysis

Adult Provider Service Level Analysis Q16

Counts Break % Respondents	2019/202- 0 YTD Total	What quarter is it?			
		1st Qtr July- Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
(N/A) responses reduce total	384	90	87	64	143
What Mental Health service are you completing this survey about?					
Outpatient Counseling	137 35.7%	27 30.0%	29 33.3%	23 35.9%	58 40.6%
Medication Management	114 29.7%	28 31.1%	26 29.9%	19 29.7%	41 28.7%
Psychiatry	75 19.5%	21 23.3%	14 16.1%	10 15.6%	30 21.0%
Telepsychiatry	12 3.1%	- -	1 1.1%	6 9.4%	5 3.5%
Partial Hospitalization Program	- -	- -	- -	- -	- -
Inpatient Hospitalization	1 0.3%	- -	- -	- -	1 0.7%
Crisis	- -	- -	- -	- -	- -
Co-Occurring Outpatient Counseling	- -	- -	- -	- -	- -
Targeted Case Management (TCM)	34 8.9%	12 13.3%	14 16.1%	3 4.7%	5 3.5%
Psychiatric Rehabilitation	- -	- -	- -	- -	- -
Certified Peer Support	5 1.3%	2 2.2%	1 1.1%	1 1.6%	1 0.7%
Other	6 1.6%	- -	2 2.3%	2 3.1%	2 1.4%

Adult Service Level Literals Q16A

If other, please explain.

Q2-Mobile therapy

Q2- DBT (Diadactic Behavioral Therapy)

Q3-DBT classes/therapy/group

Q3- Dialectic Behavioral Therapy

Q4- Dialectic Behavior Therapy

Q4-Mobile therapy

Adult Treatment Service Level Analysis

What Substance Use Disorder service are you completing this survey about Q17

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr J- uly-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
*N/A responses reduce total	62	3	9	34	16
What Substance Use Disorder service are you completing th...					
Outpatient Counseling	32 51.6%	2 66.7%	6 66.7%	16 47.1%	8 50.0%
Medication Assisted Treatment (MAT)	16 25.8%	- -	1 11.1%	7 20.6%	8 50.0%
Intensive Outpatient Program (IOP)	4 6.5%	- -	- -	4 11.8%	- -
Case Coordination	6 9.7%	- -	1 11.1%	5 14.7%	- -
Intensive Case Management	- -	- -	- -	- -	- -
Partial Hospitalization Program	- -	- -	- -	- -	- -
Rehabilitation Services	1 1.6%	- -	- -	1 2.9%	- -
Detoxification Services	- -	- -	- -	- -	- -
Co-Occurring Outpatient Counseling	1 1.6%	- -	- -	1 2.9%	- -
Certified Recovery Specialist	- -	- -	- -	- -	- -
Other	2 3.2%	1 33.3%	1 11.1%	- -	- -

Substance disorder service literal Q17A

If other, please explain

Q1-Suboxone Clinic

Q2-Halfway House

Adult Treatment Service Level Analysis

I was made aware of the availability of different treatment services....Q18

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
I was made aware of the availability of different treatme...					
Yes	388 87.0%	79 84.9%	82 85.4%	94 95.9%	133 83.6%
No	58 13.0%	14 15.1%	14 14.6%	4 4.1%	26 16.4%

Adult how long have you been receiving services from this provider Q19

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
How long have you been receiving services from this provi...					
Less than 6 months	83 18.6%	14 15.1%	16 16.7%	40 40.8%	13 8.2%
6 months to 1 year	48 10.8%	7 7.5%	8 8.3%	11 11.2%	22 13.8%
1 to 2 years	80 17.9%	15 16.1%	13 13.5%	23 23.5%	29 18.2%
2 to 3 years	43 9.6%	5 5.4%	14 14.6%	5 5.1%	19 11.9%
4+ years	192 43.0%	52 55.9%	45 46.9%	19 19.4%	76 47.8%

Adult Access to Services

I feel like I was able to get the help I needed.... Q20A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
I feel like I was able to get the help I needed within an acceptable amount of time.					
Strongly Agree/Agree	428 96.0%	87 93.5%	96 100.0%	97 99.0%	148 93.1%
Strongly Disagree/Disagree	11 2.5%	3 3.2%	- -	1 1.0%	7 4.4%
Neutral	7 1.6%	3 3.2%	- -	- -	4 2.5%

96.0% of target rate YTD

Meets Expectations

I was encouraged to use consumer run programs Q20B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
I was encouraged to use consumer run programs (support groups, drop-in centers, crisis phone lines, etc.)					
Strongly Agree/Agree	378 84.8%	84 90.3%	88 91.7%	83 84.7%	123 77.4%
Strongly Disagree/Disagree	59 13.2%	9 9.7%	5 5.2%	12 12.2%	33 20.8%
Neutral	9 2.0%	- -	3 3.1%	3 3.1%	3 1.9%

84.8% of target rate YTD

Meets Expectations

Adult Access to Service Literals Q24C

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

Q1-I have trouble getting access to the meds I need because of it being backed up.

Q1- It was backed up.

Q1-Was not encouraged to use any other programs.

Q2-Was not encouraged and not necessarily needed.

Q2-Have not been encouraged to use consumer run programs.

Q3-Is not interested in services at this time.

Adult Access to Service Literals Q24C

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

- Q3-Haven't discussed it yet.
- Q3-I had issues with my psychiatrist and did not feel comfortable seeing her any longer but was not referred to another psychiatrist or someone to help with my medication management. I asked for help with divorce support groups or alcoholim and family counseling and support, wasn't given resources or encouraged.
- Q3- Not able to give or get support groups yet.
- Q3- Would not use them anyway.
- Q4- No because he has not needed it.
- Q4- Wasn't sure what services I wanted or needed.
- Q4- Did not need anything else.
- Q4-Would not go to any even if they were offered, not good with groups.
- Q4-Not encouraged to use consumer run programs, but can always call provider if need be. They always say call if you need anything.
- Q4-No, I don't feel I did.
- Q4-Told them multiple times that the medicine was not working.
- Q4-Preauthorizations are taking too long to go through.
- Q4-Not a user friendly phone system-have frustrating times trying to call in.

Adult Treatment Experiences

My provider has talked with me about community supports....Q21A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
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	328 73.5%	69 74.2%	67 69.8%	76 77.6%	116 73.0%
Strongly Disagree/Disagree	82 18.4%	12 12.9%	21 21.9%	14 14.3%	35 22.0%
Neutral	36 8.1%	12 12.9%	8 8.3%	8 8.2%	8 5.0%

73.5% of target rate YTD

Satisfactory

Adult Treatment Experiences

I am afraid to complain to my provider....Q21B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
I am afraid to complain to my provider about my services for fear of consequences or discharge.					
Strongly Agree/Agree	17 3.8%	6 6.5%	4 4.2%	- -	7 4.4%
Strongly Disagree/Disagree	425 95.3%	87 93.5%	91 94.8%	98 100.0%	149 93.7%
Neutral	4 0.9%	- -	1 1.0%	- -	3 1.9%

95.3% of target rate YTD

Meets Expectations

The provider regularly communicates with me....Q21C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
The provider regularly communicates with me to ensure coordination of my services.					
Strongly Agree/Agree	433 97.1%	90 96.8%	94 97.9%	97 99.0%	152 95.6%
Strongly Disagree/Disagree	9 2.0%	2 2.2%	2 2.1%	- -	5 3.1%
Neutral	4 0.9%	1 1.1%	- -	1 1.0%	2 1.3%

97.1% of target rate YTD

Meets Expectations

Adult Treatment Experiences

Adult Treatment Experience Literals Q25D

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

Q1-I am not ready for a different level of care. I am not afraid to complain.

Q1-Not ready for a different level of care. Not afraid to complain.

Q1-If I complain, I feel like they think I can't handle everything. I am trying but they don't see it.

Q1- Not ready for a different level of care yet.

Q1-They don't talk to me about those things. I'm not afraid to complain. Communication is terrible.

Q1- Did not cover this yet.

Q2-They've never mentioned options for when I'm ready for a different level of care. I am not afraid to complain.

Q2- I am not afraid to complain.

Q2-I am not ready for a different level of care and I am not afraid to complain.

Q2-I'm afraid to talk about anger issues at times because of the questions she follows with. I feel like the "white coats" are going to come and take me away if I give the wrong answer or say too much.

Q2-Not afraid to complain.

Q3-Not ready for a different level of care, just started services.

Q3-Not ready for a different level yet.

Q3- I needed a new psychiatrist but was not referred or followed up with.

Q4-She's afraid to complain because therapist doesn't listen to her and gives her attitude. Hasn't explained the future process.

Q4- Not ready for a different level of care. Not afraid to complain.

Q4-Not afraid to complain.

Q4-Not afraid to complain.

Q4- Not ready for a different level of care. Not afraid to complain.

Q4-Not afraid to complain

Q4-Not afraid to complain.

Q4-We didn't get very far in my treatment.

Q4-Have not discussed after care. I am not afraid to complain. My provider communicates with my power of attorney.

Adult Recovery Oriented Practices

Staff believe I can grow, change, or recover. (ROSI) Q22A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
Staff believes I can grow, change, and recover. (ROSI)					
Always/Almost Always	407 91.3%	88 94.6%	86 89.6%	94 95.9%	139 87.4%
Often/Sometimes	22 4.9%	3 3.2%	8 8.3%	4 4.1%	7 4.4%
Rarely/Never	17 3.8%	2 2.2%	2 2.1%	- -	13 8.2%

91.3% of target rate YTD

Meets Expectations

My provider asked me what my goals would be to help me achieve a happy life Q22B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
	446	93	96	98	159
My provider asked me what my goals would be to help me achieve a happy life. (CCISC)					
Always/Almost Always	398 89.2%	77 82.8%	93 96.9%	90 91.8%	138 86.8%
Often/Sometimes	32 7.2%	11 11.8%	1 1.0%	7 7.1%	13 8.2%
Rarely/Never	16 3.6%	5 5.4%	2 2.1%	1 1.0%	8 5.0%

89.2% of target rate YTD

Meets Expectations

Adult Recovery Oriented Practices

My provider is teaching me skills that are helpful to me. (CCISC) Q22C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
	446	93	96	98	159
My provider is teaching me skills that are helpful to me. (CCISC)					
Always/Almost Always	399 89.5%	83 89.2%	91 94.8%	88 89.8%	137 86.2%
Often/Sometimes	28 6.3%	7 7.5%	5 5.2%	9 9.2%	7 4.4%
Rarely/Never	19 4.3%	3 3.2%	- -	1 1.0%	15 9.4%

89.5% of target rate YTD

Meets Expectations

My provider acknowledges or rewards me for even small steps... Q22D

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
	446	93	96	98	159
My provider acknowledges or rewards me for even small steps toward achieving my goals. (Learning and using my skills and supports). (CCISC)					
Always/Almost Always	412 92.4%	85 91.4%	91 94.8%	93 94.9%	143 89.9%
Often/Sometimes	22 4.9%	4 4.3%	3 3.1%	5 5.1%	10 6.3%
Rarely/Never	12 2.7%	4 4.3%	2 2.1%	- -	6 3.8%

92.4% of target rate YTD

Meets Expectations

If you disagreed with any of these statements please explain Q22E

If you disagreed with any of these statements please expl...

- Q1-They word this differently or do not talk about it.
- Q1-My provider doesn't seem to care about me.
- Q2- I am uncertain sometimes.
- Q2-I can never be out on my own, need help with meds, appts and hospitalizations.
- Q3-too early in treatment, haven't started yet.
- Q3-Haven't started that yet.
- Q3- We have talked about it in the past, but not since starting with Dr. Reed.
- Q4- Psychiatrist has not asked what my goals are and she hasn't taught me any skills.
- Q4- They could have taught me to cope with problems.
- Q4-Talking so far, not teaching skills yet. Haven't set goals yet.
- Q4-They used to ask about my goals at first but not so much now.
- Q4-Because she has bipolar and will never change.
- Q4-I was only there 2 months, didn't feel like the treatment was very helpful, so I stopped going.
- Q4-I don't remember. I don't think they did tell me these things.

Adult Outcomes

I deal more effectively with daily problems Q23A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
I deal more effectively with daily problems.					
Strongly Agree/Agree	379 85.0%	80 86.0%	84 87.5%	90 91.8%	125 78.6%
Strongly Disagree/Disagree	25 5.6%	6 6.5%	2 2.1%	- -	17 10.7%
Neutral	42 9.4%	7 7.5%	10 10.4%	8 8.2%	17 10.7%

85.0% of target rate YTD

Meets Expectations

Adult Outcomes

I feel more hopeful about my future Q23B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
I feel more hopeful about my future.					
Strongly Agree/Agree	352 78.9%	69 74.2%	80 83.3%	92 93.9%	111 69.8%
Strongly Disagree/Disagree	29 6.5%	6 6.5%	3 3.1%	2 2.0%	18 11.3%
Neutral	65 14.6%	18 19.4%	13 13.5%	4 4.1%	30 18.9%

78.9% of target rate YTD

Satisfactory

I believe I am recovering Q23C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
I believe I am recovering.					
Strongly Agree/Agree	371 83.2%	74 79.6%	82 85.4%	91 92.9%	124 78.0%
Strongly Disagree/Disagree	21 4.7%	5 5.4%	- -	1 1.0%	15 9.4%
Neutral	54 12.1%	14 15.1%	14 14.6%	6 6.1%	20 12.6%

83.2% of target rate YTD

Meets Expectations

Adult Outcomes

I feel that treatment is working Q23D

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
I feel that treatment is working.					
Strongly Agree/Agree	400 89.7%	83 89.2%	89 92.7%	96 98.0%	132 83.0%
Strongly Disagree/Disagree	16 3.6%	2 2.2%	- -	- -	14 8.8%
Neutral	30 6.7%	8 8.6%	7 7.3%	2 2.0%	13 8.2%

89.7% of target rate YTD

Meets Expectations

I know what to do when I am in a crisis Q23E

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
I know what to do when I am in a crisis.					
Strongly Agree/Agree	436 97.8%	92 98.9%	91 94.8%	97 99.0%	156 98.1%
Strongly Disagree/Disagree	5 1.1%	- -	2 2.1%	- -	3 1.9%
Neutral	5 1.1%	1 1.1%	3 3.1%	1 1.0%	- -

97.8% of target rate YTD

Meets Expectations

Adult Outcomes

Adult Outcome Literals Q27F

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

Q1-I am just generally pessimistic. I get a lot of anxiety and depression.

Q1-Life is hard. I want to buy a house and have good credit. I am still on the edge.

Q1- Just began treatment, time will tell.

Q1-She feels discouraged because she has a record and it makes it hard to better herself.

Q1-I am not getting any better.

Q1- I am not threatening anyone with my cane anymore. I had a breakthrough last week.

Q1-It depends on my living situation right now.

Q2-Looking for Christian rehabilitation center for post surgery care. Insurance does not cover any.

Q2-Sometimes insurance doesn't provide things I need-I.E home care for after surgery. Not sure why ACCESS isn't accepted more places for after surgery-such as Christian rehabilitation providers.

Q2- I feel uncertain sometimes.

Q2-Some days are better than others but not consistent.

Q2-Every day is different and I never know what each day will bring.

Q3-She chose neutral because as long as she is on her medication and its working, she can function daily. But if she doesnt stay on track, then she gets manic and depressed.

Q3-Sometimes it is.

Q3- Trying to get on track.

Q3- Gradual growth, few steps forward, few steps back, keep trying.

Q3- Once my divorce is behind me I will feel more hopeful.

Q3- Just started telepsychiatry and med management at another provider, seeing how this helps.

Q3- Just started, still learning skills.

Q3- Not sure where I stand with somethings.

Q4- Chose neutral because of psychiatrist.

Q4- Sometimes I wasn't satisfied with how sessions went at times.

Q4- Have only been in treatment for 3 months, I'm doing better but not consistently.

Q4- I'm ok at home, still working on issues. Sometimes I believe I am recovering and that treatment is working, but not always.

Q4-That ship has sailed, I accept what it is.

Q4-Lifelong problems that will not get any better.

Q4-Right now is hard

Q4- Telepsychiatry is not working.

Q4-Still doesn't know how to cope.

Q4-Depends on the day, getting better.

Q4-Still have rough days, seeking services again, since I moved away.

Q4-The services only help if she chooses to use them and most of the time she doesn't.

Adult Outcome Literals Q27F

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

Q4-No just trying to work through everything. No because her counselor and her have a conflict. She does not agree with how her counselor is.

Q4-Sometimes, but sometimes she feels like she doesn't want to be bothered.

Q4-Sometimes.

Q2-Sometimes.

Q4-She thinks that they did not know who to talk to to help her. Feels that she is "faking it until she makes it". Feels staff did not take her seriously.

Q4-I am going through a lot of health issues which makes it very difficult to get treatment. I don't feel like I am ever going to get better until my health gets better.

Q4-Has been struggling due to divorce and COVID-19

Q4-Getting better, not there yet.

Q4-Trying to separate from my husband, need to talk to someone to help me find housing.

Q4-COVID quarantine has me less hopeful right now.

Q4-Every day is different so I can't answer agree or disagree.

Q4-Some days are not good.

Q4-I'm anorexic and the new mobile therapist is making it worse, asking the same questions over and over. I'm about to die due to my physical health and don't need the extra aggravation.

Q4-Depends on the day.

Q4-Still has a lot of problems, some days are good, some are bad.

Adult Provider Issues or Problems

Have you had any issues or problems with services from provider Q24

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
Have you had any issues or problems with services from (n...					
Yes	27 6.1%	4 4.3%	9 9.4%	1 1.0%	13 8.2%
No	419 93.9%	89 95.7%	87 90.6%	97 99.0%	146 91.8%

Adult Satisfaction with Complaint Process Q25

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
If "yes", what were the issues or problems with the servi...					
Lack of treatment planning and participation	3 0.7%	1 1.1%	- -	- -	2 1.3%
Services not provided when I needed them.	5 1.1%	2 2.2%	2 2.1%	- -	1 0.6%
Poor communication	2 0.4%	- -	- -	- -	2 1.3%
Frequent staff changes	- -	- -	- -	- -	- -
Frequent provider cancellations	2 0.4%	- -	1 1.0%	- -	1 0.6%
Attitude/personality conflict	4 0.9%	- -	2 2.1%	- -	2 1.3%
Billing	2 0.4%	- -	- -	- -	2 1.3%
Not Applicable	420 94.2%	89 95.7%	88 91.7%	97 99.0%	146 91.8%
Other	8 1.8%	1 1.1%	3 3.1%	1 1.0%	3 1.9%

Adult Provider Issues or Problems

Adult Satisfaction with Complaint Process Literals Q25A

If other, please explain.

Q1-Doctor was not understanding.

Q1- Also Attitude/Personality conflict and poor communication.

Q1- Also, poor communication and attitude/personality conflicts

Q2- A rude employee.

Q2- Appointment times.

Q2- Caseworker is in Lock Haven and has such a large case load, that immediate meds or concerns have to be scheduled or more attention has limited possibilities.

Q3- Had an issue with the psychiatrist, reported to her supervisor, had a short meeting about it. I was not referred to another psychiatrist or for med management. I was referred a year later by my PCP to telepsychiatry.

Q4- Health issues got in the way of consistently going to appointments, but I felt like they weren't making me feel better after the sessions.

Q4- Receptionist was rude and didn't allow client to put purse on desk to get out things, had to put purse on the floor to get things out. When asking for change for \$1.00. Told counselor but never heard of a follow up. This was concerning if someone has a disability or was unable to reach the floor.

Q4-Feels that psychiatrist did not really think things out. He took her off one medicine and left her on another.

Q4-I show up for my appointment and they say I'm not on the schedule. I have my appointment card in hand and they reschedule and turn me away. I drive an hour to get to my appointments, costing me time and money, only to be turned away.

Q4-I have a new MT I've met with her 4+ times. She keeps asking me the same questions that are already in my files. Its annoying. My physical health is rapidly deteriorating.

Adult Satisfaction With Provider Complaint Outcomes

Adult Grievance Q26

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
*N/A responses reduce total	26	4	8	1	13
Were you able to resolve these issues or problems with (n...					
I resolved the problem with the program manager.	3 11.5%	1 25.0%	1 12.5%	- -	1 7.7%
I chose to not take action.	23 88.5%	3 75.0%	7 87.5%	1 100.0%	12 92.3%
I filed a formal complaint.	- -	- -	- -	- -	- -

Adult Lack of Action Q27

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
	23	3	7	1	12
If you chose not to take any action, why?					
The problem was not that serious.	6 26.1%	- -	5 71.4%	- -	1 8.3%
I was concerned with how the provider would react.	6 26.1%	- -	2 28.6%	1 100.0%	3 25.0%
I didn't know how to file a formal complaint.	11 47.8%	3 100.0%	- -	- -	8 66.7%

Adult Pennsylvania Department of Public Welfare Questions

What effect has the treatment you've received had on the overall quality of your life? Q28

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
What effect has the treatment you've received had on the ...					
Much better	239 53.6%	48 51.6%	59 61.5%	61 62.2%	71 44.7%
A little better	132 29.6%	29 31.2%	30 31.3%	27 27.6%	46 28.9%
About the same	66 14.8%	11 11.8%	7 7.3%	10 10.2%	38 23.9%
A little worse	9 2.0%	5 5.4%	- -	- -	4 2.5%
Much worse	- -	- -	- -	- -	- -

Were you given the chance to make treatment decisions? Q29

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
Were you given the chance to make treatment decisions?					
Yes	400 89.7%	79 84.9%	92 95.8%	92 93.9%	137 86.2%
No	16 3.6%	7 7.5%	4 4.2%	- -	5 3.1%
Sometimes	30 6.7%	7 7.5%	- -	6 6.1%	17 10.7%

Adult Pennsylvania Department of Public Welfare Questions

Adult Ability to Receive Needed Care Q30

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
In the last twelve months, were you able to get the help you needed?					
Yes	415 93.0%	83 89.2%	91 94.8%	97 99.0%	144 90.6%
No	14 3.1%	2 2.2%	2 2.1%	1 1.0%	9 5.7%
Sometimes	17 3.8%	8 8.6%	3 3.1%	- -	6 3.8%

Adult Reason for Not Getting Behavioral Health Help Q31

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
	20	5	2	1	12
If you were not able to get help with your behavioral hea...					
Money issues	-	-	-	-	-
Transportation issues	1 5.0%	-	-	-	1 8.3%
Language barriers	1 5.0%	-	-	1 100.0%	-
Inconvenient times	-	-	-	-	-
Child care issues	-	-	-	-	-
Long waiting list	3 15.0%	2 40.0%	-	-	1 8.3%
I did not know where to get help	4 20.0%	-	-	-	4 33.3%
Attitude/Personality conflicts	9 45.0%	2 40.0%	2 100.0%	-	5 41.7%
Other	2 10.0%	1 20.0%	-	-	1 8.3%

Adult Pennsylvania Department of Public Welfare Questions

Adult Reason for not Getting Needed Help Literals Q31A

If other, please explain.

Q1-Lack of time during appointments.

Q2-Issue with psychiatrist led me to not have any services for meds or psych. Counseling was and has continued.

Q4-Not sure where to go that would meet my needs. Ended up getting divorced so I stopped seeking help.

Adult Behavioral Health Medications

Adult Behavioral Health Medications Q32

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr J- uly-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
Are you taking behavioral health medications?					
Yes	375 84.1%	82 88.2%	82 85.4%	77 78.6%	134 84.3%
No	71 15.9%	11 11.8%	14 14.6%	21 21.4%	25 15.7%

Adult Behavioral Health Medications

Adult Source of Medication Prescription Q33

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr J- uly-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
N/A Response reduce total	375	82	82	77	134
Who prescribes you behavioral health medications?					
Psychiatrist	318 84.8%	73 89.0%	69 84.1%	61 79.2%	115 85.8%
Primary Care Physician (PCP)	38 10.1%	7 8.5%	6 7.3%	10 13.0%	15 11.2%
Nurse Practitioner	4 1.1%	1 1.2%	- -	- -	3 2.2%
Physicians Assistant	11 2.9%	1 1.2%	6 7.3%	4 5.2%	- -
Other	4 1.1%	- -	1 1.2%	2 2.6%	1 0.7%

Adult Source of Medication Perscription Literals Q43A

Adult Source of Medication Perscription Literals Q43A

Note to Surveyor: if the answer marked is PCP, or other, ...

- Q1-Felicia Kelley
- Q1- Doctor Marshall
- Q1- Doctor Goykobich
- Q1- Doctor Goykobich
- Q1-Family Residency Medical Center
- Q1-Tina Miller
- Q1-Bridget Pugh
- Q1-Dr.William Pagena
- Q2-Amber at Clean Slate
- Q2-Donna Mullarkey
- Q2-Donna Mullarkey
- Q2-Dr. Mullarkey
- Q2-Doctor Peterson
- Q2-Doctor Peterson
- Q2-River Valley Health and Dental (could not remember Doctors name)
- Q3-Sister Cables
- Q3-Robyn @ CSG
- Q3-Robyn @ CSG
- Q3-Robyn @ CSG
- Q3-Robyn @ CSG
- Q3-Dr. Kuhns
- Q3- David Kuhns
- Q3- David Kuhns
- Q3- Williamsport Family Medical Center
- Q2- Williamsport Family Medical Center
- Q3- Dr. Michael Jones
- Q3- Dr. Jones

Note to Surveyor: if the answer marked is PCP, or other, ...

- Q3- Dr. Jones
- Q3- Dr. Jones
- Q3- Dr. Timco
- Q3- Dr. Timco
- Q3-Jill Shearer
- Q4-Dr.Probst
- Q4-Dr. Probst
- Q2-Dr. Klucka
- Q4-Dr. Jones
- Q4- Dr. Jones
- Q4-Dr. Kuhns
- Q2-Dr. Pirais
- Q2- Christine Hilterman
- Q4-Dr.Peterson
- Q2-RVHD
- Q2- Dr. Malihi
- Q4-Mona Chang
- Q2- Tena Miller
- Q2- Daniel Barker
- Q4-Geisinger Group
- Q4-Sara Swain

Adult Behavioral Health Medications

I feel my behavioral health medications are effective in helping me.. Q34A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr J- uly-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
N/A Response reduce total	375	82	82	77	134
Overall, I feel my behavioral health medications are effective in helping me manage my symptoms.					
Strongly Agree/Agree	316 84.3%	73 89.0%	66 80.5%	61 79.2%	116 86.6%
Strongly Disagree/Disagree	17 4.5%	3 3.7%	2 2.4%	3 3.9%	9 6.7%
Neutral	42 11.2%	6 7.3%	14 17.1%	13 16.9%	9 6.7%

Provider explained all side effects of the medications to me. Q34B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr J- uly-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
N/A Response reduce total	375	82	82	77	134
My provider explained all side effects of the medications to me.					
Strongly Agree/Agree	313 83.5%	72 87.8%	67 81.7%	61 79.2%	113 84.3%
Stongly Disagree/Disagree	41 10.9%	5 6.1%	9 11.0%	8 10.4%	19 14.2%
Neutral	21 5.6%	5 6.1%	6 7.3%	8 10.4%	2 1.5%

Adult Behavioral Health Medications

I feel the person who prescribes my medication listens and responds.. Q34C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr J- uly-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
N/A Response reduce total	375	82	82	77	134
I feel the person who prescribes my medication listens and responds to my concerns.					
Strongly Agree/Agree	347 92.5%	80 97.6%	67 81.7%	77 100.0%	123 91.8%
Strongly Disagree/Disagree	15 4.0%	- -	9 11.0%	- -	6 4.5%
Neutral	13 3.5%	2 2.4%	6 7.3%	- -	5 3.7%

Adult Difficulty in Obtaining Medications Q35

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr J- uly-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
N/A Response reduce total	375	82	82	77	134
Are you experiencing any problems in getting the medicati...					
Yes	21 5.6%	2 2.4%	6 7.3%	2 2.6%	11 8.2%
No	354 94.4%	80 97.6%	76 92.7%	75 97.4%	123 91.8%

Adult Difficulty in Obtaining Medications Q 45A

If ""yes"", what were they?

Q1-Having trouble getting appointment to get meds refilled.

Q1- Having trouble getting an appointment to get meds refilled.

Q2-New doctor took me off of half of the meds I was on.

Q2-Some meds are not covered by the insurance.

Q2-Preauthorizations are needed.

Q2-Having a hard time finding what works because of multiple diagnosis.

Q3-Pharmacy won't fill script.

Q3- Have tried so manyy meds, need more coping skills rather than medicine.

Q4-Sometimes- One is depression med. The one the psychiatrist has her on does not work and she knows this. The other one is an anti-psychotic that does not help.

Q4- Finding meds that work for me.

Q4-Her psychiatrist does not like the medicine that works for her because she said it is not good for long term use.

Q4-I have trouble getting my sleeping, bipolar and anxiety meds.

Q4-It has been 3 weeks without medication and no one is getting back to me from CenClear because I am transferring there since UCBH Bellefonte is closing.

Q4-Pre Auth through insurance is not going through for Adderall

Adult Wellness Recovery Action Plan

Do you know what a Wellness Recovery Action Plan (WRAP) is? Q36A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr J- uly-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
Do you know what a Wellness Recovery Action Plan (WRAP) is?					
Strongly Agree/Agree	230 51.6%	41 44.1%	56 58.3%	59 60.2%	74 46.5%
Strongly Disagree/Disagree	202 45.3%	46 49.5%	37 38.5%	35 35.7%	84 52.8%
Neutral	14 3.1%	6 6.5%	3 3.1%	4 4.1%	1 0.6%

Do you have a WRAP? Q36B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr J- uly-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
Do you have a WRAP?					
Strongly Agree/Agree	192 43.0%	30 32.3%	46 47.9%	53 54.1%	63 39.6%
Strongly Disagree/Disagree	238 53.4%	54 58.1%	49 51.0%	43 43.9%	92 57.9%
Neutral	16 3.6%	9 9.7%	1 1.0%	2 2.0%	4 2.5%

Adult Mental Health Advance Directive

My provider recommended I complete a Mental Health Advance Directive Q37

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr J- uly-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
My provider recommended I complete a Mental Health Advanc...					
Always/Almost Always	63 14.1%	11 11.8%	21 21.9%	5 5.1%	26 16.4%
Often/Sometimes	17 3.8%	10 10.8%	- -	2 2.0%	5 3.1%
Rarely/Never	366 82.1%	72 77.4%	75 78.1%	91 92.9%	128 80.5%

Adult Discharge Related to Compliance Issues

Adult Discharge Related to Compliance Issues Q38

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr J- uly-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
Base	446	93	96	98	159
Have you been discharged in the past because you had trouble following your treatment plan, or you relapsed?					
Yes	63 14.1%	22 23.7%	9 9.4%	14 14.3%	18 11.3%
No	383 85.9%	71 76.3%	87 90.6%	84 85.7%	141 88.7%

County Help

Is there anything the county could do better to help you...Q39

Counts Break % Respondents	2019/202- 0 YTD Total	What quarter is it?			
		1st Qtr July- Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
*N/A reponses reduce total	439	86	96	98	159
Is there anything the county could do better to help you ...					
Yes	51 11.6%	11 12.8%	13 13.5%	8 8.2%	19 11.9%
No	388 88.4%	75 87.2%	83 86.5%	90 91.8%	140 88.1%

Adult Additional Compliments or Concerns

Adult Additional Compliments or Concerns Q28

Please share any additional compliments, or concerns you ...

Q1-UCBH is one of the best places to go. I hope they continue services in Clinton County.

Q1-Staff has been very helpful and gives good advice.

Q1-My counselor is good.

Q1- I feel like the staff is extremely friendly and helpful. My counselor is amazing! She truly cares about me.

Q1-I really appreciate their patience and all the help they gave me. I would definitely recommend them.

Q1-The doctor does a good job of getting me my meds.

Q1-My counselor rocks!

Q1-Everyone has been really helpful, they listen to me, help me to get past challenges. Doing an amazing job.

Q1-Receiving above average treatment from this agency. I think its helping me very much.

Q1- It's an amazing place! They treat me like a human being and help me a lot!

Q1-I absolutely LOVE my therapist!!

Q1- Our counselor is great! He has helped us tremendously.

Q1- Reminder calls for appointments would be very helpful.

Q1- My psychiatrist is great but my counselor is awful.

Q1-I think they are helpful.

Q1-I'm doing good.

Q2-

Q2-Satisfied with services and they are really good at what they do, really caring.

Q2- Counselor is very helpful, supportive and is great. His groups are fantastic.I get a lot out of it. He's the best I've ever had.

Adult Additional Compliments or Concerns Q28

Please share any additional compliments, or concerns you ...

Q2- I would recommend Diakon to anyone who need counseling.

Q2-They are great people and they help me meet my needs. They listen to me when I talk to them.

Q2-My counselor is like a lighthouse, symbolic to a lighthouse, for the spiritually broken.

Q2-Everybody here is very helpful.

Q2-Like the UPMC insurance that they are all connected so all UPMC offices communicate to each other, they can see I'm taking my meds, exercising, attending appointments.

Q2- My counselor helps me sort out my thoughts about things going on in my life-gives me coping skills to better handle life situations.

Q2-I'm thankful for the services I've been given, and appreciate all the help over the years. I look forward to a cure/recovering to advance to a better life.

Q2- I love how the staff are down to earth but professional. They feel comfortable and welcoming. They connect on a human level.

Q2-Everyone is really friendly and helpful.

Q2-My counselor is easy to talk to, very helpful. She understands me and is very insightful and helpful.

Q2- The treatment from the therapist and psychiatrist is great.

Q2-The employees have been helpful. Whenever I have issues they always listen and try to help.

Q2- Counselor helps out a lot!

Q2- My counselor is fantastic. Very understanding, very professional and well trained and compassionate.

Q2- My counselor always exhibits empathy, patience, understanding and positive feedback. My doctor reminds me how to advocate and take responsibility for my mental health and medication maintenance while still taking time to listen to my concerns.

Q3-Staff is amazing here!

Q3-Telepsychiatrist is doing his job so far, I am glad he agrees with using CBD pills instead of going straight to Rx!

Q3-I like how CSG helps people out. I appreciate the opportunity to be able to talk to people about my problems, they listen and respond to me.

Q3-Secretaries are nice and polite. The doctor listen and respond to my concerns and needs. Everyone is kind, haven't had a bad experience.

Q3-The doctor is doing the best he can, he spends the time needed to be a good effective doctor.

Q3-The Dr. has just left as of last week, but he was a great doctor. He was effective and listened to my concerns. I did not take advantage of the suboxone given-It's therapeutic only-unlike other place I know of.

Q3- My counselor listens and gives his opinion and he is not harsh.

Q3-Very caring.

Q3-The classes have been really helpful and the skills taught in DBT are really useful and I can use them everyday.

Q3-The services here are really helpful, everyone here is very positive. This is the best experience I've had.

Q3-Fantastic so far.

Q3-Completed services I'm happy about that.

Q3-I love my therapist.

Q3-Very supportive. Genesis House treats you like you are family.

Q3- He thinks 4 groups is a little much but he is on drug court.

Adult Additional Compliments or Concerns Q28

Please share any additional compliments, or concerns you ...

Q3- Genesis House has always been really helpful. I love my counselor, she is the best. Groups give me a place to vent without being judged.

Q3- Its a good place but 4 times a week is so much!

Q3- I love the availability, the staff is wonderful. My psychiatrist and counselor are very caring and do an amazing job.

Q3- My counselor makes it easy to be here.

Q3- Everyone here is awesome, questions are always answered, always leave with knowing whats going on.

Q3- This service has helped me to be able to get past the cravings distracting me from moving on and improving my life. I will continue the vivitrol therapy as long as I feel I need it to continue improving my life.

Q3- She likes the flexibility of group times. They communicate with her very well. They work around her work schedule. They also work with TLC and her being on parole.

Q3- They're pretty great. This is the first place I feel like it's not just a paycheck to them. They actually care.

Q3-The staff is very nice. His counselor is awesome. This is the best place to go, I highly recommend it.

Q3- The staff here genuinely cares for their clients.

Q3- My counselor has been very helpful with my WRAP and helping me develop and grow with it.

Q3- I respect my Dr. He helps me with my meds.

Q3-I appreciate all the services and help they have provided.

Q3-I like that they always treat me well, kindly. They get me in whenever I need it.

Q3- They changed my life, I can't thank my counselor enough!

Q3- My counselor has been very helpful.

Q3- The Dr. listens to what you have to say. He truly wants to target the issues you want to work on. He addresses my specific issues head on.

Q3- Doctor is a great listener, willing to go the extra mile, willing to try new things, flexible with treatment.

Q3- Counseling didn't help after 2 or 3 times, didn't want to listen to what I wanted to talk about. Wanted me to pretend I was by a stream or whatever and asked me how my stress was after, but didn't let me talk about what I wanted.

Q3-My psychiatrist has a good listening ear. He listens to me about how my meds make me feel. I can talk to him if i have questions. He is very in tune and cares about his patients. My therapist is a very good listener and very resourceful. She cares about the progress of her patients.

Q3- Counselor is awesome, I love her to death! She listens to my problems, understands where I am coming from and can relateto me and my situation. CSG allowed me to come back after missing appointments and having a hot temper, they let me back.

Q2-They need to meet the needs of clients who have medical and behavioral health appts and management. I was dismissed for missing appts unintentionally. Also want to talk about problems more than anything I just didn't feel responded to.

Q2- I really like my counselor now, very involved, listens, gives good feedback, helps me have positive thoughts, raises my self esteem, supportive.

Q4-They're doing very good with what they have.

Q4- I like the staff. Very nice and help when needed.

Q4-At first I felt they were short with me, I guess they are okay now.

Q4- Very understanding, can call anytime.

Q4-I love my counselor! She listens to me and helps me work through problems.

Adult Additional Compliments or Concerns Q28

Please share any additional compliments, or concerns you ...

Q4-She adores her doctor and all the nurses. Everyone is down to earth, they never make you feel like you're a low life addict. Its been a great experience, very encouraging.

Q4-I am very happy with everything.

Q4-I have no complaints, they are very helpful.

Q4-I have a great relationship with my counselor.

Q4-Counselor is a good person and down to Earth.

Q4-Counselor could give more responses about info given. Need more feed back about situation. Poured my heart out and don't get much response. Skills weren't offered or coping mechanisms.

Q4-My counselor is very concerned about me and she takes time to listen and understand. Gives me skills to cope with mood swings.

Q4-My doctor is really helpful. Counselor is really. Staff is helpful. Very happy with services.

Q4-Keystone is wonderful, nice, well respected and gives you the help you need.

Q4-She just wants them to listen, try to understand and put themselves in her shoes.

Q4-She can only say good things! From the receptionist, to anyone she has seen, they have always been great!

Q4-Skills is so helpful.

Q4-They are helpful, if I need anything, I just call.

Q4-Very great place to go.

Q4-Staff is very nice.

Q4-Counselor goes out of his way to help me as much as he can.

Q4-I am happy with the care I have gotten from them.

Q4-Everyone I have worked with is wonderful!

Q4-They do a great job and are great people.

Q4-When calling this provider, there are too many options to press to get to who I need to talk to. Sometimes I get disconnected, it is very frustrating.

Q4-My case worker is helpful but unable to help like I need right now because of the COVID 19 restrictions.

Q4-I like my counselor a lot.

Q4-Therapist has helped him a lot. She is wonderful, he can't speak highly enough about her. He wouldn't want to go to anyone else. His psychiatrist is usually very late for appointments and does not review before meeting with patients.

Q4-Therapist is the best one I have had.

Q4-He likes the quality of services that they provide and he feels that they are very knowledgeable.

Q4-UPMC has been very good. They have been calling and checking in on me.

Q4-Therapist is a very good listener. Psychiatrist knows what she needs and doesn't need.

Q4-He is great, feel like he's family, feel at ease talking to him.

Q4-Diakon is a really good place to get services.

Q4-They do a very good job, especially his therapist. He takes his time with him. The staff when you first come in are exceptional. Always so happy.

Q4-Counselor is good, he has helped me through a lot.

Adult member interested in having concerns addressed

Interested in having concerns addressed Q40

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr July-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-June
*N/A responses reduce total	30	4	11	2	13
If you have shared problems about your provider, or manag...					
Yes	1 3.3%	- -	- -	1 50.0%	- -
No	29 96.7%	4 100.0%	11 100.0%	1 50.0%	13 100.0%

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26	Adult Access to Service Literals Q24C	20	21
27	My provider has talked with me about community supports....Q21A	21	21
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29	The provider regularly communicates with me.....Q21C	22	22
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34	My provider acknowledges or rewards me for even small steps... Q22D	25	25
35	If you disagreed with any of these statements please explain Q22E	25	26
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54	Adult Source of Medication Perscription Literals Q43A	37	37
55	I feel my behavioral health medications are effective in helping me.. Q34A	38	38
56	Provider explained all side effects of the medications to me. Q34B	38	38
57	I feel the person who prescribes my medication listens and responds.. Q34C	39	39
58	Adult Difficulty in Obtaining Medications Q35	39	39
59	Adult Difficulty in Obtaining Medications Q 45A	39	40
60	Do you know what a Wellness Recovery Action Plan (WRAP) is? Q36A	41	41
61	Do you have a WRAP? Q36B	41	41
62	My provider recommended I complete a Mental Health Advance Directive Q37	42	42
63	Adult Discharge Related to Compliance Issues Q38	42	42
64	Is there anything the county could do better to help you...Q39	43	43
65	Adult Additional Compliments or Concerns Q28	43	46
66	Interested in having concerns addressed Q40	47	47

Family Survey Findings

Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 96 family surveys completed during the 4th Quarter of Fiscal Year 19/20 for the period from April - June 2020.

Survey Results

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

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

1. Face-to-face surveys suspended.
2. Lower percent of female caregivers – 85% (82 of 96) versus 93% (41 of 44).
3. Lower percentage of child members age 8 and under – 7% (7 of 96) versus 46% (20 of 44).
4. Higher percent of foster/step/adoptive/grandparent – 20% (19 of 96) versus 16% (7 of 44).
5. Lower ratio of male member service recipients – 65% (62 of 96) versus 70% (31 of 44).
6. Lower ratio of members receiving BHRS – 7% (6 of 96) versus 14% (6 of 44).
7. Age of child - first noticed mental health issues – >age 5 - 48% (46 of 96) versus 57% (25 of 44).

Findings Overview

1. 93% (89 of 96) family/care givers “knew where to find the number to call Community Care with questions or concerns” compared to 77% (34 of 44) in the 3rd Quarter. Note: The C/FST surveyor provides the number to the member.

88% (84 of 96) of family/caregivers knew how to file a complaint or grievance. The member awareness level with these two indicators is higher than last year’s four quarter average of 70%.

2. Family/caregivers are generally pleased with Access to provider treatment services. The satisfaction scores were 94% to 96% in two indicators covering “authorizations information being submitted on time so that services to child are not interrupted” and being “given clear information on who to contact if their child needs immediate attention.”

The indicator is “I was encouraged to use other support groups in the community. (Support groups, parenting classes, after school programs, etc.) improved to 81% (78 of 96) compared to 59% (26 of 44) in the 3rd Quarter. This indicator was 75% (82 of 109) for the fiscal year ending June 30, 2019.

3. Family/caregivers are generally pleased with their provider Treatment Experiences. The satisfaction level was 83% to 91% in four of five indicators. These include, “I feel my child has enough time with the provider during most sessions,” “The provider regularly communicates with me to ensure coordination of services for my child,” “I feeling comfortable asking questions and free to complain,” and “My child is receiving all the services they need.”

The lowest rated indicator this quarter was “My provider talks to me about community support and options when my child is ready for a different level of care” at 68% (65 of 96) compared to 48% (21 of 44) in the 3rd Quarter. This indicator was 64% (70 of 109) for the fiscal year ending June 30, 2019.

4. Family/caregivers had a good level of satisfaction with provider Recovery Orientation this quarter with all five indicators being 83% to 95%. These include, “provider discussing child’s continuing treatment plan,” “staff believing child can grow, change and improve,” “provider asks what goals I wanted to work on with my child,” “child’s treatment plan is easy to understand” and “staff offers hope for their child’s recovery and improvement.”

5. Family/caregiver satisfaction levels with Treatment Outcomes showed mixed results in the 4th Quarter. These include, “My child deals more effectively with daily problems” at 54% (52 of 96) which decreased from 82% (36 of 44) in the 3rd Quarter. “My child’s behavioral health is improving.” at 60% (58 of 96) compared to 71% (31 of 44) in the 3rd Quarter and “My child’s social skills are improving” at 52% (50 of 96) which dropped significantly from 82% (36 of 44) in the 3rd Quarter. This indicator was 78% (85 of 109) for the fiscal year ending June 30, 2019.

6. 22% (21 of 96) parent/caregivers reported having an issue or problem with their provider compared to 5% (2 of 44) in the 3rd Quarter and 91% (19 of 21) reported not being able to resolve the issue or problem with the provider. This finding undoubtedly has to do with the Covid-19 impact of providers providing services.

7. 82% (78 of 95, excluding 1 “n/a”) parent/caregivers reported their child is taking behavioral health medications and 60% (47 of 78) 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 was 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 (Q22a through Q22f) and can be found later in this section.

8. 100% (41 of 41, excluding 55 “non-applicable”) agreed their provider “informed them about the purpose of the ISPT and what the meeting would be like: Family/caregivers had a high level of satisfaction with the process and 90% (37 of 41) agreed their participation was valued and respected.

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

3% (3 of 96) parent/family caregiver respondents, compared to 0% (0 of 44) in the 3rd Quarter, expressed interest in having a provider or MCO address concerns they shared during the interview referred for immediate handling by Lycoming-Clinton Joinder Board HealthChoices.

Family – Additional Compliments or Concerns

Q39 asks the family member/care giver to share any additional compliments or concerns they may have about the services their child participates in with the provider. These comments can be found following Q39 in the following sections. This quarter 29 family/caregivers had additional comments.

Quality Audits

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

No Family/Caregiver Quality Audits were performed during the 4th Quarter.

Family Demographics

Family Type of Survey Q4

Counts Break % Respondents	2019/2020 YTD...	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
What type of survey is it?					
Telephone	186 93.9%	25 92.6%	25 80.6%	40 90.9%	96 100.0%
Face to Face	12 6.1%	2 7.4%	6 19.4%	4 9.1%	-

Family County Q5

Counts Break % Respondents	2019/2020 YTD...	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
What county do you live in?					
Lycoming	167 84.3%	23 85.2%	29 93.5%	31 70.5%	84 87.5%
Clinton	31 15.7%	4 14.8%	2 6.5%	13 29.5%	12 12.5%

Family Zip Codes Q6

Counts Break % Respondents	2019/2020 YTD...	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
What is your zip code?					
16822-Beech Creek	1 0.5%	-	-	-	1 1.0%
17701-Williamsport	93 47.0%	15 55.6%	13 41.9%	16 36.4%	49 51.0%
17702-Williamsport	7 3.5%	-	1 3.2%	2 4.5%	4 4.2%
17728-Cogan Station	7 3.5%	-	3 9.7%	2 4.5%	2 2.1%
17737-Hughesville	1 0.5%	-	-	-	1 1.0%
17740-Jersey Shore	12 6.1%	-	5 16.1%	7 15.9%	-
17744-Linden	3 1.5%	-	-	-	3 3.1%
17745-Lock Haven	25 12.6%	4 14.8%	2 6.5%	12 27.3%	7 7.3%
17747-Loganton	1 0.5%	-	-	-	1 1.0%
17751-Mill Hall	1 0.5%	-	-	-	1 1.0%
17752-Montgomery	15 7.6%	2 7.4%	5 16.1%	1 2.3%	7 7.3%
17754-Montoursville	7 3.5%	3 11.1%	-	-	4 4.2%
17756-Muncy	17 8.6%	2 7.4%	2 6.5%	1 2.3%	12 12.5%
17764-Renovo	2 1.0%	-	-	-	2 2.1%
17771-Trout Run	6 3.0%	1 3.7%	-	3 6.8%	2 2.1%

Family Member's Gender Q7

Counts Break % Respondents	2019/2020 YTD...	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
What is your gender?					
Male	26 13.1%	6 22.2%	3 9.7%	3 6.8%	14 14.6%
Female	172 86.9%	21 77.8%	28 90.3%	41 93.2%	82 85.4%

Family Child's Gender Q8

Counts Break % Respondents	2019/2020 YTD...	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
What is your child's gender?					
Male	134 67.7%	21 77.8%	20 64.5%	31 70.5%	62 64.6%
Female	64 32.3%	6 22.2%	11 35.5%	13 29.5%	34 35.4%

Family Demographics

Family Child's Age Q9

Counts Break % Respondents	2019/2020 YTD...	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
How old is the child receiving services?					
5 or under	13 6.6%	1 3.7%	3 9.7%	9 20.5%	-
6-8 years	36 18.2%	8 29.6%	10 32.3%	11 25.0%	7 7.3%
9-13 years	142 71.7%	18 66.7%	15 48.4%	21 47.7%	88 91.7%
14 and older	7 3.5%	-	3 9.7%	3 6.8%	1 1.0%

Family Member Relationship to Child Q10

Counts Break % Respondents	2019/2020 YTD...	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
What is your relationship to this child?					
Parent	163 82.3%	25 92.6%	24 77.4%	37 84.1%	77 80.2%
Grandparent	10 5.1%	2 7.4%	1 3.2%	4 9.1%	3 3.1%
Adoptive Parent	9 4.5%	-	-	-	9 9.4%
Step-parent	6 3.0%	-	2 6.5%	2 4.5%	2 2.1%
Legal Guardian	10 5.1%	-	4 12.9%	1 2.3%	5 5.2%

Family Child's Race Q11

Counts Break % Respondents	2019/2020 YTD...	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
What do you consider this child's race to be?					
Caucasian	161 81.3%	23 85.2%	20 64.5%	38 86.4%	80 83.3%
African American	11 5.6%	-	8 25.8%	-	3 3.1%
Hispanic American	4 2.0%	-	-	-	4 4.2%
Bi-Racial	18 9.1%	4 14.8%	1 3.2%	6 13.6%	7 7.3%
Other	4 2.0%	-	2 6.5%	-	2 2.1%

Family Child First Diagnosed Q12

Counts Break % Respondents	2019/2020 YTD...	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
How old was your child when you first received mental hea...					
Less 5 years	99 50.0%	10 37.0%	18 58.1%	25 56.8%	46 47.9%
6-8 years	49 24.7%	14 51.9%	7 22.6%	6 13.6%	22 22.9%
9-11 years	39 19.7%	3 11.1%	6 19.4%	10 22.7%	20 20.8%
12 to 13 years	8 4.0%	-	-	3 6.8%	5 5.2%
Not sure	3 1.5%	-	-	-	3 3.1%

Family Satisfaction With Community Care Behavioral Health

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

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	198	27	31	44	96
Do you know where to find the number to call Community Care(CCBH), with questions or concerns? (Note to Surveyor: If no, give phone number 1-855-520-9787)					
Yes	166 83.8%	17 63.0%	26 83.9%	34 77.3%	89 92.7%
No	32 16.2%	10 37.0%	5 16.1%	10 22.7%	7 7.3%
Not Sure	- -	- -	- -	- -	- -

83.8% of target rate Y-T-D

Meets Expectations

I know where to find information to file a complaint with Community Care-Q13B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	198	27	31	44	96
I know where to find information to file a complaint with Community Care(CCBH) if I need to.(Complaint-Telling or writing us to say that you are not satisfied with services.)					
Yes	165 83.3%	22 81.5%	26 83.9%	33 75.0%	84 87.5%
No	33 16.7%	5 18.5%	5 16.1%	11 25.0%	12 12.5%
Not Sure	- -	- -	- -	- -	- -

83.3% of target rate Y-T-D

Meets Expectations

Family Satisfaction With Community Care Behavioral Health

I know where to find information to file a grievance with Community Care-Q13C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	198	27	31	44	96
I know where to find information to file a grievance with Community Care(CCBH) if I need to.(Grievance-Telling or writing that you do not agree with a denial of a covered service or change in a cover...					
Yes	166 83.8%	22 81.5%	26 83.9%	34 77.3%	84 87.5%
No	32 16.2%	5 18.5%	5 16.1%	10 22.7%	12 12.5%
Not Sure	- -	- -	- -	- -	- -

83.8% of target rate Y-T-D

Meets Expectations

Family Satisfaction with Community Care Behavioral Health Organization Literal Q13D

If member disagreed with any of the above statements plea...

Q2-I have tried to make several complaints on behalf of my child. The person that handles complaints doesn't help the situation.

Q2- Surveyor gave phone number

Family Provider Level Analysis

Family Treatment Provider Q14

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
What is the name of your child's treatment provider?					
DTAC	1 0.5%	-	-	1	-
Geisinger Services	7 3.5%	-	1	3	3
Crossroads Counseling	13 6.6%	6	-	3	4
Community Services Group (CSG)	60 30.3%	6	10	15	29
Diakon Family Life Services	34 17.2%	6	10	7	11
Lycoming/Clinton MHID (Joinder)	12 6.1%	1	2	1	8
Lycoming Therapeutic Wraparound Services	3 1.5%	1	1	-	1
Merakey	20 10.1%	3	-	2	15
UPMC Susquehanna Behavioral Health Outpatient	22 11.1%	-	6	7	9
Concern (BHRS)	2 1.0%	-	1	-	1
Friendship House	1 0.5%	-	-	1	-
River Valley Health & Dental Center	4 2.0%	1	-	-	3
UCBH	3 1.5%	3	-	-	-
A Place for Change	1 0.5%	-	-	-	1
Other	15 7.6%	-	-	4	11

Family Provider Level Analysis

Family Treatment Provider Literals Q14A

If other, please list.

- Q2-Keystone Counseling

- Q2-Keystone Counseling

- Q2- BSI - Behavioral Specialists Inc.

- Q2- Childrens Developmental Center

- Q4-Clarion

- Q4-Cen-Clear

- Q2- BSI

- Q4-Divine Providence

- Q4-Divine Providence

- Q4-Sunpoint Health

- Q4-Sunpoint Health

- Q4-Children's Home of Reading

- Q4-Children's Home of Reading

- Q4-Gillum Psychological

- Q4-BLAST Academy

My child and I were made aware of availability of other providers...Q15

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
My child and i were made aware of availability of other provider and given a choice.					
Yes	177 89.4%	24 88.9%	26 83.9%	38 86.4%	89 92.7%
No	21 10.6%	3 11.1%	5 16.1%	6 13.6%	7 7.3%

Family Provider Level Analysis

Family Service Level Q16

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
*N/A responses reduce total	190	27	30	44	89
What services does your child currently receive from this provider?					
Outpatient Counseling	48 25.3%	9 33.3%	9 30.0%	15 34.1%	15 16.9%
Medication Management	45 23.7%	11 40.7%	6 20.0%	9 20.5%	19 21.3%
Psychiatry	31 16.3%	1 3.7%	7 23.3%	8 18.2%	15 16.9%
Telepsychiatry	15 7.9%	1 3.7%	-	2 4.5%	12 13.5%
Partial Hospitalization Program	3 1.6%	-	-	1 2.3%	2 2.2%
Parent Child Interactive Training (PCIT)	1 0.5%	-	1 3.3%	-	-
Family Based Mental Health (FBMH)	6 3.2%	-	1 3.3%	1 2.3%	4 4.5%
Inpatient Hospitalization	1 0.5%	-	-	-	1 1.1%
Targeted Case Management (TCM)	11 5.8%	1 3.7%	2 6.7%	-	8 9.0%
Behavioral Health Rehabilitation Services (BHRS)	19 10.0%	4 14.8%	3 10.0%	6 13.6%	6 6.7%
Outpatient School Based Therapy	8 4.2%	-	-	2 4.5%	6 6.7%
Applied Behavioral Analysis (ABA)	1 0.5%	-	1 3.3%	-	-
Other	1 0.5%	-	-	-	1 1.1%

FamilyService Level Literal Q16A

If other, please list.

Q4-Mobile Therapy

Family Provider Level Analysis

What substance use disorder services for your child.....Q17

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
*N/A responses reduce total	-	-	-	-	-
What Substance Use Disorder services for your child are y...					
Outpatient counseling	-	-	-	-	-
Community Based D&A Program	-	-	-	-	-
Outpatient School Based Therapy	-	-	-	-	-
Other	-	-	-	-	-

0 No data this quarter

My child and I were made aware of the availability of different services...Q18

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
My child and I were made aware of availability of different services and given a choice.					
Strongly Agree/Agree	198 100.0%	27 100.0%	31 100.0%	44 100.0%	96 100.0%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	-	-	-	-	-

Family Provider Level Analysis

Family Duration of Provider Relationship Q19

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
How long has your child been receiving services from this provider?					
Less than 6 months	37 18.7%	6 22.2%	9 29.0%	7 15.9%	15 15.6%
6 months to 1 year	38 19.2%	1 3.7%	5 16.1%	17 38.6%	15 15.6%
1 to 2 years	43 21.7%	9 33.3%	6 19.4%	10 22.7%	18 18.8%
2 to 3 years	29 14.6%	7 25.9%	2 6.5%	8 18.2%	12 12.5%
4 or more years	51 25.8%	4 14.8%	9 29.0%	2 4.5%	36 37.5%

Family Access to Services

Authorization information is submitted on time... Q20A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
Authorization information is submitted on time so that services to my child are not interrupted.					
Strongly Agree/Agree	181 91.4%	20 74.1%	28 90.3%	43 97.7%	90 93.8%
Strongly Disagree/Disagree	14 7.1%	5 18.5%	3 9.7%	1 2.3%	5 5.2%
Neutral	3 1.5%	2 7.4%	- -	- -	1 1.0%

91.4% of target rate Y-T-D

Meets Expectations

Family Access to Services

I have been given clear information on who to contact...Q20B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
I have been given clear information on who to contact if my child needs immediate help between appointments.					
Strongly Agree/Agree	178 89.9%	21 77.8%	23 74.2%	42 95.5%	92 95.8%
Strongly Disagree/Disagree	18 9.1%	5 18.5%	8 25.8%	2 4.5%	3 3.1%
Neutral	2 1.0%	1 3.7%	- -	- -	1 1.0%

89.9% of target rate Y-T-D

Meets Expectations

I was encouraged to use other support programs in the community...Q20C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
I was encouraged to use other support programs in the community. (Support groups, parenting classes, after school programs, etc.)					
Strongly Agree/Agree	141 71.2%	15 55.6%	22 71.0%	26 59.1%	78 81.3%
Strongly Disagree/Disagree	54 27.3%	9 33.3%	9 29.0%	18 40.9%	18 18.8%
Neutral	3 1.5%	3 11.1%	- -	- -	- -

71.2% of target rate Y-T-D

Satisfactory

Family Access to Service Literal Comments 20D

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

Q2-Was never given this information.

Q2-My child has not received the services he is approved for. My child's case manager says "It's not in my realm". My child's case manager states he is a volunteer.

Q2-Not interested in other services.

Q2-Special education teacher delayed referral for new services.

Q4-They didn't go over much.

Q4-Recerts were not submitted on time, services disrupted.

Q4-It took them six months to get an authorization for geodon. We were give a number for a nurse, it takes a week for her to get back in touch. We were not encouraged to use consumer run programs.

Q4-We didn't require anything additional.

Q4- Failure to have staff available for BSC and TSS services.

Q4-Was not encouraged to use other support programs in the community.

Family Treatment Experience

I feel my child has enough time with the provider during most sessions.Q21A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
I feel my child has enough time with the provider during most sessions.					
Strongly Agree/Agree	172 86.9%	22 81.5%	26 83.9%	44 100.0%	80 83.3%
Strongly Disagree/Disagree	16 8.1%	3 11.1%	4 12.9%	- -	9 9.4%
Neutral	10 5.1%	2 7.4%	1 3.2%	- -	7 7.3%

86.9% of target rate Y-T-D

Meets Expectations

The provider regularly communicates with me to ensure coordination of services...Q21B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
The provider regularly communicates with me to ensure coordination of services for my child.					
Strongly Agree/Agree	174 87.9%	22 81.5%	26 83.9%	40 90.9%	86 89.6%
Strongly Disagree/Disagree	20 10.1%	5 18.5%	3 9.7%	4 9.1%	8 8.3%
Neutral	4 2.0%	- -	2 6.5%	- -	2 2.1%

87.9% of target rate Y-T-D

Meets Expectations

Family Treatment Experience

I feel comfortable asking questions, and feel free to complain Q21C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
I feel comfortable asking questions, and feel free to complain.					
Strongly Agree/Agree	183 92.4%	25 92.6%	29 93.5%	42 95.5%	87 90.6%
Strongly Disagree/Disagree	12 6.1%	2 7.4%	2 6.5%	- -	8 8.3%
Neutral	3 1.5%	- -	- -	2 4.5%	1 1.0%

92.4% of target rate Y-T-D

Meets Expectations

My child is receiving all the services they need Q21D

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
My child is receiving all the services they need.					
Strongly Agree/Agree	169 85.4%	22 81.5%	24 77.4%	41 93.2%	82 85.4%
Strongly Disagree/Disagree	24 12.1%	5 18.5%	6 19.4%	2 4.5%	11 11.5%
Neutral	5 2.5%	- -	1 3.2%	1 2.3%	3 3.1%

85.4% of target rate Y-T-D

Meets Expectations

Family Treatment Experience

My provider has talked with me about community supports and options...Q21E

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
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.					
Strongly Agree/Agree	121 61.1%	16 59.3%	19 61.3%	21 47.7%	65 67.7%
Strongly Disagree/Disagree	71 35.9%	9 33.3%	11 35.5%	21 47.7%	30 31.3%
Neutral	6 3.0%	2 7.4%	1 3.2%	2 4.5%	1 1.0%

61.1% of target rate Y-T-D

Action Required

Treatment Experience Literals Q21F

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

Q1-The doctor doesn't have time himself let alone many patients. My child needed testing and they were not equipped for that.

Q2-They are going to be doing a whole new outlook beginning tomorrow. PCIT.

Q2-My child does not receive his services.

Q2- Have just started services, so a lot of this hasn't been addressed yet.

Q2-My child needed more services than just medication management.

Q2-I felt free to complain, I don't feel like I was heard.

Q2-Hasn't gotten there yet.

Q2-Not ready for a different level of care.

Q2- Needs counseling, but has had too many schedule and staff conflicts or changes.

Q2- Not ready yet.

Q4-He may need more services. They didn't talk about community supports.

Q4-We have talked about some things but we aren't ready for the next level.

Q4-Not receiving the hours he is required due to worker shortages, workers quitting. BHRS provider not showing up for hours at school.

Q4-Services not provided consistently. Communication is lacking. My child is not receiving the services do to staff shortages.

Q4-They did nothing, every time you call you get someone different. My child was uncooperative and non compliant.

Q4-Dr. didn't really engage my child, treated me like a terrible mother without saying so.

Q4-The doctor doesn't get down to the issues at hand, a lot of time is wasted because of him asking irrelevant questions and being disorganized. He (the doctor) gets short with me if I ask questions or suggest alternatives to his treatment.

Treatment Experience Literals Q21F

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

Q4-Asks questions about school, wastes time, not talking about what is going on. Gets short with me when I ask questions or talk about other med options. not afraid to complain, I just don't feel heard.

Q4-We're not ready for a different level.

Q4-Looking for TSS services for fall now.

Q4-Not enough time once a month for treatment to be effective. We stopped services because of this. It wasn't effective.

Q4-We only get 20 minutes over a screen. They don't regularly communicate. I don't think my child is receiving all the services needed. They don't talk about community supports.

Q4-They don't communicate with me. They don't reach out to me. I am not seeing any changes in her behavior.

Q4-It would be nice if we had more options/sessions for him.

Q4-Don't hear much from provider. So their services are cut during the summer because she doesn't work, she is comfortable and has rapport with the regular counselor.

Family Satisfaction With ISPT Meetings

My provider informed me about the purpose for the ISPT.....Q22A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
(N/A) responses reduce total	74	5	15	13	41
My provider informed me about the purpose for the ISPT, and what the meeting will be like.					
Strongly Agree/Agree	71 95.9%	3 60.0%	15 100.0%	12 92.3%	41 100.0%
Strongly Disagree/Disagree	1 1.4%	- -	- -	1 7.7%	- -
Neutral	2 2.7%	2 40.0%	- -	- -	- -

95.9% of target rate Y-T-D

Meets Expectations

My provider encouraged me to express my own service suggestions....Q22B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
(N/A) responses reduce total	74	5	15	13	41
My provider encouraged me to express my own service suggestions at my child's ISPT meeting.					
Strongly Agree/Agree	71 95.9%	5 100.0%	15 100.0%	10 76.9%	41 100.0%
Strongly Disagree/Disagree	3 4.1%	- -	- -	3 23.1%	- -
Neutral	- -	- -	- -	- -	- -

95.9% of target rate Y-T-D

Meets Expectations

Family Satisfaction With ISPT Meetings

My provider scheduled the ISPT meeting at a time and place that was convenient...Q22C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
(N/A) responses reduce total	74	5	15	13	41
My provider scheduled the ISPT meeting at a time and place that was convenient to my family.					
Strongly Agree/Agree	74 100.0%	5 100.0%	15 100.0%	13 100.0%	41 100.0%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

My provider helped me decide who to invite to the ISPT meeting...Q22D

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
(N/A) responses reduce total	74	5	15	13	41
My provider helped me decide who to invite to the ISPT meeting to support me and my child.					
Strongly Agree/Agree	67 90.5%	5 100.0%	14 93.3%	10 76.9%	38 92.7%
Strongly Disagree/Disagree	7 9.5%	-	1 6.7%	3 23.1%	3 7.3%
Neutral	-	-	-	-	-

90.5% of target rate Y-T-D

Meets Expectations

Family Satisfaction With ISPT Meetings

I believe my participation in ISPT meeting was valued and respected Q22E

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
(N/A) responses reduce total	74	5	15	13	41
I believe my participation in ISPT meeting was valued and respected					
Strongly Agree/Agree	69 93.2%	5 100.0%	14 93.3%	13 100.0%	37 90.2%
Strongly Disagree/Disagree	5 6.8%	-	1 6.7%	-	4 9.8%
Neutral	-	-	-	-	-

93.2% of target rate Y-T-D

Meets Expectations

I feel I left the ISPT meeting with clear understanding of the next steps...Q22F

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
(N/A) responses reduce total	74	5	15	13	41
I feel I left the ISPT meeting with a clear understanding of the next steps in the process.					
Strongly Agree/Agree	67 90.5%	5 100.0%	15 100.0%	10 76.9%	37 90.2%
Strongly Disagree/Disagree	7 9.5%	-	-	3 23.1%	4 9.8%
Neutral	-	-	-	-	-

90.5% of target rate Y-T-D

Meets Expectations

Family Satisfaction with ISPT Meetings Literals Q22G

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

Q2- They didn't tell me I could bring anyone, I do not believe they listened to me.

Q2-Didn't hear ahead of time.

Q4-When my child has hours that need filled and no one to provide them it leaves us in limbo.

Q4-I asked people to come and they didn't show. I talk but I feel like they don't listen.

Family Recovery Oriented Practices

My child's treatment provider discusses my child's continuing care plan..Q23A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
My child's treatment provider discusses my child's continuing care plan with me.					
Strongly Agree/Agree	163 82.3%	22 81.5%	26 83.9%	35 79.5%	80 83.3%
Strongly Disagree/Disagree	32 16.2%	5 18.5%	4 12.9%	9 20.5%	14 14.6%
Neutral	3 1.5%	- -	1 3.2%	- -	2 2.1%

82.3% of target rate Y-T-D

Meets Expectations

Staff believes my child can grow, change, and improve Q23B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
Staff believes my child can grow, change, and improve.					
Strongly Agree/Agree	183 92.4%	24 88.9%	28 90.3%	42 95.5%	89 92.7%
Strongly Disagree/Disagree	8 4.0%	3 11.1%	3 9.7%	- -	2 2.1%
Neutral	7 3.5%	- -	- -	2 4.5%	5 5.2%

92.4% of target rate Y-T-D

Meets Expectations

Family Recovery Oriented Practices

My child's provider asked me what goals I wanted to work on...Q23C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
My child's provider asked me what goals I wanted to work on with my child.					
Strongly Agree/Agree	181 91.4%	27 100.0%	26 83.9%	40 90.9%	88 91.7%
Strongly Disagree/Disagree	15 7.6%	- -	3 9.7%	4 9.1%	8 8.3%
Neutral	2 1.0%	- -	2 6.5%	- -	- -

91.4% of target rate Y-T-D

Meets Expectations

I believe my child's treatment plan is easy to understand Q23D

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
I believe my child's treatment plan is easy to understand.					
Strongly Agree/Agree	187 94.4%	27 100.0%	27 87.1%	42 95.5%	91 94.8%
Strongly Disagree/Disagree	8 4.0%	- -	4 12.9%	1 2.3%	3 3.1%
Neutral	3 1.5%	- -	- -	1 2.3%	2 2.1%

94.4% of target rate Y-T-D

Meets Expectations

Family Recovery Oriented Practices

Does the staff offer you hope for you child's recovery...Q23E

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
Does the staff offer you hope for your child's recovery or improvement?					
Strongly Agree/Agree	176 88.9%	24 88.9%	27 87.1%	42 95.5%	83 86.5%
Strongly Disagree/Disagree	17 8.6%	3 11.1%	4 12.9%	1 2.3%	9 9.4%
Neutral	5 2.5%	- -	- -	1 2.3%	4 4.2%

88.9% of target rate Y-T-D

Meets Expectations

Recovery Oriented Practices Q23F

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

Q1-We only discussed goals at treatment plan.

Q2-I believe the staff doesn't care about my child. They asked about goals but don't work on them.

Q4-There was no plan, they gave up on her.

Q4-Not getting anywhere, need preauthorization and blood work for certain meds. Causing withdrawl symptoms until approved after blood work is done

Q4- Hopeful she can grow, but most likely because of diagnosis she won't get much better.

Q4-We are working on treatment. I wanted to get her stable but never could.

Q4-My child's issue is her mom, so I don't have much hope for improvement.

Q4-They don't discuss any plans with me. I'm not sure if they think she can get better, they don't communicate with me. They never asked me what goals I wanted to work on for her. I don't even know what the treatment plan is.

Family Outcomes

My child deals more effectively with daily problems Q24A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
My child deals more effectively with daily problems.					
Strongly Agree/Agree	127 64.1%	20 74.1%	19 61.3%	36 81.8%	52 54.2%
Strongly Disagree/Disagree	40 20.2%	3 11.1%	6 19.4%	4 9.1%	27 28.1%
Neutral	31 15.7%	4 14.8%	6 19.4%	4 9.1%	17 17.7%

64.1% of target rate Y-T-D

Action Required

Family Outcomes

I feel my child's behavioral health is improving Q24B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
I feel my child's behavioral health is improving.					
Strongly Agree/Agree	126 63.6%	16 59.3%	21 67.7%	31 70.5%	58 60.4%
Strongly Disagree/Disagree	33 16.7%	3 11.1%	7 22.6%	5 11.4%	18 18.8%
Neutral	39 19.7%	8 29.6%	3 9.7%	8 18.2%	20 20.8%

63.6% of target rate Y-T-D

Action Required

My child's social skills are improving Q24C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
My child's social skills are improving.					
Strongly Agree/Agree	114 57.6%	11 40.7%	17 54.8%	36 81.8%	50 52.1%
Strongly Disagree/Disagree	43 21.7%	7 25.9%	6 19.4%	4 9.1%	26 27.1%
Neutral	41 20.7%	9 33.3%	8 25.8%	4 9.1%	20 20.8%

57.6% of target rate Y-T-D

Action Required

Family Outcome Literals 24D

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

Q1-I think the doctor is ready to retire.

Q1-We are three months in and it is helping. We just aren't there yet.

Q2-Medications might need adjustment.

Q2-He was getting better and then he regressed.

Q2- It all depends on which parent he is with.

Q2- I feel his behavioral health is getting worse from stressing.

Q2-Situational skills used at times-better with family.

Q2-These outcomes are not provider related. This is my child.

Q2- There are still issues when he is at his dads house.

Q2- Depends on the day. She can be difficult.

Q2- Wasn't receiving services long enough.

Q2-Still too new to services.

Family Outcome Literals 24D**If you chose neutral/or disagreed with any of these state...**

Q4-There isn't enough activities or outings planned for him to practice social skills.

Q4-She got worse.

Q4-I don't think improvements had anything to do with this provider, a change of environment made improvements.

Q4-She has her days/moments. Social skills will always be lacking.

Q4-This is not facility related, he is not cooperating.

Q4-My child needs more services. The case worker doesn't follow through with my requests to get more.

Q4-We are in the process of re-diagnosing him, he's still having difficulty.

Q4-She does not deal more effectively because there were so many changes in meds and treatment plans. They told her it would make her feel better but filled her with false hope. Her behavior is not improving, she is not getting better. She doesn't like people and is not sociable so her skills aren't improving. She thinks everyone is out to get her. She suffers with schizophrenia.

Q4-His social skills aren't really improving, he is autistic.

Q4-Her attitude has not really changed. She still deals with things the same way.

Q4-She is not helping herself, always arguing. Her behavior is not improving at all.

Q4-Not being in school, he's not out around his friends and services.

Q4-Sometimes he will shut down and talk softly and doesn't talk.

Q4-Still has his times with behavior skills.

Q4-My child was never really the social type.

Q4-He is a lot more calm now in a social environment. He used to have a lot of anxiety but he is good chilling on his own as well.

Q4-He will always struggle. He has Klinefelters syndrome. He has some things that are improving.

Q4-He is very introverted right now.

Q4-It depends on her mood.

Q4-Rules are different at Dads, routine different, discipline and attitudes different which was why we went to family therapy.

Q4-Has gotten worse because of COVID 19 restrictions, family issues and staff availability.

Q4- Improved but have had setbacks because of service changes due to COVID. Things are getting worse, he is struggling, TSS left abruptly, issues in dad's home, combination of all these things.

Q4-She is still having problems dealing with problems and handling situations. She doesn't stay calm.

Q4-Has been dealing with a lot of things so he's still working through things.

Q4-Having a hard time right now, struggling with anxiety and depression.

Family Provider Issues

Issues or Problems with Provider Q25

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
Have you had any issues or problems with services from (n...					
Yes	33 16.7%	7 25.9%	3 9.7%	2 4.5%	21 21.9%
No	165 83.3%	20 74.1%	28 90.3%	42 95.5%	75 78.1%

Family Type of Provider Issues Q26

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
*(NA) responses reduce total	33	7	3	2	21
If you have had issues with (name of provider), what were...					
Lack of treatment planning or participation	5 15.2%	1 14.3%	2 66.7%	- -	2 9.5%
Poor communication	8 24.2%	2 28.6%	1 33.3%	- -	5 23.8%
Frequent staff changes	5 15.2%	- -	- -	1 50.0%	4 19.0%
Frequent provider changes	- -	- -	- -	- -	- -
Services not provided when my child needs them	5 15.2%	2 28.6%	- -	- -	3 14.3%
Attitude/Personality Conflicts	1 3.0%	- -	- -	- -	1 4.8%
Billing	- -	- -	- -	- -	- -
School Conflicts	- -	- -	- -	- -	- -
Other	9 27.3%	2 28.6%	- -	1 50.0%	6 28.6%

Family Provider Issues

Family Provider Issues Resolution Q27

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	33	7	3	2	21
Were you able to resolve these issues or problems with the provider?					
Yes.	3 9.1%	1 14.3%	- -	- -	2 9.5%
No	30 90.9%	6 85.7%	3 100.0%	2 100.0%	19 90.5%

Family Department of Public Welfare Questions

Family Treatment Impact on Quality of Ilfe Q28

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
What effect has the treatment your child received, had on the quality of your child's life?					
Much better	64 32.3%	8 29.6%	8 25.8%	17 38.6%	31 32.3%
A little better	83 41.9%	14 51.9%	14 45.2%	14 31.8%	41 42.7%
About the same	47 23.7%	5 18.5%	8 25.8%	13 29.5%	21 21.9%
A little worse	1 0.5%	- -	- -	- -	1 1.0%
Much worse	3 1.5%	- -	1 3.2%	- -	2 2.1%

Family Department of Public Welfare Questions

Family Opportunity to Make Treatment Decisions Q29

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
Were you and your child given the chance to make your own treatment decisions?					
Yes	158 79.8%	23 85.2%	22 71.0%	39 88.6%	74 77.1%
No	20 10.1%	2 7.4%	5 16.1%	4 9.1%	9 9.4%
Sometimes	20 10.1%	2 7.4%	4 12.9%	1 2.3%	13 13.5%

Family Ability to Receive Needed Care Q30

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
In the last twelve months, did you or your child have problems getting the help your child needed?					
Yes	28 14.1%	8 29.6%	4 12.9%	2 4.5%	14 14.6%
No	155 78.3%	15 55.6%	27 87.1%	41 93.2%	72 75.0%
Sometimes	15 7.6%	4 14.8%	- -	1 2.3%	10 10.4%

Family Department of Public Welfare Questions

Family Reason for Not Getting Needed Help Q31

Counts Break % Respondents	2019/2020 YTD...	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
(N/A) responses reduce total	29	3	4	1	21
If you were unable to get behavioral health help for your...					
Money issues	-	-	-	-	-
Transportation issues	1 3.4%	-	1 25.0%	-	-
Language barriers	-	-	-	-	-
Inconvenient times	6 20.7%	1 33.3%	-	1 100.0%	4 19.0%
Child care issues	-	-	-	-	-
Long waiting list	2 6.9%	-	1 25.0%	-	1 4.8%
I did not know where to get help	1 3.4%	-	-	-	1 4.8%
Insurance issues	-	-	-	-	-
Other	19 65.5%	2 66.7%	2 50.0%	-	15 71.4%

Family Behavioral Health Medications

Family Medications Q32

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
*N/A responses reduce total	197	27	31	44	95
Is your child taking behavioral health medications?					
Yes	142 72.1%	21 77.8%	17 54.8%	26 59.1%	78 82.1%
No	55 27.9%	6 22.2%	14 45.2%	18 40.9%	17 17.9%
Declined to answer	-	-	-	-	-

Family Behavioral Health Medications

Family Medication Prescribed by this Provider Q33

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
*N/A Reponses reduce total	142	21	17	26	78
Who prescribes your child's behavioral health medications?					
Psychiatrist	106 74.6%	20 95.2%	14 82.4%	19 73.1%	53 67.9%
Primary Care Physician	23 16.2%	1 4.8%	3 17.6%	4 15.4%	15 19.2%
Nurse Practitioner	3 2.1%	- -	- -	3 11.5%	- -
Physician Assistant	10 7.0%	- -	- -	- -	10 12.8%
Other	- -	- -	- -	- -	- -

Family Source of Medication Prescription Literal Q33A

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

- Q1-Abigail Vanaski
- Q2-Dr. Jones
- Q2-Dr. Jones
- Q2-Dr. Jones
- Q2-James Baldys
- Did not provide name of PCP
- Q2-Dr. Ohara
- Q2-Dr. Baldys
- Q2-Robyn Mancino
- Q2-Robyn Mancino
- Q2-Robyn Mancino
- Q4-Dr Dana Smith
- Q4-Rebecca Lindower
- Q2-Rebecca Lindower
- Q4-Rebecca Lindower
- Q4-Rebecca Lindower
- Q4-Dr. Leon
- Q4-Dr. Odorizzi
- Q4-Dr. Lindauer

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

- Q4-Dr. Lindauer
- Q4-Dr.Lindauer
- Q4-Dr. Monisa Wagner
- Q2-Joseph Demay
- Q4-Jeremy Lazorka
- Q4-Monisa Wagner
- Q4-Monisa Wagner
- Q4-Dr Dennis Probst
- Q4-Dr Dennis Probst
- Dr Mott
- Q4-Dr Moff
- Q4-Dr. Moff
- Q4-Dr. Moff
- Q4-Dr.Kirk
- Q4-Dr. Kirk
- Q4-Dr. Kirk

Family Satisfaction With Behavioral Health Medications

Overall, I feel my child's behavioral health medications are effective in helping.....Q34A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
*(N/A) responses reduce totals	142	21	17	26	78
Overall, I feel my child's behavioral health medications are effective in helping to manage my child's symptoms.					
Strongly Agree/Agree	99 69.7%	21 100.0%	10 58.8%	21 80.8%	47 60.3%
Strongly Disagree/Disagree	26 18.3%	- -	- -	2 7.7%	24 30.8%
Neutral	17 12.0%	- -	7 41.2%	3 11.5%	7 9.0%

My provider explained all side effects of the medications prescribed to me Q34B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
*(N/A) responses reduce totals	142	21	17	26	78
My provider explained all side effects of the medications prescribed to me.					
Strongly Agree/Agree	115 81.0%	16 76.2%	17 100.0%	23 88.5%	59 75.6%
Strongly Disagree/Disagree	12 8.5%	3 14.3%	- -	3 11.5%	6 7.7%
Neutral	15 10.6%	2 9.5%	- -	- -	13 16.7%

Family Satisfaction With Behavioral Health Medications

I feel the person who prescribes my child's medications, listens.... Q34C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
* (N/A) responses reduce totals	142	21	17	26	78
I feel the person who prescribes my child's medications, listens and responds to my concerns.					
Strongly Agree/Agree	121 85.2%	16 76.2%	15 88.2%	26 100.0%	64 82.1%
Strongly Disagree/Disagree	14 9.9%	3 14.3%	- -	- -	11 14.1%
Neutral	7 4.9%	2 9.5%	2 11.8%	- -	3 3.8%

Family Difficulty Receiving Needed Medications Q35

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
N/A Responses reduce total	142	21	17	26	78
Are you experiencing any problems getting the behavioral ...					
Yes	12 8.5%	1 4.8%	1 5.9%	- -	10 12.8%
No	130 91.5%	20 95.2%	16 94.1%	26 100.0%	68 87.2%

Has child been discharged for not following treatment plan or relapsed

Has your child ever been discharged because.....Q36

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	198	27	31	44	96
Has your child ever been discharged because they had trouble following treatment plan or they had set backs?					
Yes	7 3.5%	2 7.4%	3 9.7%	- -	2 2.1%
No	191 96.5%	25 92.6%	28 90.3%	44 100.0%	94 97.9%

Interested in having concerns addressed Q37

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
N/A Reponses reduce total	34	7	4	2	21
If you have shared problems about your child's provider o...					
Yes	5 14.7%	- -	2 50.0%	- -	3 14.3%
No	29 85.3%	7 100.0%	2 50.0%	2 100.0%	18 85.7%

Family Additional Compliments or Concerns

Additional Compliments or concerns Q39

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

Q1-Counselor is good.

Q1- I wish they could do more to help us get the neuropsych testing, but I understand their hands are tied.

Q1- The psychiatrist is wonderful! His schedule however is difficult. If he had more open appointments it would make receiving services much easier. Also the office staff do not communicate well with the patients.

Q1-My child would benefit better from a face to face psychiatrist than telepsychiatry.

Q1-The doctor takes great care of my kids.

Q1- They were accommodating. My kids are doing better.

Q1-I praise her counselor while we are there.

Q1-I feel like they need to get it together or shut down. It is hard to have a relationship with a doctor that just doesn't put the time in for my child.

Q2-Her counselor was great.

Q2-Just need to adjust medications a bit.

Q2-We are very happy there. They go above and beyond.

Q2-Therapist was very good!

Q2- Staff is awesome. They listens to every concern and helps us manage.

Q2- Dr. is amazing and great to work with.

Q2-They are absolutely amazing!

Q2-I feel this provider is purposely not helping me help my child.

Q2-We really like his counselor. He is always available. I feel he is really good for my son, gets him to talk.

Q2- The doctor is a gem! She's a genuinely good person who cares about the children!

Q2- We are satisfied so far!

Q2-I'm happy with the services here!

Q2- It was wonderful. It was needed and we got what we needed!

Q2-It's been great! He's more upbeat and has a positive outlook after he sees his counselor!

Q2-She has a great therapist!

Q2-His therapist is amazing.

Q2-She really enjoys her therapist.

Q2-Dr. is very knowledgeable. She is easily approachable.

Q2- Mom enjoys being able to talk to his counselor about their issues and concerns and being able to work through them.

Q2-They do amazing work! They are really nice.

Q2-They listen to the parent and the child. They listen to the child about how they feel inside and they listen to the parents input about reasons for behavior and medications.

Q2- They are good for my son.

Q2- My daughter is seen at school. More communication about her progress would be helpful. I would like to be able to give my input about my concerns before the ISPT meeting.

Q2- His counselor is excellent! She asks him questions, gives skills for him getting better. He is doing better.

Q2- We like the front desk staff, very nice. The nurse is really nice. The counselor is well liked by my daughter. We are still getting to know the nurse practitioner since the doctor left so abruptly. I was surprised that he left without notifying patients, a letter would have been nice!

Q2-Scheduling should be more flexible for parents work schedules, continuity of care is important, my son could not get comfortable because of the staff changes.

Q4-They are wonderful. He has come a long way with them. They kept her hope up and it has been wonderful.

Q4-I think that when there was conflict within the family and court litigation, they lost objectivity and focus on my child.

Q4-They are very good at keeping the line of communication open at all times.

Q4-My child lacks a consistent worker to see improvements in behavior. I do really like the BSC that he has now-puts in great amount of time, energy and care.

Additional Compliments or concerns Q39**Please share any additional compliments or concerns you h...**

Q4-The wraparound services that were provided were not a good match from the start. Workers quit abruptly and then my child is abandoned and has to start over again with a new worker, building trust and relationships.

Q4-We like it there. The therapist is really good.

Q4-They are great.

Q4-We transferred to Cen-Clear from UCBH. It's quite a drive to get to appointments, I wish there were more options closer.

Q4-Merakey has done a great job.

Q4-Everything they've been doing has been good so far.

Q4-Good program.

Q4-She is very thorough and receptive.

Q4-Very pleased with services.

Q4-Counselor tried to do a lot of things with her, through skills and techniques to help but she was great with effort.

Q4-Our social worker is fantastic. She is great at listening to my concerns. She gives us ways to get help for me, my child and my family. She gives me lots of options.

Q4-Counselor is really fantastic, supportive and accepting of people with differences. Great fit for our family.

Q4-I have concerns about this provider not communicating with me about my daughters services.

Q4-Very happy with services prior to COVID but for some reason services stopped during this time.

Q4-Very impressed with this provider. Everyone staff wise has been really nice.

Q4-They are great. They are like family to us.

Q4-His counselor was very nice, informative, she took her time with him and very patient.

Q4-Everybody has been really understanding about transportation issues. They have gone above and beyond to make sure she is seen.

Q4-We were discharged due to insurance limitations for family based therapy. We only had 8 months of therapy but wanted more. Issues were not addressed that included domestic violence in the home, as they should have been.

Q4-TCM was an amazingly super supportive person who always listened to us and suggested us to advocate for our son when needed.

Q4-The doctor was very flexible with treatment options available. He was non-med pushing and suggested teaching skills to adjust behavior first. We will miss him very much.

Q4-Counselor was great and helped explain when changes happened. He communicated as much as he could.

Q4-Never had any issues. They are there if she needs them.

Q4-They always make time. They get in touch the same day. They are great.

Q4-She has concerns because there doesn't seem to be enough time.

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Youth Survey Findings

Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 23 youth surveys completed during the 4th Quarter of Fiscal Year 19/20 for the period from April - June 2020.

Survey Results

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

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

1. Face-to-face surveys suspended.
2. Higher percentage of female respondents – 39% (10 of 23) versus 29% (7 of 24).
3. Lower percentage of youth members ages 14-17, 21% (5 of 23) versus 46% (11 of 24).
4. Court ordered treatment – 0% (0 of 23) versus 0% (0 of 24).
5. Started receiving mental health/substance abuse services – less than 8 years old, 39% (9 of 23)

Findings Overview

1. 35% (8 of 23) youths interviewed “knew where to find the number to call Community Care if they have questions or concerns about their treatment” compared to 50% (12 of 24) in the 3rd Quarter.

65% (15 of 23) youths interviewed during the 4th Quarter agreed they “knew how to file a complaint with Community Care, if they needed to” compared to 67% (16 of 24) in the 3rd Quarter.

70% (16 of 23) youths interviewed during the 4th Quarter agreed they “knew how to file a grievance with Community Care, if they needed to” compared to 67% (16 of 24) in the 3rd Quarter.

2. Surveyed youth satisfaction ratings are generally good this quarter with Access to provider treatment services with the satisfaction scores being 96% to 100% (22-23 of 23 for 2 of 3 indicators. This included “meeting at convenient times” and being “given clear information on who to contact, if needing immediate help between appointments.” The indicator “meeting at places that are easy to get to” dropped to 70% (16 of 23) from 83% (20 of 24) in the 3rd Quarter.

3. Youth satisfaction with provider *Treatment Experiences* was good with 83% to 100% in all 8 indicators. Please see charts shown on Pages 85-87 for exact questions/indicators and satisfaction ratings.

4. Youth satisfaction with provider *Recovery Orientation* was also good. 100% (23 of 23) youths agreed “Staff focuses on the things I do well, not what I don’t do well” and 100% (23 of 23) agreed “Staff helped me be successful in meeting treatment goals.”

5. Youth satisfaction scores with *Treatment Outcomes*, were somewhat mixed during the 4th Quarter ranging 83% to 100% in all six indicators. These included “handling daily problems better,” “feeling good more often than before treatment,” “being able to apply what they learned in treatment in daily life,” and “I think good things are going to happen more often.” “I manage my strong feelings like anger, better” increased to 83% (19 of 23) from 63% in the 3rd Quarter and “I don’t get into trouble as often” improved to 87% (20 of 23) from 67% in the 3rd Quarter.

6. 87% (20 of 23) youths interviewed reported taking behavioral health medications and 85% (17 of 20) of those felt the medication was were helping them.

7. 0% (0 of 23) youths interviewed, compared to 1% (1 of 24) in the previous quarter had issues or problems with their provider and was not able to resolve the problem with the provider.

Recommendations Overview

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

Youth - Request for Assistance

0% (0 of 23) youth respondents compared to 0% (0 of 24) in the 3rd Quarter, expressed interest in having a provider or MCO address concerns they shared during the interview referred for immediate handling by Lycoming-Clinton Joinder Board HealthChoices.

Quality Audits

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

During the 4th Quarter no youth quality audits were performed.

Youth Demographics

Youth Type of Survey Q4

Counts Break % Respondents	2019/20- 0 YTD...	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	20	23	24	23
What type of survey is it?					
Telephone	78 86.7%	20 100.0%	19 82.6%	16 66.7%	23 100.0%
Face to Face	12 13.3%	-	4 17.4%	8 33.3%	-

Youth County Q5

Counts Break % Respondents	2019/20- 0 YTD...	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	20	23	24	23
What county do you live in?					
Lycoming	56 62.2%	11 55.0%	15 65.2%	16 66.7%	14 60.9%
Clinton	34 37.8%	9 45.0%	8 34.8%	8 33.3%	9 39.1%

Youth Zip Code Q6

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
What is your zip code?					
16822-Beech Creek	1 1.1%	-	-	-	1 4.3%
17701-Williamsport	39 43.3%	9 45.0%	10 43.5%	9 37.5%	11 47.8%
17702-Williamsport	1 1.1%	-	1 4.3%	-	-
17728-Cogan Station	2 2.2%	-	2 8.7%	-	-
17740-Jersey Shore	4 4.4%	-	2 8.7%	2 8.3%	-
17744-Linden	1 1.1%	-	-	1 4.2%	-
17745-Lock Haven	27 30.0%	6 30.0%	5 21.7%	8 33.3%	8 34.8%
17751-Mill Hall	1 1.1%	-	1 4.3%	-	-
17752-Montgomery	2 2.2%	2 10.0%	-	-	-
17754-Montoursville	3 3.3%	-	-	3 12.5%	-
17756-Muncy	4 4.4%	-	-	1 4.2%	3 13.0%
17764-Renovo	5 5.6%	3 15.0%	2 8.7%	-	-

Youth Gender Q7

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	20	23	24	23
What is your gender?					
Male	46 51.1%	10 50.0%	5 21.7%	17 70.8%	14 60.9%
Female	43 47.8%	9 45.0%	18 78.3%	7 29.2%	9 39.1%
Does not identify with either gender	1 1.1%	1 5.0%	-	-	-

Youth Zip Code Literals Q6A

Youth Demographics

Youth Age Q8

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	20	23	24	23
How old are you?					
14-15 years	18 20.0%	3 15.0%	4 17.4%	7 29.2%	4 17.4%
16-17 years	11 12.2%	2 10.0%	4 17.4%	4 16.7%	1 4.3%
18-20 years	56 62.2%	14 70.0%	11 47.8%	13 54.2%	18 78.3%
over 20 years	5 5.6%	1 5.0%	4 17.4%	- -	- -

Youth Race Q9

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	20	23	24	23
What do you consider your race to be?					
Caucasian	82 91.1%	15 75.0%	23 100.0%	23 95.8%	21 91.3%
African American	2 2.2%	- -	- -	1 4.2%	1 4.3%
Hispanic American	- -	- -	- -	- -	- -
American Indian/Alaskan Native	- -	- -	- -	- -	- -
Asian American	- -	- -	- -	- -	- -
Bi-Racial	6 6.7%	5 25.0%	- -	- -	1 4.3%
Other	- -	- -	- -	- -	- -

Youth Race Literals Q9A

Youth Demographics

Youth Primary Service Q10

Counts Break % Respondents	2019/2020 YTD...	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	20	23	24	23
Are you receiving services primarily for:					
Mental Health	87 96.7%	18 90.0%	22 95.7%	24 100.0%	23 100.0%
Drug and Alcohol Treatment	- -	- -	- -	- -	- -
Both Mental Health and Drug and Alcohol Treatment	3 3.3%	2 10.0%	1 4.3%	- -	- -

Youth First Diagnosed Q11

Counts Break % Respondents	2019/2020 YTD...	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	20	23	24	23
How old were you when you first starting receiving mental...					
Less than 5 years	18 20.0%	4 20.0%	4 17.4%	5 20.8%	5 21.7%
6-8 years	14 15.6%	3 15.0%	1 4.3%	6 25.0%	4 17.4%
9-11 years	16 17.8%	3 15.0%	8 34.8%	2 8.3%	3 13.0%
12-14 years	19 21.1%	3 15.0%	5 21.7%	4 16.7%	7 30.4%
15-17 years	14 15.6%	- -	5 21.7%	6 25.0%	3 13.0%
18-20 years	4 4.4%	4 20.0%	- -	- -	- -
21 and over years	- -	- -	- -	- -	- -
Not sure	5 5.6%	3 15.0%	- -	1 4.2%	1 4.3%

Youth Satisfaction With Community Care

Do you know where to find the number to call Community Care.....Q12A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
Do you know where to find the number to call Community Care (CCBH), with questions or concerns about your treatment? (Note to Surveyor: if no, give phone number 1-855-520-9787)					
Yes	44 48.9%	13 65.0%	11 47.8%	12 50.0%	8 34.8%
No	35 38.9%	7 35.0%	12 52.2%	8 33.3%	8 34.8%
Not Sure	11 12.2%	- -	- -	4 16.7%	7 30.4%

48.9% of target rate YTD

Action Required

Are you aware that you can file a complaint with Community Care...Q12B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
Are you aware that you can file a complaint with Community Care (CCBH) if you need to? (Complaint-Telling or writing us to say you are not satisfied with services.)					
Yes	64 71.1%	16 80.0%	17 73.9%	16 66.7%	15 65.2%
No	24 26.7%	4 20.0%	6 26.1%	8 33.3%	6 26.1%
Not Sure	2 2.2%	- -	- -	- -	2 8.7%

71.1% of target rate YTD

Satisfactory

Youth Satisfaction With Community Care

Are you aware tht you can file a grievance with Community Care....Q12C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
Are you aware that you can file a grievance with Community Care (CCBH) if you need to? (Grievance-Telling or writing us to say you do not agree with a denial of a covered service or change in a cov...					
Yes	65 72.2%	16 80.0%	17 73.9%	16 66.7%	16 69.6%
No	24 26.7%	4 20.0%	6 26.1%	8 33.3%	6 26.1%
Not Sure	1 1.1%	- -	- -	- -	1 4.3%

72.2% of target rate YTD

Satisfactory

Youth Satisfaction With Community Care Literals Q12D

If member disagreed with any of the statements above plea...

Q2-I do not recall who CCBH is.

Q2-I am not aware of CCBH.

Q2-Did not know where to find the number.

Youth Provider Level Analysis

Youth Provider Service Q13

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	20	23	24	23
Who is your provider? Note to Surveyor: If there is mor...					
Community Services Group (CSG)	31 34.4%	4 20.0%	7 30.4%	12 50.0%	8 34.8%
Crossroads Counseling	11 12.2%	3 15.0%	2 8.7%	1 4.2%	5 21.7%
Diakon Family Life Services	11 12.2%	2 10.0%	6 26.1%	2 8.3%	1 4.3%
Genesis House	1 1.1%	-	1 4.3%	-	-
Keystone Counseling	3 3.3%	1 5.0%	-	1 4.2%	1 4.3%
Lycoming/Clinton MH/ID (Joinder)	21 23.3%	9 45.0%	2 8.7%	6 25.0%	4 17.4%
Geisinger Services	2 2.2%	-	-	2 8.3%	-
UPMC Susquehanna Behavioral Health Inpatient	1 1.1%	-	1 4.3%	-	-
Other	9 10.0%	1 5.0%	4 17.4%	-	4 17.4%

Youth Provider Literals Q13A

If other, please explain.

- Q1- Beacon Light
- Q2- UCBH Bellefonte
- Q2- Rebecca M Wright
- Q2-UCBH Bellefonte
- Q2-UCBH Bellefonte
- Q4-Gillum Psychological
- Q4-Concern Counseling
- Q4-SunPoint Health
- Q2- BLAST Intermediate Unit 17

Youth Provider Level Analysis

Youth Provider Analysis Q14

Counts Break % Respondents	2019/2020 YTD...	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	20	23	24	23
Were you made aware that you have a choice of providers?					
Yes	73 81.1%	19 95.0%	15 65.2%	20 83.3%	19 82.6%
No	17 18.9%	1 5.0%	8 34.8%	4 16.7%	4 17.4%

Did you choose this provider? Q15

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
Did you choose to go to this provider?					
Yes	23 25.6%	3 15.0%	9 39.1%	3 12.5%	8 34.8%
No	2 2.2%	1 5.0%	- -	- -	1 4.3%
Court Ordered	-	-	-	-	-
Chosen by Parent	29 32.2%	6 30.0%	7 30.4%	8 33.3%	8 34.8%
Referred	33 36.7%	10 50.0%	5 21.7%	12 50.0%	6 26.1%
Other	3 3.3%	- -	2 8.7%	1 4.2%	- -

Youth Provider Level Analysis

Youth Provider Service Q16

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
*N/A responses reduce total	89	20	22	24	23
What Mental Health service are you currently receiving fr...					
Outpatient Counseling	25 28.1%	4 20.0%	8 36.4%	4 16.7%	9 39.1%
Medication Management	16 18.0%	4 20.0%	6 27.3%	4 16.7%	2 8.7%
Psychiatry	13 14.6%	1 5.0%	5 22.7%	5 20.8%	2 8.7%
Telepsychiatry	8 9.0%	1 5.0%	0 0.0%	3 12.5%	4 17.4%
Partial Hospitalization Program	1 1.1%	0 0.0%	0 0.0%	0 0.0%	1 4.3%
Family Based Mental Health	2 2.2%	1 5.0%	0 0.0%	1 4.2%	0 0.0%
Inpatient Hospitalization	1 1.1%	0 0.0%	1 4.5%	0 0.0%	0 0.0%
Targeted Case Management (TCM)	20 22.5%	8 40.0%	2 9.1%	5 20.8%	5 21.7%
Behavioral Health Rehabilitation Services (BHRS)	2 2.2%	1 5.0%	0 0.0%	1 4.2%	0 0.0%
Community & School Based Behavioral Health (CSBBH)	1 1.1%	0 0.0%	0 0.0%	1 4.2%	0 0.0%

Provider Service Literal Q16A

Youth Access to Services

We meet at places that are easy for me to get to Q20A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
We meet at places that are easy for me to get to.					
Strongly Agree/Agree	79 87.8%	20 100.0%	23 100.0%	20 83.3%	16 69.6%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	11 12.2%	-	-	4 16.7%	7 30.4%

87.8% of target rate YTD

Meets Expectations

We meet at times that are convenient to me Q20B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
We meet at times that are convenient to me.					
Strongly Agree/Agree	86 95.6%	20 100.0%	22 95.7%	21 87.5%	23 100.0%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	4 4.4%	-	1 4.3%	3 12.5%	-

95.6% of target rate YTD

Meets Expectations

Youth Access to Services

I have been given clear information on who to contact if I need.....Q20C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
I have been given clear information on who to contact if I need immediate help between appointments.					
Strongly Agree/Agree	80 88.9%	20 100.0%	19 82.6%	19 79.2%	22 95.7%
Strongly Disagree/Disagree	9 10.0%	- -	3 13.0%	5 20.8%	1 4.3%
Neutral	1 1.1%	- -	1 4.3%	- -	- -

88.9% of target rate YTD

Meets Expectations

Youth Access to Services Literals Q20D

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

- _____
Q2- They used to be in Mill Hall
- _____
Q2- It is kind of a far drive.
- _____
Q2- My mom deals with this.
- _____
Q2-It is far away.
- _____
Q2-We wait three hours in the waiting room to see the med doctor.
- _____
Q2-My mom has to take me.
- _____
Q4-We do everything by phone now or she comes to me.

Youth Treatment Experiences

I understand why I am receiving services Q21A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
I understand why I am receiving services.					
Strongly Agree/Agree	87 96.7%	20 100.0%	23 100.0%	21 87.5%	23 100.0%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	3 3.3%	-	-	3 12.5%	-

96.7% of target rate YTD

Meets Expectations

I believe the staff listens to me Q21B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
I believe the staff listens to me.					
Strongly Agree/Agree	87 96.7%	19 95.0%	21 91.3%	24 100.0%	23 100.0%
Strongly Disagree/Disagree	1 1.1%	1 5.0%	-	-	-
Neutral	2 2.2%	-	2 8.7%	-	-

96.7% of target rate YTD

Meets Expectations

Youth Treatment Experiences

I feel free to express my opinions Q21C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
I feel free to express my opinions.					
Strongly Agree/Agree	85 94.4%	20 100.0%	22 95.7%	24 100.0%	19 82.6%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	5 5.6%	-	1 4.3%	-	4 17.4%

94.4% of target rate YTD

Meets Expectations

I get the right amount of help Q21D

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
I get the right amount of help.					
Strongly Agree/Agree	86 95.6%	19 95.0%	20 87.0%	24 100.0%	23 100.0%
Strongly Disagree/Disagree	4 4.4%	1 5.0%	3 13.0%	-	-
Neutral	-	-	-	-	-

95.6% of target rate YTD

Meets Expectations

Youth Treatment Experiences

I feel I am benefiting from treatment Q21E

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
I feel that I am benefiting from treatment.					
Strongly Agree/Agree	84 93.3%	18 90.0%	19 82.6%	24 100.0%	23 100.0%
Strongly Disagree/Disagree	5 5.6%	1 5.0%	4 17.4%	- -	- -
Neutral	1 1.1%	1 5.0%	- -	- -	- -

93.3% of target rate YTD

Meets Expectations

Staff helped me develop my treatment goals Q21F

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
Staff helped me develop my treatment goals.					
Strongly Agree/Agree	83 92.2%	20 100.0%	16 69.6%	24 100.0%	23 100.0%
Strongly Disagree/Disagree	4 4.4%	- -	4 17.4%	- -	- -
Neutral	3 3.3%	- -	3 13.0%	- -	- -

92.2% of target rate YTD

Meets Expectations

Youth Treatment Experiences

I believe my treatment plan is easy to understand Q21G

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
I believe my treatment plan is easy to understand.					
Strongly Agree/Agree	87 96.7%	20 100.0%	20 87.0%	24 100.0%	23 100.0%
Strongly Disagree/Disagree	3 3.3%	- -	3 13.0%	- -	- -
Neutral	- -	- -	- -	- -	- -

96.7% of target rate YTD

Meets Expectations

My provider has talked with me about community supports....Q21H

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
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	79 87.8%	19 95.0%	17 73.9%	23 95.8%	20 87.0%
Strongly Disagree/Disagree	4 4.4%	- -	3 13.0%	1 4.2%	- -
Neutral	7 7.8%	1 5.0%	3 13.0%	- -	3 13.0%

87.8% of target rate YTD

Meets Expectations

Youth Treatment Experiences

Youth Treatment Experiences Literals 18I

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

Q1-He just throws the past in my face constantly.

Q1-Things are always fluctuating with me so and it effects this.

Q2-My Life is not any better. We just watched movies.

Q2-It depends on the meetings, sometimes.

Q2-I don't always like making goals because of not always being able to meet them because of mood changes. I am not ready for a different level of care.

Q2-Sometimes my psychiatrist seems distracted.

Q2-We have not seen any progress over the years.

Q2-Not sure always why I'm still going there.

Q4-I do not express myself much and do not know how they will act.

Recovery Oriented Practices

Staff focus on what I do well Q22A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
Staff focus on what I do well.					
Strongly Agree/Agree	87 96.7%	20 100.0%	23 100.0%	21 87.5%	23 100.0%
Strongly Disagree/Disagree	2 2.2%	- -	- -	2 8.3%	- -
Neutral	1 1.1%	- -	- -	1 4.2%	- -

96.7% of target rate YTD

Meets Expectations

Recovery Oriented Practices

Staff helped me be successful in meeting treatment goals Q22B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
Staff helped me be successful in meeting treatment goals.					
Strongly Agree/Agree	84 93.3%	20 100.0%	17 73.9%	24 100.0%	23 100.0%
Strongly Disagree/Disagree	3 3.3%	- -	3 13.0%	- -	- -
Neutral	3 3.3%	- -	3 13.0%	- -	- -

93.3% of target rate YTD

Meets Expectations

Youth Recovery Oriented Practices Literals Q22C

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

Q2-I don't want to follow goals at times is difficult to feel successful.

Q2- We did not get through one goal.

Q2-They focus on what I do not do well.

Q2-If he is doing good they do not need to focus on it.

Youth Outcomes

I handle day to day problems better Q23A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
I handle day to day problems better.					
Strongly Agree/Agree	77 85.6%	18 90.0%	19 82.6%	19 79.2%	21 91.3%
Strongly Disagree/Disagree	6 6.7%	1 5.0%	4 17.4%	- -	1 4.3%
Neutral	7 7.8%	1 5.0%	- -	5 20.8%	1 4.3%

85.6% of target rate YTD

Meets Expectations

Youth Outcomes

I manage my strong feelings, like anger, better Q23B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
I manage my strong feelings, like anger, better.					
Strongly Agree/Agree	71 78.9%	18 90.0%	19 82.6%	15 62.5%	19 82.6%
Strongly Disagree/Disagree	6 6.7%	1 5.0%	4 17.4%	- -	1 4.3%
Neutral	13 14.4%	1 5.0%	- -	9 37.5%	3 13.0%

78.9% of target rate YTD

Satisfactory

I don't get in trouble as often as I did before treatment Q23C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
I don't get in trouble as often as I did before treatment.					
Strongly Agree/Agree	72 80.0%	18 90.0%	18 78.3%	16 66.7%	20 87.0%
Strongly Disagree/Disagree	10 11.1%	1 5.0%	5 21.7%	3 12.5%	1 4.3%
Neutral	8 8.9%	1 5.0%	- -	5 20.8%	2 8.7%

80.0% of target rate YTD

Satisfactory

Youth Outcomes

I think good things are going to happen more often to me Q23D

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
I think good things are going to happen more often for me.					
Strongly Agree/Agree	75 83.3%	19 95.0%	16 69.6%	20 83.3%	20 87.0%
Strongly Disagree/Disagree	8 8.9%	- -	4 17.4%	3 12.5%	1 4.3%
Neutral	7 7.8%	1 5.0%	3 13.0%	1 4.2%	2 8.7%

83.3% of target rate YTD

Meets Expectations

I feel good more often than before I participated in treatment Q23E

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
I feel good more often than before I participated in treatment.					
Strongly Agree/Agree	82 91.1%	19 95.0%	19 82.6%	24 100.0%	20 87.0%
Strongly Disagree/Disagree	4 4.4%	- -	4 17.4%	- -	- -
Neutral	4 4.4%	1 5.0%	- -	- -	3 13.0%

91.1% of target rate YTD

Meets Expectations

Youth Outcomes

I feel like treatment is working because I am able to apply...Q23F

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
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	84 93.3%	18 90.0%	19 82.6%	24 100.0%	23 100.0%
Strongly Disagree/Disagree	5 5.6%	1 5.0%	4 17.4%	- -	- -
Neutral	1 1.1%	1 5.0%	- -	- -	- -

93.3% of target rate YTD

Meets Expectations

Youth Outcomes Literals Q23G

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

Q1-I do not do well with change. I am not here for anger issues. He has not been really involved.

Q1-I am always dealing with a lot of symptoms.

Q2-I did not benefit from it. My time there was useless.

Q2-It depends on the day.

Q2-She is uncontrollable. It has to do with her fits. She still gets in trouble. She thinks about the worst. I feel she is getting worse.

Q2-He has gotten harder to manage.

Q2-I did not get into trouble before treatment.

Q2-I just get angry sometimes.

Q2-He still has bad days. He still gets in trouble.

Q2-Still struggling with goals - I.E. budgeting

Q2-Sometimes still get angry like before.

Q2- Still working on this but getting better at it.

Youth Provider Issues and Problems

Youth issues or problems with Provider Q24

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	20	23	24	23
Have you had any issues or problems with (name of provider)?					
Yes	2 2.2%	1 5.0%	- -	1 4.2%	- -
No	88 97.8%	19 95.0%	23 100.0%	23 95.8%	23 100.0%

Youth issues and problems Q25

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
(N/A) responses reduce total	2	1	-	1	-
If you filed a formal complaint, were you pleased with the outcome?					
My treatment is confusing.	-	-	-	-	-
Frequent provider cancellations.	-	-	-	-	-
Poor communication.	-	-	-	-	-
Frequent staff changes.	-	-	-	-	-
Attitude/personality Conflict	-	-	-	-	-
Billing	-	-	-	-	-
Other	2 100.0%	1 100.0%	-	1 100.0%	-

Youth Provider Issues and Problems

Youth Provider Issues or Problems Q25A

If ""other"", please explain.

Q1-Over medicating me.

Q2-Getting approval for medical equipment.

Do you know how to file a grievance against your provider...Q26

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
*N/A responses reduce total	2	1	-	1	-
Were you able to resolve these issues or problems with (n...					
Yes	1 50.0%	-	-	1 100.0%	-
No	1 50.0%	1 100.0%	-	-	-

Youth Department of Public Welfare Questions

What effect has the treatment you've received had on the overall....Q27

Counts Break % Respondents	2019/202- 0 YTD...	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	20	23	24	23
What effect has the treatment you've received had on the ...					
Much Better	48 53.3%	13 65.0%	15 65.2%	12 50.0%	8 34.8%
A Little Better	32 35.6%	2 10.0%	4 17.4%	12 50.0%	14 60.9%
About the Same	7 7.8%	5 25.0%	1 4.3%	- -	1 4.3%
A Little Worse	3 3.3%	- -	3 13.0%	- -	- -
Much Worse	- -	- -	- -	- -	- -

Youth given chance to make treatment decisions. Q28

Counts Break % Respondents	2019/202- 0 YTD...	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	20	23	24	23
Were you given the chance to make treatment decisions?					
Yes	62 68.9%	12 60.0%	10 43.5%	22 91.7%	18 78.3%
No	6 6.7%	- -	3 13.0%	- -	3 13.0%
Sometimes	22 24.4%	8 40.0%	10 43.5%	2 8.3%	2 8.7%

Youth Department of Public Welfare Questions

Youth problems getting the needed help Q29

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
* (NA) responses reduce total	90	20	23	24	23
In the last year, did you have any problems getting the h...					
Yes	6 6.7%	2 10.0%	2 8.7%	1 4.2%	1 4.3%
No	80 88.9%	15 75.0%	20 87.0%	23 95.8%	22 95.7%
Sometimes	4 4.4%	3 15.0%	1 4.3%	-	-

Youth issues or problems Q30

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
*N/A responses reduce total	9	5	2	1	1
If you weren't able to get help in the last twelve months...					
Money issues	2 22.2%	-	1 50.0%	1 100.0%	-
Transportation issues	4 44.4%	3 60.0%	-	-	1 100.0%
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Long waiting list	1 11.1%	1 20.0%	-	-	-
I didn't know where to get help	-	-	-	-	-
Other	2 22.2%	1 20.0%	1 50.0%	-	-

Youth Department of Public Welfare Questions Literal Comments

Youth Reason for Not Getting Needed Help Literals Q30A

If other, please explain.

Q1-Medication issues.

Q2-Funding got cut from evening day treatment.

Q2-Transportation issues, Language barriers, Inconvenient times, I didn't know where to get help.

Youth Behavioral Health Medications

Youth Medications Q31

Counts Break % Respondents	2019/202- 0 YTD...	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	20	23	24	23
Are you taking behavioral health medications?					
Yes	76 84.4%	19 95.0%	17 73.9%	20 83.3%	20 87.0%
No	14 15.6%	1 5.0%	6 26.1%	4 16.7%	3 13.0%

Youth Behavioral Health Medications

Who prescribes your behavioral health medications? Q32

Counts Break % Respondents	Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	76	19	17	20	20
Who prescribes your behavioral health medications?					
Psychiatrist	57 75.0%	12 63.2%	16 94.1%	12 60.0%	17 85.0%
Primary Care Physician	6 7.9%	2 10.5%	1 5.9%	1 5.0%	2 10.0%
Nurse Practitioner	4 5.3%	- -	- -	4 20.0%	- -
Physicians Assistant	3 3.9%	2 10.5%	- -	- -	1 5.0%
Other	6 7.9%	3 15.8%	- -	3 15.0%	- -

Source of Behavioral Health Medications Q32A

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

- Q1-Dr. Delvo
- Q1-Dr. Heather Yoast
- Q1-Dr. Heather Yoast
- Q1-Dr. Monika Wagner and Thomas Challman
- Q1-Dr. Monika Wagner and Thomas Challman
- Q1-Dr. Monika Wagner and Thomas Challman
- Q1-Denise Probst
- Q2-Karen Snyder
- Q2-Dr. Chalman- Behavioral Specialist
- Q2-Dr. Chalam
- Q2-Dr. Chalman
- Q2-Robin
- Q2-Robyn
- Q2-Robyn
- Q2-Robyn
- Dr. Dennis Probst
- Q4-Dr. Peterman
- Q4-Kristen Douglass
- Q2-Dr. Barrows

Youth Behavioral Health Medications

Overall, I feel my behavioral health medications help me. Q33A

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
(N/A) responses reduce total	76	19	17	20	20
Overall, I feel my behavioral health medications help me.					
Strongly Agree/Agree	58 76.3%	16 84.2%	10 58.8%	15 75.0%	17 85.0%
Strongly Disagree/Disagree	3 3.9%	- -	3 17.6%	- -	- -
Neutral	15 19.7%	3 15.8%	4 23.5%	5 25.0%	3 15.0%

My provider explained all side effects of the medications.....Q33B

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
(N/A) responses reduce total	76	19	17	20	20
My provider explained all side effects of the medications prescribed to me.					
Strongly Agree/Agree	73 96.1%	17 89.5%	16 94.1%	20 100.0%	20 100.0%
Strongly Disagree/Disagree	2 2.6%	2 10.5%	- -	- -	- -
Neutral	1 1.3%	- -	1 5.9%	- -	- -

I feel the person who prescribes my medication, listens.....Q33C

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
*(N/A) responses reduce totals	76	19	17	20	20
I feel the person who prescribes my medication, listens and responds to my concerns.					
Strongly Agree/Agree	73 96.1%	19 100.0%	14 82.4%	20 100.0%	20 100.0%
Strongly Disagree/Disagree	3 3.9%	- -	3 17.6%	- -	- -
Neutral	- -	- -	- -	- -	- -

Youth Satisfaction With Behavioral Health Medications

Youth satisfaction with behavioral health medications literals. Q33D

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

- Q1-I had a bad reaction once.

- Q1-Sometimes I feel like they do not help me that much.

- Q2-Sometimes I think I am not on the right meds.

- Q2-The meds work at first, then stop working. I have to change meds frequently.

- Q2- I talk to my provider about problems and he does not listen.

- Q2-Others say they notice a difference, I feel a little different.

- Q2-Sometimes I wake up in the middle of the night.

Youth Difficulty in Obtaining Medications Q34

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
(N/A) responses reduce total	76	19	17	20	20
Are you having any trouble getting the medications that work for you?					
Yes	9 11.8%	5 26.3%	3 17.6%	- -	1 5.0%
No	67 88.2%	14 73.7%	14 82.4%	20 100.0%	19 95.0%

Youth Discharge Related to Compliance Issues Q35

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	20	23	24	23
Have you ever been discharged in the past because you had trouble following your treatment plan, or you relapsed?					
Yes	12 13.3%	7 35.0%	4 17.4%	- -	1 4.3%
No	78 86.7%	13 65.0%	19 82.6%	24 100.0%	22 95.7%

Youth Additional Compliments or Concerns

Youth Additional Compliments or Concerns Q36

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

- Q2- Crossroads is great! They are very accommodating, responsive and receptive.
- Q1-I do not want to go to Diakon.
- Q1-Joinder is great!
- Q1-The doctor is the best doctor ever. He is great.
- Q1-It is hard to get appointments at Crossroads.
- Q2-I have improved greatly since I started services.
- Q2- My counselor has kept me out of the hospital many times, helped me a lot. My Dr. is very patient with meds-she helps get the ones I need.
- Q2-My doctor has been very patient with med changes and helping to get the insurance to approve the meds I need.
- Q2-The TCM was fabulous! She went over and beyond for him.
- Q2-We are doing tests on her brain to see what the problem is.
- Q2-She absolutely adores her counselor!
- Q2-They have been really helpful with working on my goals and keeping my cool.
- Q4-I am only concerned about what happens to him after he is discharged. It may be hard to get back into services.
- Q4-We both really like the doctor. I have come a long way.

Youth Members Interested In Having Concerns Addressed

Interested in having concerns addressed Q37

Counts Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
*(NA) responses reduce total	3	1	1	1	-
If you have shared problems about your provider or manage...					
Yes	-	-	-	-	-
No	3	1	1	1	-

Provider Responses

Provider Responses to 3rd Quarter (January - March 2020)– C/FST Report

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

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

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

No provider responses were due for the 3rd Quarter.

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

2.Other Provider Comments:

Previous Quarter Comment – Repeated for Information Purposes:

C/FST Question: “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 3rd Quarter (January - March 2020) Report

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

No Community Care response was due for the 3rd Quarter.

Technical Notes

Technical Notes

A. Projected Surveys – July 1, 2019 – June 30, 2020

The Center for Behavioral Health Data Research, Inc. has been contracted by Lycoming-Clinton Joinder Board HealthChoices to conduct 540 surveys between July 1, 2019 and June 30, 2020. 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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14	Youth Satisfaction With Community Care Literals Q12D	96	96
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25	I understand why I am receiving services Q21A	102	102
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30	Staff helped me develop my treatment goals Q21F	104	104
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32	My provider has talked with me about community supports....Q21H	105	105
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34	Staff focus on what I do well Q22A	106	106
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36	Youth Recovery Oriented Practices Literals Q22C	107	107
37	I handle day to day problems better Q23A	107	107
38	I manage my strong feelings, like anger, better Q23B	108	108
39	I don't get in trouble as often as I did before treatment Q23C	108	108
40	I think good things are going to happen more often to me Q23D	109	109
41	I feel good more often than before I participated in treatment Q23E	109	109
42	I feel like treatment is working because I am able to apply...Q23F	110	110
43	Youth Outcomes Literals Q23G	110	110
44	Youth issues or problems with Provider Q24	111	111
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58	I feel the person who prescribes my medication, listens.....Q33C	117	117
59	Youth satisfaction with behavioral health medications literals. Q33D	118	118
60	Youth Difficulty in Obtaining Medications Q34	118	118
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