

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

LCJB HealthChoices Behavioral Health System

2nd Quarter – October 2018-December 2018

Consumer and Family Satisfaction & Outcomes: Survey Findings

Detailed Report of Survey Findings
January 2019

Survey Administration and Evaluation Services
Provided By:

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

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

Chart Informational Guide

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

At or above 80% Benchmark - **Satisfactory**

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

Below 70% - **Requires Action**

Data Utilization & Provider Response

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

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

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

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

Introduction

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

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

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

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

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

How this report is organized:

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

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

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

The last page of the Adult, Family and Youth sections each have an Index Table that lists all of the charts utilized with that section by name and page number.

Page 78 – 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 79 – 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 80-84 – 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 – 2nd Quarter and Fiscal Year Performance

This 2nd Quarter Lycoming-Clinton C/FST Report covers the period between October and December 2018 and provides details on the 102 adult, 27 family and 17 youth (146 total) interviews that were completed.

Adult Survey Process & Findings

The following are C/FST findings and recommendations based on the 102 adult surveys completed during the 2nd Quarter of fiscal year 2018/19 for the period between October and December 2018.

Survey Results & Variations on Sample Characteristics

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

2nd Quarter Adult Sample Characteristics versus 1st Quarter Comparison:

1. Higher ratio of face to face – percentage of total surveys 79% (81 of 102) versus 67% (59 of 88).
2. Higher ratio of female respondents –69% (70 of 102) versus 59% (52 of 88)
3. Lower percentage of members between ages 25-44 – 32% (33 of 102) versus 42% (37 of 88).
4. Age first started having mental health issues – 12 years old or younger 31% (32 of 102) versus 27% (24 of 88).

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

Findings Overview

1. Adults are generally pleased with Community Care. 92% (94 of 102) adults surveyed, compared to 98% (86 of 88) in the 1st Quarter, felt Community Care authorized enough time with their provider to meet their needs.

64% (65 of 102) adults report knowing how to file a complaint or grievance, down from 82% (72 of 88) in the 1st Quarter. Just 2% (2 of 102) adults surveyed during the 2nd Quarter reported using Community Care's complaint or grievance process compared to 0% (0 of 88) in the 1st Quarter.

23% (23 of 102) up slightly from 19% (17 of 88) during the 1st Quarter reported having to call Community Care Member Service to find a provider.

87% (40 of 46, excluding 56 "not sure") compared to 54% (22 of 41, excluding 47 "not sure") in the 1st Quarter reported *Community Care was responsive to their need when called*.

2. Surveyed adults had positive responses with *Access to provider treatment services*. 98% (100 of 102) felt they *were able to get the help they needed within an acceptable amount of time*. 84% (85 of 102) of adults agree they *were encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.)*. This dropped from 96% (84 of 88) in the 1st Quarter.

3. Surveyed adults are generally pleased with their provider *Treatment Experiences*. Although the indicator *"provider talks to them about community supports and options that are available when they are ready for a different level of care"* dropped to 65% (66 of 102) during the 2nd Quarter from 81% (71 of 88) in the 1st Quarter.

Improvement continues to hold with the indicator *"I am afraid to complain for fear of consequences or discharge"* as this quarter was again below the 10% or less benchmark at 4% (4 of 102), although it did increase from 2% (2 of 88) in the 1st Quarter.

4. Overall, adults have a high level of satisfaction with provider *Recovery Orientation* with favorable scores in the range 92% to 96% in all four indicators.

5. Questions in the section – *Wellness Recovery Actions Plans* (Questions Q46a-Q46b) showed improvement during the 2nd Quarter. 49% (50 of 102) of adults interviewed responded positively to “Do you know what a Wellness Action Recovery Plan (WRAP) is?” This compares to just 33% (29 of 88) in the 1st Quarter.

Likewise, 41% (42 of 102) compared to 23% (20 of 88) in the 1st Quarter, reported having a WRAP. Another way of looking at this is that 84% (42 of the 50) reporting knowing what a WRAP is, also report having one. This is also improved from 69% (20 of 29) during the 1st Quarter.

6. Adult responses to “*My provider recommend I complete a Mental Health Advance Directive*” was just 12% (12 of 102) compared to 26% (23 of 88) during the 1st 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.

4. Adult perception of satisfaction with treatment *Outcomes* was good as all 102 adults surveyed believed they *dealt more effectively with daily problems; were more hopeful about the future, believe they are recovering, that treatment is working and knowing what to do if in a crisis* with a range of 88%-96% agreement in all five indicators.

5.98% (100 of 102) adults interviewed reported taking behavioral health medications and 92% of those adults (92 of 100) felt the behavioral health medications were effective in managing their symptoms.

6.2% (2 of 102) of interviewed adults, compared to 5% (4 of 88) in the previous quarter, had issues or problems with their provider. One adult resolved the issue or problem with the program manager and one chose not to take any action because they were concerned with how the provider would react.

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 12% (12 of 102).

3. Adult responses to the C/FST question regarding WRAP indicates that just 49% (50 of 102) of adults interviewed this quarter knew what a WRAP was and 84%, 42 of those 50 had a WRAP.

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

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

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

4. New subsections were added to the question, "*Have you had any issues or problems with services from this provider.*" This was to determine if the member actually felt the issue or problem was important enough to have resolved and/or if the member was able to have the issue or problem resolved through a discussion with a provider representative without the need to file a formal complaint. (See last bullet point in above section)

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

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

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

Adult – Member Request for Assistance

Upon completing the survey 1% (1 of 102) adult members surveyed, compared to 1% (01 of 88) in the previous quarter, expressed interest in having a provider or MCO address the concern or issue they shared during the interview referred for immediate handling by LCJB HealthChoices.

Demographics

Adult Type of Survey Q4

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...
Base	190	88	102
What type of survey is this?			
Telephone	50 26.3%	29 33.0%	21 20.6%
Face to Face	140 73.7%	59 67.0%	81 79.4%

Adult County Q5

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...
Base	190	88	102
What county do you live in?			
Lycoming	148 77.9%	66 75.0%	82 80.4%
Clinton	42 22.1%	22 25.0%	20 19.6%

Adult Zip Code Q6

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...
Base	190	88	102
What is your zip code?			
17701-Williamsport	105 55.3%	44 50.0%	61 59.8%
17702-Williamsport	3 1.6%	1 1.1%	2 2.0%
17721-Avis	3 1.6%	1 1.1%	2 2.0%
17728-Cogan Station	4 2.1%	2 2.3%	2 2.0%
17737-Hughesville	11 5.8%	6 6.8%	5 4.9%
17740-Jersey Shore	6 3.2%	5 5.7%	1 1.0%
17744-Linden	4 2.1%	-	4 3.9%
17745-Lock Haven	31 16.3%	16 18.2%	15 14.7%
17751-Mill Hall	3 1.6%	3 3.4%	-
17752-Montgomery	3 1.6%	3 3.4%	-
17754-Montoursville	5 2.6%	-	5 4.9%
17756-Muncy	8 4.2%	6 6.8%	2 2.0%
17764-Renovo	3 1.6%	-	3 2.9%
Other	1 0.5%	1 1.1%	-

Adult Gender Q7

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...
Base	190	88	102
What is your gender?			
Male	68 35.8%	36 40.9%	32 31.4%
Female	122 64.2%	52 59.1%	70 68.6%

Demographics

Adult Age Q8

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...
Base	190	88	102
How old are you?			
21 to 24 years	11 5.8%	7 8.0%	4 3.9%
25 to 34 years	43 22.6%	27 30.7%	16 15.7%
35 to 44 years	27 14.2%	10 11.4%	17 16.7%
45 to 54 years	43 22.6%	17 19.3%	26 25.5%
55 to 64 years	51 26.8%	16 18.2%	35 34.3%
65 and over	15 7.9%	11 12.5%	4 3.9%

Adult Race Q9

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...
Base	190	88	102
What do you consider your race to be?			
Caucasian	168 88.4%	78 88.6%	90 88.2%
African American	16 8.4%	6 6.8%	10 9.8%
American Indian/Alaskan Native	2 1.1%	-	2 2.0%
Bi-Racial	3 1.6%	3 3.4%	-
Other	1 0.5%	1 1.1%	-

Adult Primary Service Q10

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...
Base	190	88	102
Are you receiving services primarily for:			
Mental Health	124 65.3%	50 56.8%	74 72.5%
Drug and Alcohol Treatment	19 10.0%	18 20.5%	1 1.0%
Both Mental Health and Drug and Alcohol Treatment	47 24.7%	20 22.7%	27 26.5%

Adult First Diagnosed Q11

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...
Base	190	88	102
How old were you when you first starting having mental he...			
Less than 5 years	21 11.1%	10 11.4%	11 10.8%
6-12 years	35 18.4%	14 15.9%	21 20.6%
13-17 years	46 24.2%	16 18.2%	30 29.4%
18 to 24 years	25 13.2%	13 14.8%	12 11.8%
25-34 years	35 18.4%	18 20.5%	17 16.7%
35-44 years	13 6.8%	7 8.0%	6 5.9%
45-54 years	5 2.6%	-	5 4.9%
55-64 years	2 1.1%	2 2.3%	-
65 and over	1 0.5%	1 1.1%	-
Not sure	7 3.7%	7 8.0%	-

Adult Satisfaction with Community Care

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	190	88	102	-	-	-	
I know how to access information about Community Care handbook/website (www.ccbh.com)							
Yes	127 66.8%	63 71.6%	64 62.7%	-	-	80%	
No	35 18.4%	10 11.4%	25 24.5%	-	-	-	
Not Sure	28 14.7%	15 17.0%	13 12.7%	-	-	-	

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	190	88	102	-	-	-	
When I call Community Care, they are responsive to my needs.							
Yes	62 32.6%	22 25.0%	40 39.2%	-	-	80%	
No	25 13.2%	19 21.6%	6 5.9%	-	-	-	
Not Sure	103 54.2%	47 53.4%	56 54.9%	-	-	-	

Adult Satisfaction with Community Care

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	190	88	102	-	-	-	
I have called Community Care's Member Service to find a provider.							
Yes	40 21.1%	17 19.3%	23 22.5%	-	-	-	80%
No	106 55.8%	45 51.1%	61 59.8%	-	-	-	-
Not Sure	44 23.2%	26 29.5%	18 17.6%	-	-	-	-

I feel Community Care has authorized enough time Q12D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	190	88	102	-	-	-	
I feel Community Care has authorized enough time with my provider to meet my needs.							
Yes	180 94.7%	86 97.7%	94 92.2%	-	-	-	80%
No	2 1.1%	2 2.3%	-	-	-	-	-
Not Sure	8 4.2%	-	8 7.8%	-	-	-	-

Adult Satisfaction with Community Care

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	190	88	102	-	-	-	
I know where to find information about how to file a complaint against Community Care if I need to.							
Yes	137 72.1%	72 81.8%	65 63.7%	-	-	80%	
No	31 16.3%	13 14.8%	18 17.6%	-	-	-	
Not Sure	22 11.6%	3 3.4%	19 18.6%	-	-	-	

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	190	88	102	-	-	-	
I know where to find information about how to file a grievance against Community Care if I need to. (-Grievance-Telling or writing that you do not agree with a denial of a covered service or change in ...							
Yes	136 71.6%	71 80.7%	65 63.7%	-	-	80%	
No	32 16.8%	14 15.9%	18 17.6%	-	-	-	
Not Sure	22 11.6%	3 3.4%	19 18.6%	-	-	-	

Adult Satisfaction with Community Care Literals Q12G

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

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

Q2-My parents take care of insurance.

Q2-My legal guardian takes care of this.

Q2-My legal guardian takes care of this.

Q2-My legal guardian takes care of this.

Q2-Mother takes care of this as a guardian.

Q2-Mother takes care of this as a guardian.

Q2-My mother takes care of insurance.

Adult Satisfaction with Community Care

Adult Complaints with Community Care Q13

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quart- er (Oct.-D...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	190	88	102	-	-
I have used Community Care's complaint process?					
Yes	2 1.1%	-	2 2.0%	-	-
No	188 98.9%	88 100.0%	100 98.0%	-	-

Adult Satisfaction with Community Care Grievance/Complaint Process Q14

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
(N/A) responses reduce total	2	-	2	-	-	-
If you have used CCBHO's complaint and grievance process,...						
Yes	2 100.0%	-	2 100.0%	-	-	80%
No	-	-	-	-	-	-

Adult Satisfaction with Community Care Compliant/Grievance Process Literals Q14a

Why or why not?

Q2-I was given more options for services as the outcome.

Q2-Yes, because I got a new caseworker that showed up for appointments and got me transportation to skills.

Adult Satisfaction with Community Care

Adult Grievance Process Q15

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	190	88	102	-	-
I have used Community Care's grievance process?					
Yes	-	-	-	-	-
No	190 100.0%	88 100.0%	102 100.0%	-	-

Adult Satisfaction with Community Care Grievance Process Q16

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

Community Care Grievance Process Literals Q16A

Adult Treatment Provider Level Analysis

What is the name of your treatment provider Q17

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...
Base	190	88	102
What is the name of your treatment provider?			
Community Services Group (CSG)	43 22.6%	15 17.0%	28 27.5%
Crossroads Counseling	48 25.3%	30 34.1%	18 17.6%
Diakon Family Life Services	12 6.3%	3 3.4%	9 8.8%
Susquehanna Behavioral Health Inpatient	3 1.6%	- -	3 2.9%
Geisinger Services	1 0.5%	- -	1 1.0%
Genesis House	13 6.8%	7 8.0%	6 5.9%
Lycoming/Clinton MHID (Joinder)	15 7.9%	2 2.3%	13 12.7%
UCBH	13 6.8%	2 2.3%	11 10.8%
Susquehanna Behavioral Health Outpatient	1 0.5%	- -	1 1.0%
Skills of Central PA	6 3.2%	1 1.1%	5 4.9%
White Deer Run/Cove Forge	2 1.1%	2 2.3%	- -
Williamsport Family Medical Center	1 0.5%	- -	1 1.0%
River Valley Health & Dental	8 4.2%	6 6.8%	2 2.0%
Other	24 12.6%	20 22.7%	4 3.9%

Adult Service Level Literals Q17A

If other, please explain.

Q1-Drop-in center.

Q1-Life skills learning.

Q1-Drop in center.

Q1-Drop in center.

Q1-Drop in center.

Q1-Drop in center.

Q1-Drop-in center.

Q1-Drop-in center.

Q2-Drop in center.

Q2-Drop in center.

Q2-Social skills and groups.

Q2-Social skills.

Q2-Social skills and learning.

Q2-living skills.

Adult Treatment Provider Level Analysis

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	190	88	102	-	-
Were you made aware of the availability of other provider...					
Strongly Agree/Agree	156 82.1%	74 84.1%	82 80.4%	-	80%
Strongly Disagree/Disagree	19 10.0%	10 11.4%	9 8.8%	-	-
Neutral	15 7.9%	4 4.5%	11 10.8%	-	-

Adult Choice Q19

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	190	88	102	-	-
Did you choose to go to this provider?					
Yes	133 70.0%	59 67.0%	74 72.5%	-	-
No	1 0.5%	-	1 1.0%	-	-
Court Ordered	23 12.1%	15 17.0%	8 7.8%	-	-
Referred	33 17.4%	14 15.9%	19 18.6%	-	-
Other	-	-	-	-	-

Adult Treatment Service Level Analysis

What mental health service are you completing this survey about Q20

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July- Sept.)	2nd Quarter (Oct.-Dec.)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
(N/A) responses reduce total	150	59	91	-	-
What Mental Health service are you completing this survey about?					
Outpatient Counseling	39 26.0%	14 23.7%	25 27.5%	- -	- -
Medication Management	56 37.3%	21 35.6%	35 38.5%	- -	- -
Psychiatry	22 14.7%	12 20.3%	10 11.0%	- -	- -
Telepsychiatry	- -	- -	- -	- -	- -
Partial Hospitalization Program	- -	- -	- -	- -	- -
Inpatient Hospitalization	1 0.7%	1 1.7%	- -	- -	- -
Crisis	- -	- -	- -	- -	- -
Co-Occurring Outpatient Counseling	1 0.7%	- -	1 1.1%	- -	- -
Targeted Case Management (TCM)	16 10.7%	3 5.1%	13 14.3%	- -	- -
Psychiatric Rehabilitation	- -	- -	- -	- -	- -
Certified Peer Support	- -	- -	- -	- -	- -
Other	15 10.0%	8 13.6%	7 7.7%	- -	- -

Adult Treatment Service Level Analysis

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	190	88	102	-	-
What Substance Use Disorder service are you completing th...					
Outpatient Counseling	18 9.5%	12 13.6%	6 5.9%	-	-
Medication Assisted Treatment (MAT)	6 3.2%	4 4.5%	2 2.0%	-	-
Intensive Outpatient Program (IOP)	2 1.1%	1 1.1%	1 1.0%	-	-
Case Coordination	-	-	-	-	-
Intensive Case Management	-	-	-	-	-
Partial Hospitalization Program	-	-	-	-	-
Rehabilitation Services	3 1.6%	3 3.4%	-	-	-
Detoxification Services	-	-	-	-	-
Co-Occurring Outpatient Counseling	4 2.1%	4 4.5%	-	-	-
Certified Recovery Specialist	3 1.6%	1 1.1%	2 2.0%	-	-
Other	5 2.6%	5 5.7%	-	-	-
N/A	149 78.4%	58 65.9%	91 89.2%	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
Base	190	88	102	-	-	-
I was made aware of the availability of different treatme...						
Strongly Agree/Agree	136 71.6%	57 64.8%	79 77.5%	-	-	80%
Strongly Disagree/Disagree	34 17.9%	21 23.9%	13 12.7%	-	-	-
Neutral	20 10.5%	10 11.4%	10 9.8%	-	-	-

Adult Treatment Service Level Analysis

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-Dec.)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	190	88	102	-	-
How long have you been receiving services from this provi...					
Less than 6 months	48 25.3%	24 27.3%	24 23.5%	-	-
6 months to 1 year	31 16.3%	10 11.4%	21 20.6%	-	-
1 to 2 years	24 12.6%	14 15.9%	10 9.8%	-	-
2 to 3 years	21 11.1%	9 10.2%	12 11.8%	-	-
4+ years	66 34.7%	31 35.2%	35 34.3%	-	-

Adult Access to Services

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
Base	190	88	102	-	-	-
I feel like I was able to get the help I needed within an acceptable amount of time.						
Strongly Agree/Agree	181 95.3%	81 92.0%	100 98.0%	-	-	80%
Strongly Disagree/Disagree	8 4.2%	7 8.0%	1 1.0%	-	-	-
Neutral	1 0.5%	-	1 1.0%	-	-	-

Adult Access to Services

I was encouraged to use consumer run programs Q24B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
Base	190	88	102	-	-	-
I was encouraged to use consumer run programs (support groups, drop-in centers, crisis phone lines, etc.)						
Strongly Agree/Agree	169 88.9%	84 95.5%	85 83.3%	-	-	80%
Strongly Disagree/Disagree	8 4.2%	3 3.4%	5 4.9%	-	-	-
Neutral	13 6.8%	1 1.1%	12 11.8%	-	-	-

Adult Access to Service Literals Q24C

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

Q1-Was not the truth about what was happening.

Q1-Have had many issues with changing caseworkers, not having problems taking care of with bills and money problems.

Q1-Medicine education part cuts into your therapy time, not enough therapy time.

Q1-I sometimes feel like coming here is a waste of time. I just come to group because it's court ordered.

Q2-I feel like I'm not getting out with the site mobile, I want to go out in the community more. Paperwork was held up.

Adult Treatment Experiences

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
Base	190	88	102	-	-	-
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	137 72.1%	71 80.7%	66 64.7%	-	-	80%
Strongly Disagree/Disagree	28 14.7%	8 9.1%	20 19.6%	-	-	-
Neutral	25 13.2%	9 10.2%	16 15.7%	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
Base	190	88	102	-	-	-
I am afraid to complain to my provider about my services for fear of consequences or discharge.						
Strongly Agree/Agree	6 3.2%	2 2.3%	4 3.9%	-	-	<10%
Strongly Disagree/Disagree	178 93.7%	85 96.6%	93 91.2%	-	-	-
Neutral	6 3.2%	1 1.1%	5 4.9%	-	-	-

Adult Treatment Experiences

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
Base	190	88	102	-	-	-
The provider regularly communicates with me to ensure coordination of my services.						
Strongly Agree/Agree	172 90.5%	79 89.8%	93 91.2%	-	-	80%
Strongly Disagree/Disagree	11 5.8%	5 5.7%	6 5.9%	-	-	-
Neutral	7 3.7%	4 4.5%	3 2.9%	-	-	-

Adult Treatment Experience Literals Q25D

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

Q2-I'm afraid to say something I shouldn't as far as how I'm treated. I do not feel safe at times.

Adult Recovery Oriented Practices

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
Base	190	88	102	-	-	-
Staff believes I can grow, change, and recover. (ROSI)						
Always/Almost Always	185 97.4%	87 98.9%	98 96.1%	-	-	80%
Often/Sometimes	5 2.6%	1 1.1%	4 3.9%	-	-	-
Rarely/Never	-	-	-	-	-	-

Adult Recovery Oriented Practices

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	190	88	102	-	-	-	
My provider asked me what my goals would be to help me achieve a happy life. (CCISC)							
Always/Almost Always	181 95.3%	87 98.9%	94 92.2%	-	-	80%	
Often/Sometimes	9 4.7%	1 1.1%	8 7.8%	-	-	-	
Rarely/Never	-	-	-	-	-	-	

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	190	88	102	-	-	-	
My provider is teaching me skills that are helpful to me. (CCISC)							
Always/Almost Always	169 88.9%	77 87.5%	92 90.2%	-	-	80%	
Often/Sometimes	18 9.5%	11 12.5%	7 6.9%	-	-	-	
Rarely/Never	3 1.6%	-	3 2.9%	-	-	-	

Adult Recovery Oriented Practices

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	190	88	102	-	-	-	
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	174 91.6%	78 88.6%	96 94.1%	-	-	80%	
Often/Sometimes	9 4.7%	3 3.4%	6 5.9%	-	-	-	
Rarely/Never	7 3.7%	7 8.0%	-	-	-	-	

If you disagreed with any of these statements please explain Q26E

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

Q2-Still early in treatment.

Adult Outcomes

I deal more effectively with daily problems Q27A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	190	88	102	-	-	-	
I deal more effectively with daily problems.							
Strongly Agree/Agree	165 86.8%	75 85.2%	90 88.2%	-	-	80%	
Strongly Disagree/Disagree	3 1.6%	-	3 2.9%	-	-	-	
Neutral	22 11.6%	13 14.8%	9 8.8%	-	-	-	

Adult Outcomes

I feel more hopeful about my future Q27B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	190	88	102	-	-	-	
I feel more hopeful about my future.							
Strongly Agree/Agree	174 91.6%	81 92.0%	93 91.2%	- -	- -	-	80%
Strongly Disagree/Disagree	4 2.1%	2 2.3%	2 2.0%	- -	- -	-	-
Neutral	12 6.3%	5 5.7%	7 6.9%	- -	- -	-	-

I believe I am recovering Q27C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	190	88	102	-	-	-	
I believe I am recovering.							
Strongly Agree/Agree	168 88.4%	85 96.6%	83 81.4%	- -	- -	-	80%
Strongly Disagree/Disagree	10 5.3%	2 2.3%	8 7.8%	- -	- -	-	-
Neutral	12 6.3%	1 1.1%	11 10.8%	- -	- -	-	-

I feel that treatment is working Q27D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	190	88	102	-	-	-	
I feel that treatment is working.							
Strongly Agree/Agree	182 95.8%	84 95.5%	98 96.1%	- -	- -	-	80%
Strongly Disagree/Disagree	-	-	-	- -	- -	-	-
Neutral	8 4.2%	4 4.5%	4 3.9%	- -	- -	-	-

Adult Outcomes

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	190	88	102	-	-	-	
I know what to do when I am in a crisis.							
Strongly Agree/Agree	179 94.2%	85 96.6%	94 92.2%	-	-	80%	
Strongly Disagree/Disagree	6 3.2%	3 3.4%	3 2.9%	-	-	-	
Neutral	5 2.6%	-	5 4.9%	-	-	-	

Adult Outcome Literals Q27F

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

Q1-I would like a new case manager.

Q1-I like the staff, very cooperative. When I'm late they still help me with rides. I really enjoy the holiday events, the activities, clean facility, clean van, help with references and job placement. I give them an A.

Q1-I'm dealing with homelessness right now so I don't feel very hopeful.

Q2-Still early in treatment.

Additional Compliments or Concerns

Adult Additional Compliments or Concerns Q28

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

Q1-Love my counselor, given great direction, listens to me, non-judgemental. Love the group counselor. She is direct, knowledgeable, and centered. I get to share and listen to other experiences and strengths.

Q1-Very happy with my counselor, she's very positive and genuinely cares about patients.

Q1-They are doing a great job.

Q1-Before he started with counseling again he was going downhill. If it wasn't for the counselor, pshych, and secretarial staff he wouldn't be climbing back on top.

Q1-Need on call case manager for urgent matters, available 24 hour case management, My counselor not available until Monday. Should give a payment out of budget/account balance as needed, can only get it through caseworker. Would like to be the payee/payer of own self. Had issues with other caseworkers not being helpful, yelled at me for asking about money.

Q1-Love my sessions when I go. The doctor is very therapeutic, gives me meds he knows will help me not what we want, uses clinical responsibility, makes us more able to be a part of this community.

Q1-They teach me how to be appropriate, encouraged to participate,staff thank me for what I do, grow together with staff and peers, make sure funding keeps coming to this program.

Q1-Staff here are great.

Q1-I like everyone here.

Q1-My counselor is good.

Q1-I feel for the first time I have goals set I can reach, I can be a productive citizen and function well.

Q1-I feel that I am heard and able to reach my goals.

Q1-They should be more thorough on medications, you shouldn't have to wait four days for meds.

Q1-It is really structured and works if your willing to put in the work.

Q1-My therapist has been wonderful, she has been the best help she can be for me.The staff has been very helpful and there for me.

Q1-The counselor is good and the group counselor as well. The groups are sometimes good and sometimes not.

Q1-They're awesome.

Q1-I have a very good counselor. She is the only one I have ever been to.

Q1-The staff treat the clients like people not patients.

Q1-My counselor is one of the most kindest, professional, amazing people that I have ever dealt with in my life. I don't think that I would be where I'm at today without her.

Q1-My counselor is goods. She is someone I can communicate with.

Q2-For the most part it's a positive experience.

Q2-My counselor has helped me reach my goal of quitting smoking.

Q2-I like the whole 9 yards of it. They acknowledge you here and I don't feel like a number. My counselor knows how to bring me down. I feel that she saved my life.

Q2-My counselor is very nice and understanding and empathetic to everything that's going on.

Q2-I like everybody, I like the staff here.

Q2-I made friends since coming here.

Q2-My counselor helped to get me into a personal care home and appointments.

Adult Additional Compliments or Concerns Q28

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

Q2-I love my counselor, very personable, we share the same love for the lord. I'm comfortable with her.

Q2-My counselor has been a great help. He has helped me move on from a stressful situation and has made himself available when I needed him.

Q2-I don't like the way the doctor treats me. She made me feel like I did something to her.

Q2-I get excellent service here.

Q2-The psychiatrist is amazing because he actually took the time to get to know me before he prescribed my meds. The therapist is awesome, down to earth, someone I can trust and talk to.

Q2-I love my provider, so pleasant to go to. She has a great manner to her, she is friendly and outgoing.

Q2-My counselor is a very nice lady, always cool and friendly when I see her.

Q2-The Dr. and counselor try very hard to help me.

Q2-My counselor is wonderful. She goes above and beyond, easy to talk to. We work on meditation.

Q2-My counselors have been great. They are empowering me and helping me through this.

Q2-They matched me with a good counselor.

Q2-Very professional and caring. Supportive and helpful in times of need.

Q2-They are always there if I need to talk. They try to understand me and my issues.

Q2-Everyone here is awesome.

Adult Provider Issues or Problems

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	190	88	102	-	-
Do you know how to file a complaint against your provider...					
Yes	140 73.7%	68 77.3%	72 70.6%	-	-
No	50 26.3%	20 22.7%	30 29.4%	-	-

Adult Satisfaction with Complaint Process Q30

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	190	88	102	-	-
If you filed a formal complaint with (name of provider) w...					
Yes	1 0.5%	1 1.1%	-	-	-
No	-	-	-	-	-
Not Applicable	189 99.5%	87 98.9%	102 100.0%	-	-

Adult Satisfaction with Complaint Process Literals Q30A

Adult Satisfaction With Provider Complaint Outcomes

Adult Grievance Q31

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	190	88	102	-	-
Do you know how to file a grievance against your provider...					
Yes	138 72.6%	66 75.0%	72 70.6%	-	-
No	52 27.4%	22 25.0%	30 29.4%	-	-

Adult satisfaction with grievance outcome Q32

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

Adult Issues or Problems Q33

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	190	88	102	-	-
Have you had any issues or problems with services from (n...					
Yes	6 3.2%	4 4.5%	2 2.0%	-	-
No	184 96.8%	84 95.5%	100 98.0%	-	-

Adult Satisfaction With Provider Complaint Outcomes

Adult Reasons Q34

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	190	88	102	-	-
If "yes", what were the issues or problems with the servi...					
Lack of treatment planning and participation	1 0.5%	-	1 1.0%	-	-
Services not provided when I needed them.	2 1.1%	2 2.3%	-	-	-
Poor communication	1 0.5%	1 1.1%	-	-	-
Frequent staff changes	1 0.5%	1 1.1%	-	-	-
Frequent provider cancellations	-	-	-	-	-
Attitude/personality conflict	1 0.5%	-	1 1.0%	-	-
Billing	-	-	-	-	-
Not Applicable	184 96.8%	84 95.5%	100 98.0%	-	-
Other	-	-	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
*(NA) responses reduce totals	6	4	2	-	-
Were you able to resolve these issues or problems with (n...					
I resolved the problem with the program manager.	2 33.3%	1 25.0%	1 50.0%	-	-
I chose to not take action.	3 50.0%	2 50.0%	1 50.0%	-	-
I filed a formal complaint.	1 16.7%	1 25.0%	-	-	-

Adult Satisfaction With Provider Complaint Outcomes

Adult Lack of Action Q36

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
	3	2	1	-	-
If you chose not to take any action, why?					
The problem was not that serious.	-	-	-	-	-
I was concerned with how the provider would react.	2 66.7%	1 50.0%	1 100.0%	-	-
I didn't know how to file a formal complaint.	1 33.3%	1 50.0%	-	-	-

Adult Pennsylvania Department of Public Welfare Questions

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	190	88	102	-	-
What effect has the treatment you've received had on the ...					
Much better	106 55.8%	47 53.4%	59 57.8%	-	-
A little better	60 31.6%	27 30.7%	33 32.4%	-	-
About the same	23 12.1%	13 14.8%	10 9.8%	-	-
A little worse	1 0.5%	1 1.1%	-	-	-
Much worse	-	-	-	-	-

Adult Pennsylvania Department of Public Welfare Questions

Were you given the chance to make treatment decisions? Q38

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	190	88	102	-	-
Were you given the chance to make treatment decisions?					
Yes	150 78.9%	65 73.9%	85 83.3%	-	-
No	19 10.0%	10 11.4%	9 8.8%	-	-
Sometimes	21 11.1%	13 14.8%	8 7.8%	-	-

Adult Ability to Receive Needed Care Q39

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	190	88	102	-	-
In the last twelve months, were you able to get the help you needed?					
Yes	183 96.3%	85 96.6%	98 96.1%	-	-
No	3 1.6%	2 2.3%	1 1.0%	-	-
Sometimes	4 2.1%	1 1.1%	3 2.9%	-	-

Adult Pennsylvania Department of Public Welfare Questions

Adult Reason for Not Getting Behavioral Health Help Q40

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
	4	2	2	-	-
If you were not able to get help with your behavioral hea...					
Money issues	-	-	-	-	-
Transportation issues	1 25.0%	1 50.0%	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Child care issues	-	-	-	-	-
Long waiting list	-	-	-	-	-
I did not know where to get help	-	-	-	-	-
Other	3 75.0%	1 50.0%	2 100.0%	-	-

Adult Reason for not Getting Needed Help Literals Q40A

If other, please explain.

Q1-Because I relapsed.

Q2-They didn't treat me for depression.

Q2-I had trouble getting in contact with my certified recovery specialist.

Adult Behavioral Health Medications

Adult Behavioral Health Medications Q41

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	190	88	102	-	-
Are you taking behavioral health medications?					
Yes	181 95.3%	81 92.0%	100 98.0%	-	-
No	9 4.7%	7 8.0%	2 2.0%	-	-

Adult Medication Prescribed by This Provider Q42

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-D...)	3rd Quarter (Jan.-M...)	4th Quarter (Apr.-June)
N/A Response reduce total	181	81	100	-	-
Are your behavioral health medications prescribed by this...					
Yes	116 64.1%	54 66.7%	62 62.0%	-	-
No	65 35.9%	27 33.3%	38 38.0%	-	-

Adult Behavioral Health Medications

Adult Source of Medication Prescription Q43

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
N/A Response reduce total	178	78	100	-	-
Who prescribes you behavioral health medications?					
Psychiatrist	149 83.7%	64 82.1%	85 85.0%	-	-
Primary Care Physician (PCP)	29 16.3%	14 17.9%	15 15.0%	-	-
Nurse Practitioner	-	-	-	-	-
Other	-	-	-	-	-

Adult Source of Medication Perscription Literals Q43A

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

- Q1-DR. Amanda Jones.
- Q1-DR. Amanda Jones.
- Q1-DR. Peterson.
- Q1-DR. Kahn.
- Q1-DR. Kahn.
- Q1-DR. Kahn.
- Q1-DR. Colney.
- Q1-DR. Peterson.
- Q1-DR. William Bartlow.
- Q1-DR. Covert.
- Q1-DR. Covert.
- Q1-DR. Pamela Herrington.
- Q2-DR. Bartlow.
- Q2-DR. Bartlow.
- Q2-DR. Bartlow.
- Q2-DR. Kaskey.
- Q2-DR. Kaskey.
- Q2-DR. Michael Jones.
- Q2-Unsure of name.
- Q2-Karen Patterson.
- Q2-Karen Patterson.

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

- Q2-Christine Cables,NP.
- Q2-DR. Carie Timko.
- Q2-DR. Malarky.
- Q2-DR.Malarky.
- Q2-DR. Cho.
- Q2-DR. Cho.

Adult Behavioral Health Medications

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

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
N/A Response reduce total	181	81	100	-	-	-	
Overall, I feel my behavioral health medications are effective in helping me manage my symptoms.							
Strongly Agree/Agree	162 89.5%	70 86.4%	92 92.0%	-	-	80%	
Strongly Disagree/Disagree	3 1.7%	3 3.7%	-	-	-	-	
Neutral	16 8.8%	8 9.9%	8 8.0%	-	-	-	

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

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	181	81	100	-	-	-	
My provider explained all side effects of the medications to me.							
Strongly Agree/Agree	147 81.2%	72 88.9%	75 75.0%	-	-	80%	
Stongly Disagree/Disagree	20 11.0%	8 9.9%	12 12.0%	-	-	-	
Neutral	14 7.7%	1 1.2%	13 13.0%	-	-	-	

Adult Behavioral Health Medications

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

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?				
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	Bench mark
Base	181	81	100	-	-	-
I feel the person who prescribes my medication listens and responds to my concerns.						
Strongly Agree/Agree	160 88.4%	75 92.6%	85 85.0%	-	-	80%
Strongly Disagree/Disagree	6 3.3%	1 1.2%	5 5.0%	-	-	-
Neutral	15 8.3%	5 6.2%	10 10.0%	-	-	-

Adult Difficulty in Obtaining Medications Q45

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
N/A Response reduce total	181	81	100	-	-
Are you experiencing any problems in getting the medicati...					
Yes	9 5.0%	5 6.2%	4 4.0%	-	-
No	172 95.0%	76 93.8%	96 96.0%	-	-

Adult Difficulty in Obtaining Medications Q 45A

If ""yes"", what were they?

-
- Q1-Not being reimbursed in a timely manner for co pay, since May has not been reimbursed.
-
- Q1-Feel like I'm being over medicated and don't know what is working or not.
-
- Q1-Yes because I'm pregnant.
-
- Q2-Because they want me to pay for some meds but I don't have the money.
-
- Q2-I needed my meds adjusted and was refused.
-
- mcQ2-I am on too much medication and I feel angry. When I talk about wanting off meds I'm told it's "good medicine"
-
- Q2-Hyper vigilance-problems with meds working.

Adult Wellness Recovery Action Plan

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	190	88	102	-	-
Do you know what a Wellness Recovery Action Plan (WRAP) is?					
Strongly Agree/Agree	79 41.6%	29 33.0%	50 49.0%	-	-
Strongly Disagree/Disagree	101 53.2%	57 64.8%	44 43.1%	-	-
Neutral	10 5.3%	2 2.3%	8 7.8%	-	-

Do you have a WRAP? Q46B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	190	88	102	-	-
Do you have a WRAP?					
Strongly Agree/Agree	62 32.6%	20 22.7%	42 41.2%	-	-
Strongly Disagree/Disagree	121 63.7%	64 72.7%	57 55.9%	-	-
Neutral	7 3.7%	4 4.5%	3 2.9%	-	-

Adult Mental Health Advance Directive

My provider recommended I complete a Mental Health Advance Directive Q47

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	190	88	102	-	-
My provider recommended I complete a Mental Health Advanc...					
Always/Almost Always	31 16.3%	19 21.6%	12 11.8%	-	-
Often/Sometimes	4 2.1%	4 4.5%	-	-	-
Rarely/Never	155 81.6%	65 73.9%	90 88.2%	-	-

Adult Discharge Related to Compliance Issues

Adult Discharge Related to Compliance Issues Q48

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	190	88	102	-	-
Have you been discharged in the past because you had trouble following your treatment plan, or you relapsed?					
Yes	15 7.9%	12 13.6%	3 2.9%	-	-
No	175 92.1%	76 86.4%	99 97.1%	-	-

Adult Additional Compliments or Concerns

Interested in having concerns addressed Q49

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quart- er (July-...	2nd Quart- er (Oct.-...	3rd Quart- er (Jan.-...	4th Quart- er (Apr.-...
Base	190	88	102	-	-
If you have shared problems about your provider, or manag...					
Yes	2 1.1%	1 1.1%	1 1.0%	- -	- -
No	6 3.2%	3 3.4%	3 2.9%	- -	- -
N/A	182 95.8%	84 95.5%	98 96.1%	- -	- -

Table	Title	Start page	End page
1	Adult Type of Survey Q4	9	9
2	Adult County Q5	9	9
3	Adult Zip Code Q6	9	9
4	Adult Gender Q7	9	9
5	Adult Age Q8	10	10
6	Adult Race Q9	10	10
7	Adult Primary Service Q10	10	10
8	Adult First Diagnosed Q11	10	10
9	I have received a copy of the Community Care member handbook Q12A	11	11
10	When I call Community Care, they are responsive to my needs Q12B	11	11
11	I have called Community Care's Member service to find a provider Q12C	12	12
12	I feel Community Care has authorized enough time Q12D	12	12
13	Information about how to file a complaint against Community Care if I need to Q12E	13	13
14	Information about how to file a grievance against Community Care if i need to Q12F	13	13
15	Adult Satisfaction with Community Care Literals Q12G	13	14
16	Adult Complaints with Community Care Q13	15	15
17	Adult Satisfaction with Community Care Grievance/Complaint Process Q14	15	15
18	Adult Satisfaction with Community Care Compliant/Grievance Process Literals Q14a	15	15
19	Adult Grievance Process Q15	16	16
20	Adult Satisfaction with Community Care Grievance Process Q16	16	16
21	Community Care Grievance Process Literals Q16A	16	16
22	What is the name of your treatment provider Q17	17	17
23	Adult Service Level Literals Q17A	17	18
24	Were you made aware of the availability of other providers...Q18	19	19
25	Adult Choice Q19	19	19
26	What mental health service are you completing this survey about Q20	20	20
27	What Substance Use Disorder service are you completing this survey about Q21	21	21
28	Adults made aware of availability of different treatment services/given a choice Q22	21	21
29	Adult how long have you been receiving services from this provider Q23	22	22
30	I feel like I was able to get the help I needed.... Q24A	22	22
31	I was encouraged to use consumer run programs Q24B	23	23
32	Adult Access to Service Literals Q24C	23	23
33	My provider has talked with me about community supports....Q25A	24	24
34	I am afraid to complain to my provider....Q25B	24	24
35	The provider regularly communicates with me.....Q25C	25	25
36	Adult Treatment Experience Literals Q25D	25	25
37			
	Staff believe I can grow, change, or recover. (ROSI) Q26A	25	25
38	My provider asked me what my goals would be to help me achieve a happy life Q26B	26	26
39			
	My provider is teaching me skills that are helpful to me. (CCISC) Q26C	26	26
40	My provider acknowledges or rewards me for even small steps toward achieving my goals ... Q26D	27	27
41	If you disagreed with any of these statements please explain Q26E	27	27
42	I deal more effectively with daily problems Q27A	27	27
43	I feel more hopeful about my future Q27B	28	28
44	I believe I am recovering Q27C	28	28
45	I feel that treatment is working Q27D	28	28
46	I know what to do when I am in a crisis Q27E	29	29
47	Adult Outcome Literals Q27F	29	29
48	Adult Additional Compliments or Concerns Q28	30	31
49	Do you know how to file a complaint against your provider.... Q29	32	32
50	Adult Satisfaction with Complaint Process Q30	32	32

Table	Title	Start page	End page
51	Adult Satisfaction with Complaint Process Literals Q30A	32	32
52	Adult Grievance Q31	33	33
53	Adult satisfaction with grievance outcome Q32	33	33
54	Adult Issues or Problems Q33	33	33
55	Adult Reasons Q34	34	34
56	Were you able to resolve these issues or problems with provider? Q35	34	34
57	Adult Lack of Action Q36	35	35
58	What effect has the treatment you've received had on the overall quality of your life? Q37	35	35
59	Were you given the chance to make treatment decisions? Q38	36	36
60	Adult Ability to Receive Needed Care Q39	36	36
61	Adult Reason for Not Getting Behavioral Health Help Q40	37	37
62	Adult Reason for not Getting Needed Help Literals Q40A	37	37
63	Adult Behavioral Health Medications Q41	38	38
64	Adult Medication Prescribed by This Provider Q42	38	38
65	Adult Source of Medication Prescription Q43	39	39
66	Adult Source of Medication Perscription Literals Q43A	39	39
67	I feel my behavioral health medications are effective in helping me manage my symptoms. Q44A	40	40
68	Provider explained all side effects of the medications to me. Q44B	40	40
69	I feel the person who prescribes my medication listens and responds.. Q44C	41	41
70	Adult Difficulty in Obtaining Medications Q45	41	41
71	Adult Difficulty in Obtaining Medications Q 45A	41	41
72	Do you know what a Wellness Recovery Action Plan (WRAP) is? Q46A	42	42
73	Do you have a WRAP? Q46B	42	42
74	My provider recommended I complete a Mental Health Advance Directive Q47	43	43
75	Adult Discharge Related to Compliance Issues Q48	43	43
76	Interested in having concerns addressed Q49	44	44

Family Survey Findings

Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 27 family surveys completed during the 2nd Quarter of Fiscal Year 18/19 for the period from October - December 2018.

Survey Results

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

2nd Quarter Family Sample Characteristics versus 1st Quarter Comparison:

1. Same ratio of face to face youth interviews - 0% (0 of 27) versus 0% (0 of 27)
2. Higher percent of female caregivers – 100% (27 of 27) versus 82% (22 of 27).
3. Lower percentage of child members age 8 and under – 44% (12 of 27) versus 70% (19 of 27).
4. Lower percent of foster/step/adoptive/grandparent – 22% (6 of 27) versus 33% (9 of 27).
5. Lower ratio of male member service recipients – 56% (15 of 27) versus 78% (21 of 27).
6. Lower ratio of members receiving BHRS – 22% (6 of 27) versus 33% (9 of 27).
7. Age of child when first noticed mental health problems – Less than age 5 - 67% (18 of 27) versus 78% (21 of 27).

Findings Overview

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

93% (25 of 27) of family/caregivers knew how to file a complaint or grievance. This was the same in the 1st Quarter and 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 89% to 100% in all three indicators covering *authorizations information being submitted on time so that services to child are not interrupted, being given clear information on who to contact if their child needs immediate attention and being encouraged to use other support groups in the community. (Support groups, parenting classes, after school programs, etc.)*
3. Family/caregivers are generally pleased with their provider *Treatment Experiences*. The satisfaction scores were 82% to 100% in four of five indicators. This is consistent with the same range of averages for the previous five quarters. The lowest rated indicator this quarter was *"Provider talks to me about community support and options"* at 82% (22 of 27) which improved from 56% (15 of 27) in the 1st Quarter.
4. Family/caregivers had a high level of satisfaction with provider *Recovery Orientation* this quarter with all five indicators being 89% to 100%.
5. Family/caregiver satisfaction scores with *Treatment Outcomes* continues to be good in the 2nd Quarter being 96% (26 of 27) in all three indicators. These include, *child deals more effectively with daily problems, feel their child's behavioral health is improving and that their social skills are improving.*
6. 4% (1 of 27) parent/caregivers reported having an issue or problem with their provider compared to 7% (2 of 27) in the 1st Quarter. This member did not take any action because one was concerned with how the provider would react.
7. 74% (20 of 27) parent/caregivers reported their child is taking behavioral health medications and 80% (16 of 20) 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 (Q26a through Q26f) and can be found later in this section.

8. 100% (9 of 9, excluding 18 "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 100% (9 of 9) 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

0% (0 of 27) parent/family caregiver respondents, compared to 4% (1 of 27) in the previous quarter, expressed interest in having a provider or MCO address concerns they shared during the interview referred for immediate handling by Lycoming-Clinton Joinder Board HealthChoices.

Family Demographics

Family Type of Survey Q4

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...
Base	54	27	27
What type of survey is it?			
Telephone	54 100.0%	27 100.0%	27 100.0%

Family County Q5

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...
Base	54	27	27
What county do you live in?			
Lycoming	41 75.9%	25 92.6%	16 59.3%
Clinton	13 24.1%	2 7.4%	11 40.7%

Family Zip Codes Q6

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...
Base	54	27	27
What is your zip code?			
17701-Williamsport	23 42.6%	16 59.3%	7 25.9%
17702-Williamsport	5 9.3%	3 11.1%	2 7.4%
17721-Avis	3 5.6%	-	3 11.1%
17740-Jersey Shore	6 11.1%	3 11.1%	3 11.1%
17745-Lock Haven	10 18.5%	2 7.4%	8 29.6%
17752-Montgomery	3 5.6%	-	3 11.1%
17756-Muncy	4 7.4%	3 11.1%	1 3.7%

Family Member's Gender Q7

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...
Base	54	27	27
What is your gender?			
Male	5 9.3%	5 18.5%	-
Female	49 90.7%	22 81.5%	27 100.0%

Family Child's Gender Q8

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...
Base	54	27	27
What is your child's gender?			
Male	36 66.7%	21 77.8%	15 55.6%
Female	18 33.3%	6 22.2%	12 44.4%

Family Demographics

Family Child's Age Q9

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...
Base	54	27	27
How old is the child receiving services?			
5 or under	5 9.3%	4 14.8%	1 3.7%
6-8 years	26 48.1%	15 55.6%	11 40.7%
9-13 years	23 42.6%	8 29.6%	15 55.6%

Family Member Relationship to Child Q10

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...
Base	54	27	27
What is your relationship to this child?			
Parent	39 72.2%	18 66.7%	21 77.8%
Grandparent	4 7.4%	3 11.1%	1 3.7%
Legal Guardian	11 20.4%	6 22.2%	5 18.5%

Family Child's Race Q11

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...
Base	54	27	27
What do you consider this child's race to be?			
Caucasian	40 74.1%	16 59.3%	24 88.9%
African American	6 11.1%	3 11.1%	3 11.1%
Hispanic American	1 1.9%	1 3.7%	-
Bi-Racial	7 13.0%	7 25.9%	-

Family Child First Diagnosed Q12

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...
Base	54	27	27
How old was your child when you first noticed mental heal...			
Less 5 years	39 72.2%	21 77.8%	18 66.7%
6-8 years	15 27.8%	6 22.2%	9 33.3%

Family Satisfaction With Community Care Behavioral Health

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
	54	27	27	-	-	-	
I know how to access information about Community Care's handbook/website. (www.ccbh.com)							
Yes	45 83.3%	24 88.9%	21 77.8%	-	-	80%	
No	6 11.1%	3 11.1%	3 11.1%	-	-	-	
Not Sure	3 5.6%	-	3 11.1%	-	-	-	

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
	54	27	27	-	-	-
When I call Community Care, they are responsive to my family's needs.						
Yes	33 61.1%	23 85.2%	10 37.0%	-	-	80%
No	8 14.8%	-	8 29.6%	-	-	-
Not Sure	13 24.1%	4 14.8%	9 33.3%	-	-	-

I have used CCBHO member services to find a provider Q13C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
	54	27	27	-	-	-
I have used Community Care's member services to find a provider.						
Yes	5 9.3%	4 14.8%	1 3.7%	-	-	80%
No	41 75.9%	19 70.4%	22 81.5%	-	-	-
Not Sure	8 14.8%	4 14.8%	4 14.8%	-	-	-

Family Satisfaction With Community Care Behavioral Health

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
	54	27	27	-	-	-	
Authorizations are processed on time so that services for my child are not interrupted.							
Yes	54 100.0%	27 100.0%	27 100.0%	-	-	80%	
No	-	-	-	-	-	-	
Not Sure	-	-	-	-	-	-	

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
	54	27	27	-	-	-	
I know where to find information to file a complaint with Community Care if I need to.(Complaint-Telling or writing us to say that you are not satisfied with services.)							
Yes	50 92.6%	25 92.6%	25 92.6%	-	-	80%	
No	4 7.4%	2 7.4%	2 7.4%	-	-	-	
Not Sure	-	-	-	-	-	-	

Family Satisfaction with Community Care Behavioral Health Organization Literal Q13G

Satisfaction with Community Care Complaint Process

Family Community Care Complaint Process Q14

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	54	27	27	-	-	-
Have you used Community Care's complaint process? (Compla...						
Yes	3 5.6%	2 7.4%	1 3.7%	-	-	80%
No	51 94.4%	25 92.6%	26 96.3%	-	-	-

Family Satisfaction with Complaint Process Q15

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

Satisfaction with Community Care Grievance Process

Have you used Community Care's grievance process Q16

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	54	27	27	-	-
Have you used Community Care's grievance process? (Grieva...					
Yes	-	-	-	-	-
No	54 100.0%	27 100.0%	27 100.0%	-	-

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

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

Family Provider Level Analysis

Family Treatment Provider Q18

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...
Base	54	27	27
What is the name of your child's treatment provider?			
Behavioral Specialists	1 1.9%	1 3.7%	- -
Crossroads Counseling	3 5.6%	- -	3 11.1%
Community Services Group (CSG)	31 57.4%	14 51.9%	17 63.0%
Diakon Family Life Services	1 1.9%	1 3.7%	- -
Lycoming Therapeutic Wraparound Services	1 1.9%	1 3.7%	- -
Merakey	7 13.0%	4 14.8%	3 11.1%
Dr. Angelica Kloos	1 1.9%	1 3.7%	- -
Susquehanna Behavioral Health Outpatient	3 5.6%	- -	3 11.1%
Friendship House	4 7.4%	4 14.8%	- -
Other	2 3.7%	1 3.7%	1 3.7%

Family Treatment Provider Literals Q18A

If other, please list.

Q1-Keystone Counseling.

Q2-NHS.

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	54	27	27	-	-	-	
My child and I were made aware of the availability of oth...							
Strongly Agree/Agree	46 85.2%	24 88.9%	22 81.5%	-	-	80%	
Strongly Disagree/Disagree	6 11.1%	2 7.4%	4 14.8%	-	-	-	
Neutral	2 3.7%	1 3.7%	1 3.7%	-	-	-	

Family Provider Level Analysis

Family Service Level Q20

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...
Base	54	27	27
What services does your child currently receive from this provider?			
Outpatient Counseling	10 18.5%	5 18.5%	5 18.5%
Medication Management	12 22.2%	5 18.5%	7 25.9%
Psychiatry	8 14.8%	3 11.1%	5 18.5%
Telepsychiatry	3 5.6%	2 7.4%	1 3.7%
Parent Child Interactive Training (PCIT)	1 1.9%	1 3.7%	- -
Family Based Mental Health (FBMH)	1 1.9%	- -	1 3.7%
Behavioral Health Rehabilitation Services (BHRS)	15 27.8%	9 33.3%	6 22.2%
Community and School Based Behavioral Health (CSBBH)	1 1.9%	1 3.7%	- -
Outpatient School Based Therapy	1 1.9%	1 3.7%	- -
Applied Behavioral Analysis (ABA)	1 1.9%	- -	1 3.7%
Other	1 1.9%	- -	1 3.7%

Survey Question 20A

If other, please list.

Q2-Center based therapy.

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	54	27	27	-	-
What Substance Use Disorder services for your child are y...					
Outpatient counseling	-	-	-	-	-
Community Based D&A Program	-	-	-	-	-
Outpatient School Based Therapy	-	-	-	-	-
Other	-	-	-	-	-
N/A	54 100.0%	27 100.0%	27 100.0%	-	-

Family Provider Level Analysis

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	Bench mark
Base	54	27	27	-	-	-
My child and I were made aware of the availability of dif...						
Strongly Agree/Agree	52 96.3%	25 92.6%	27 100.0%	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-
Neutral	2 3.7%	2 7.4%	-	-	-	-

Family Duration of Provider Relationship Q23

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	54	27	27	-	-
How long has your child been receiving services from this provider?					
Less than 6 months	6 11.1%	4 14.8%	2 7.4%	-	-
6 months to 1 year	4 7.4%	3 11.1%	1 3.7%	-	-
1 to 2 years	18 33.3%	6 22.2%	12 44.4%	-	-
2 to 3 years	21 38.9%	10 37.0%	11 40.7%	-	-
4 or more years	5 9.3%	4 14.8%	1 3.7%	-	-

Family Access to Services

Authorization information is submitted on time... Q24A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	54	27	27	-	-	-
Authorization information is submitted on time so that services to my child are not interrupted.						
Strongly Agree/Agree	53 98.1%	26 96.3%	27 100.0%	-	-	80%
Strongly Disagree/Disagree	1 1.9%	1 3.7%	-	-	-	-
Neutral	-	-	-	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	54	27	27	-	-	-
I have been given clear information on who to contact if my child needs immediate help between appointments.						
Strongly Agree/Agree	51 94.4%	24 88.9%	27 100.0%	-	-	80%
Stronglgy Disagree/Disagree	3 5.6%	3 11.1%	-	-	-	-
Neutral	-	-	-	-	-	-

Family Access to Services

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	54	27	27	-	-	-
I was encouraged to use other support programs in the community. (Support groups, parenting classes, after school programs, etc.)						
Strongly Agree/Agree	46 85.2%	22 81.5%	24 88.9%	-	-	80%
Strongly Disagree/Disagree	8 14.8%	5 18.5%	3 11.1%	-	-	-
Neutral	-	-	-	-	-	-

Survey Question 24D

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

Q1-Not always available when needed.

Family Treatment Experience

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	54	27	27	-	-	-
I feel my child has enough time with the provider during most sessions.						
Strongly Agree/Agree	51 94.4%	25 92.6%	26 96.3%	-	-	80%
Strongly Disagree/Disagree	3 5.6%	2 7.4%	1 3.7%	-	-	-
Neutral	-	-	-	-	-	-

Family Treatment Experience

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	54	27	27	-	-	-	
The provider regularly communicates with me to ensure coordination of services for my child.							
Strongly Agree/Agree	51 94.4%	25 92.6%	26 96.3%	-	-	-	
Strongly Disagree/Disagree	3 5.6%	2 7.4%	1 3.7%	-	-	-	
Neutral	-	-	-	-	-	-	

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	54	27	27	-	-	-	
I feel comfortable asking questions, and feel free to complain.							
Strongly Agree/Agree	53 98.1%	26 96.3%	27 100.0%	-	-	80%	
Strongly Disagree/Disagree	1 1.9%	1 3.7%	-	-	-	-	
Neutral	-	-	-	-	-	-	

My child is receiving all the services they need Q25D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	54	27	27	-	-	-	
My child is receiving all the services they need.							
Strongly Agree/Agree	49 90.7%	22 81.5%	27 100.0%	-	-	80%	
Strongly Disagree/Disagree	5 9.3%	5 18.5%	-	-	-	-	
Neutral	-	-	-	-	-	-	

Family Treatment Experience

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	54	27	27	-	-	-	
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	37 68.5%	15 55.6%	22 81.5%	-	-	80%	
Strongly Disagree/Disagree	16 29.6%	12 44.4%	4 14.8%	-	-	-	
Neutral	1 1.9%	- -	1 3.7%	-	-	-	

Treatment Experience Literals Q25F

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

Q1-He needs more TSS hours.

Q1-Only authorized 10 hours a week for TSS and 2 hours a week for BHRS. I wasn't aware the TSS was coming. I was met with a lot of resistance when I had an issue. Never enough TSS hours.

Q1-Need more TSS hours.

Family Satisfaction With ISPT Meetings

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
(N/A) responses reduce total	31	22	9	-	-	-
My provider informed me about the purpose for the ISPT, and what the meeting will be like.						
Strongly Agree/Agree	28 90.3%	19 86.4%	9 100.0%	-	-	80%
Strongly Disagree/Disagree	3 9.7%	3 13.6%	-	-	-	-
Neutral	-	-	-	-	-	-

Family Satisfaction With ISPT Meetings

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
(N/A) responses reduce total	31	22	9	-	-	-	
My provider encouraged me to express my own service suggestions at my child's ISPT meeting.							
Strongly Agree/Agree	29 93.5%	20 90.9%	9 100.0%	-	-	-	80%
Strongly Disagree/Disagree	2 6.5%	2 9.1%	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
(N/A) responses reduce total	31	22	9	-	-	-	
My provider scheduled the ISPT meeting at a time and place that was convenient to my family.							
Strongly Agree/Agree	30 96.8%	21 95.5%	9 100.0%	-	-	-	80%
Strongly Disagree/Disagree	1 3.2%	1 4.5%	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
(N/A) responses reduce total	31	22	9	-	-	-	
My provider helped me decide who to invite to the ISPT meeting to support me and my child.							
Strongly Agree/Agree	29 93.5%	20 90.9%	9 100.0%	-	-	-	80%
Strongly Disagree/Disagree	2 6.5%	2 9.1%	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

Family Satisfaction With ISPT Meetings

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
(N/A) responses reduce total	31	22	9	-	-	-
I believe my participation in ISPT meeting was valued and respected						
Strongly Agree/Agree	23 74.2%	16 72.7%	7 77.8%	-	-	80%
Strongly Disagree/Disagree	6 19.4%	4 18.2%	2 22.2%	-	-	-
Neutral	2 6.5%	2 9.1%	-	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
(N/A) responses reduce total	31	22	9	-	-	-
I feel I left the ISPT meeting with a clear understanding of the next steps in the process.						
Strongly Agree/Agree	25 80.6%	16 72.7%	9 100.0%	-	-	80%
Strongly Disagree/Disagree	6 19.4%	6 27.3%	-	-	-	-
Neutral	-	-	-	-	-	-

Family Satisfaction with ISPT Meetings Literals Q27G

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

Q1-They wanted to do what they suggested.

Q1-I feel unheard.

Family Recovery Oriented Practices

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	54	27	27	-	-	-
My child's treatment provider discusses my child's continuing care plan with me.						
Strongly Agree/Agree	51 94.4%	25 92.6%	26 96.3%	-	-	80%
Strongly Disagree/Disagree	2 3.7%	1 3.7%	1 3.7%	-	-	-
Neutral	1 1.9%	1 3.7%	-	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	54	27	27	-	-	-
Staff believes my child can grow, change, and improve.						
Strongly Agree/Agree	49 90.7%	23 85.2%	26 96.3%	-	-	80%
Strongly Disagree/Disagree	3 5.6%	3 11.1%	-	-	-	-
Neutral	2 3.7%	1 3.7%	1 3.7%	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	54	27	27	-	-	-
My child's provider asked me what goals I wanted to work on with my child.						
Strongly Agree/Agree	50 92.6%	26 96.3%	24 88.9%	-	-	80%
Strongly Disagree/Disagree	4 7.4%	1 3.7%	3 11.1%	-	-	-
Neutral	-	-	-	-	-	-

Family Recovery Oriented Practices

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	54	27	27	-	-	-	
I believe my child's treatment plan is easy to understand.							
Strongly Agree/Agree	52 96.3%	25 92.6%	27 100.0%	-	-	80%	
Strongly Disagree/Disagree	2 3.7%	2 7.4%	-	-	-	-	
Neutral	-	-	-	-	-	-	

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	54	27	27	-	-	-	
Does the staff offer you hope for your child's recovery or improvement?							
Strongly Agree/Agree	47 87.0%	23 85.2%	24 88.9%	-	-	80%	
Strongly Disagree/Disagree	5 9.3%	4 14.8%	1 3.7%	-	-	-	
Neutral	2 3.7%	-	2 7.4%	-	-	-	

Recovery Oriented Practices Q27F

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

Q1-Long, drawn out treatment plans, with a lot of unanswered questions.

Q1-He's treated like a bad kid. They don't take his past trauma seriously.

Family Outcomes

My child deals more effectively with daily problems Q28A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	54	27	27	-	-	-	
My child deals more effectively with daily problems.							
Strongly Agree/Agree	49 90.7%	23 85.2%	26 96.3%	-	-	80%	
Strongly Disagree/Disagree	4 7.4%	3 11.1%	1 3.7%	-	-	-	
Neutral	1 1.9%	1 3.7%	-	-	-	-	

I feel my child's behavioral health is improving Q28B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	54	27	27	-	-	-	
I feel my child's behavioral health is improving.							
Strongly Agree/Agree	50 92.6%	24 88.9%	26 96.3%	-	-	80%	
Strongly Disagree/Disagree	4 7.4%	3 11.1%	1 3.7%	-	-	-	
Neutral	-	-	-	-	-	-	

Family Outcomes

My child's social skills are improving Q28C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	54	27	27	-	-	-
My child's social skills are improving.						
Strongly Agree/Agree	46 85.2%	20 74.1%	26 96.3%	-	-	80%
Strongly Disagree/Disagree	6 11.1%	5 18.5%	1 3.7%	-	-	-
Neutral	2 3.7%	2 7.4%	-	-	-	-

Family Outcome Literals 28D

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

- Q1-It got worse here.
- Q1-He likes to test his limits.
- Q2-She has no improvement, she's worse.

Family Additional Compliments or Concerns

Additional Compliments or concerns Q29

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

- Q1-They are very helpful.
- Q1-We have only been with the provider for about two months and they seem to be taking my child's treatment seriously. I have a say and if they are unable to do what I request they tell me why.
- Q1-My son did not benefit from services here. They chose the treatment path for my child and I did not get a say. Almost 2 years with them and he has gotten worse.
- Q1-They are a really good program. They listen and help. I recommend them to everyone. We all get together and put our heads together to get him what he needs. The TSS and BSC are a great team to work with and I trust them. We communicate great, we stay on the same page.
- Q1-Everything is fantastic.
- Q1-Everything has been fantastic.
- Q2-Truly amazing.
- Q2-I really love this place. The mobile therapist is excellent! She is always communicating when needed.
- Q2-I would like to thank the staff for being there for me. They have helped so much.
- Q2-I'm happy here.
- Q2-If there was more of an effort from family based we may have been successful.
- Q2-Keep doing what you all do.
- Q2-They do a good job.

Family Provider Issues

Family Knowledge of Compliant/Grievance Process Q30

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	54	27	27	-	-
Do you know how to file a complaint against your provider?					
Yes	49 90.7%	25 92.6%	24 88.9%	-	-
No	5 9.3%	2 7.4%	3 11.1%	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	54	27	27	-	-
Do you know how to file a grievance against your provider?					
Yes	49 90.7%	25 92.6%	24 88.9%	-	-
No	5 9.3%	2 7.4%	3 11.1%	-	-

Family Provider Issues

Family Provider Issues Q32

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	54	27	27	-	-
Have you had any issues or problems with (name of provider)?					
Yes	3 5.6%	2 7.4%	1 3.7%	-	-
No	51 94.4%	25 92.6%	26 96.3%	-	-

Family Type of Provider Issues Q33

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

Family Provider Issue Resolutions

Family Provider Issues Resolution Q34

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

Family Satisfaction with Complaint/Grievance Process Q35

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	54	27	27	-	-
If you filed a formal complaint with the provider, were you satisfied with the outcome?					
Yes	-	-	-	-	-
No	-	-	-	-	-
Not Applicable (N/A)	54 100.0%	27 100.0%	27 100.0%	-	-

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

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

Family Provider Issue Resolutions

Family Reason for Not Getting Behavioral Health Services Q37

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- r-July to ...	2nd Quart- er-Oct. to...	3rd Quarte- r-Jan. to ...	4th Quarte- r-Apr. to ...
(N/A) responses reduce total	3	2	1	-	-
If you chose to not take action, why?					
The problem was not that serious.	-	-	-	-	-
I was concerned with how the provider would react.	2 66.7%	1 50.0%	1 100.0%	-	-
I did not know how to file a formal complaint.	1 33.3%	1 50.0%	-	-	-

Family Department of Public Welfare Questions

Family Treatment Impact on Quality of Ilfe Q38

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	54	27	27	-	-
What effect has the treatment your child received, had on the quality of your child's life?					
Much better	28 51.9%	14 51.9%	14 51.9%	-	-
A little better	17 31.5%	7 25.9%	10 37.0%	-	-
About the same	5 9.3%	3 11.1%	2 7.4%	-	-
A little worse	1 1.9%	-	1 3.7%	-	-
Much worse	3 5.6%	3 11.1%	-	-	-

Family Department of Public Welfare Questions

Family Opportunity to Make Treatment Decisions Q39

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	54	27	27	-	-
Were you and your child given the chance to make your own treatment decisions?					
Yes	45 83.3%	19 70.4%	26 96.3%	-	-
No	2 3.7%	2 7.4%	-	-	-
Sometimes	7 13.0%	6 22.2%	1 3.7%	-	-

Family Ability to Receive Needed Care Q40

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	54	27	27	-	-
In the last twelve months, did you or your child have problems getting the help your child needed?					
Yes	2 3.7%	2 7.4%	-	-	-
No	52 96.3%	25 92.6%	27 100.0%	-	-
Sometimes	-	-	-	-	-

Family Behavioral Health Medications

Family Reason for Not Getting Needed Help Q41

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

Family Medications Q42

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	54	27	27	-	-
Is your child taking behavioral health medications?					
Yes	39 72.2%	19 70.4%	20 74.1%	-	-
No	15 27.8%	8 29.6%	7 25.9%	-	-
Declined to answer	-	-	-	-	-

Family Behavioral Health Medications

Family Medication Prescribed by this Provider Q43

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- r-July to ...	2nd Quart- er-Oct. to...	3rd Quarte- r-Jan. to ...	4th Quarte- r-Apr. to ...
N/A Reponses reduce total	39	19	20	-	-
Are the medications prescribed by this provider?					
Yes	26 66.7%	10 52.6%	16 80.0%	-	-
No	13 33.3%	9 47.4%	4 20.0%	-	-

Family Source of Medication Prescription Q44

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
N/A Reponses reduce total	39	19	20	-	-
Who prescribes your child's behavioral health medications?					
Psychiatrist	37 94.9%	19 100.0%	18 90.0%	-	-
Primary Care Physician	2 5.1%	-	2 10.0%	-	-
Nurse Practitioner	-	-	-	-	-
Other	-	-	-	-	-

Family Satisfaction With Behavioral Health Medications

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
*(N/A) responses reduce totals	39	19	20	-	-	-	
Overall, I feel my child's behavioral health medications are effective in helping to manage my child's symptoms.							
Strongly Agree/Agree	32 82.1%	16 84.2%	16 80.0%	-	-	-	
Strongly Disagree/Disagree	6 15.4%	2 10.5%	4 20.0%	-	-	-	
Neutral	1 2.6%	1 5.3%	-	-	-	-	

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
*(N/A) responses reduce totals	39	19	20	-	-	-	
My provider explained all side effects of the medications prescribed to me.							
Strongly Agree/Agree	36 92.3%	19 100.0%	17 85.0%	-	-	-	
Strongly Disagree/Disagree	3 7.7%	-	3 15.0%	-	-	-	
Neutral	-	-	-	-	-	-	

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
*(N/A) responses reduce totals	39	19	20	-	-	-	
I feel the person who prescribes my child's medications, listens and responds to my concerns.							
Strongly Agree/Agree	39 100.0%	19 100.0%	20 100.0%	-	-	-	
Strongly Disagree/Disagree	-	-	-	-	-	-	
Neutral	-	-	-	-	-	-	

Family Satisfaction With Behavioral Health Medications

Family Difficulty Receiving Needed Medications Q46

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
N/A Reponses reduce total	39	19	20	-	-
Are you experiencing any problems getting the behavioral ...					
Yes	-	-	-	-	-
No	39 100.0%	19 100.0%	20 100.0%	-	-

Interested in having concerns addressed Q47

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
N/A Reponses reduce total	3	2	1	-	-
If you have shared problems about your child's provider o...					
Yes	1 33.3%	1 50.0%	-	-	-
No	2 66.7%	1 50.0%	1 100.0%	-	-

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3	Family Zip Codes Q6	49	49
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6	Family Child's Age Q9	50	50
7	Family Member Relationship to Child Q10	50	50
8	Family Child's Race Q11	50	50
9	Family Child First Diagnosed Q12	50	50
10	I know how to access information about Community Care's handbook/website Q13A	51	51
11	When I call CCBHO, they are responsive to my needs Q13B	51	51
12	I have used CCBHO member services to find a provider Q13C	51	51
13	Authorizations are processed on time so that services for my child are not interrupted Q13D	52	52
14	I know where to find information to file a complaint with Community Care if I need to.... Q13E	52	52
15	Family Satisfaction with Community Care Behavioral Health Organization Literal Q13G	52	52
16	Family Community Care Complaint Process Q14	53	53
17	Family Satisfaction with Complaint Process Q15	53	53
18	Have you used Community Care's grievance process Q16	54	54
19	If you used Community Care's grievance process, were you...Q17	54	54
20	Family Treatment Provider Q18	55	55
21	Family Treatment Provider Literals Q18A	55	55
22	My child and I were made aware of availability of other providers...Q19	55	55
23	Family Service Level Q20	56	56
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25	What substance use disorder services for your child....Q21	56	57
26	My child and I were made aware of the availability of different services...Q22	58	58
27	Family Duration of Provider Relationship Q23	58	58
28	Authorization information is submitted on time... Q24A	59	59
29	I have been given clear information on who to contact...Q24B	59	59
30	I was encouraged to use other support programs in the community...Q24C	60	60
31	Survey Question 24D	60	60
32	I feel my child has enough time with the provider during most sessions.Q25A	60	60
33	The provider regularly communicates with me to ensure coordination of services...Q25B	61	61
34	I feel comfortable asking questions, and feel free to complain Q25C	61	61
35	My child is receiving all the services they need Q25D	61	61
36	My provider has talked with me about community supports and options...Q25E	62	62
37	Treatment Experience Literals Q25F	62	62
38	My provider informed me about the purpose for the IPST.....Q26A	62	62
39	My provider encouraged me to express my own service suggestions....Q26B	63	63
40	My provider scheduled the ISPT meeting at a time and place that was convenient...Q26C	63	63
41	My provider helped me decide who to invite to the ISPT meeting...Q26D	63	63
42	I believe my participation in ISPT meeting was valued and respected Q26E	64	64
43	I feel I left the ISPT meeting with clear understanding of the next steps...Q26F	64	64
44	Family Satisfaction with ISPT Meetings Literals Q27G	64	64
45	My child's treatment provider discusses my child's continuing care plan..Q27A	65	65
46	Staff believes my child can grow, change, and improve Q27B	65	65
47	My child's provider asked me what goals I wanted to work on...Q27C	65	65
48	I believe my child's treatment plan is easy to understand Q27D	66	66
49	Does the staff offer you hope for you child's recovery...Q27E	66	66
50	Recovery Oriented Practices Q27F	66	66
51	My child deals more effectively with daily problems Q28A	67	67
52	I feel my child's behavioral health is improving Q28B	67	67
53	My child's social skills are improving Q28C	68	68

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56	Family Knowledge of Compliant/Grievance Process Q30	69	69
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58	Family Provider Issues Q32	70	70
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61	Family Satisfaction with Complaint/Grievance Process Q35	71	71
62	If you file a grievance with the provider were you satisfied with the outcome? Q36	71	71
63	Family Reason for Not Getting Behavioral Health Services Q37	72	72
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	Family Medication Prescribed by this Provider Q43	75	75
70			
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71	Overall, I feel my child's behavioral health medications are effective in helping manage my child's symptoms Q45A	76	76
72	My provider explained all side effects of the medications prescribed to me Q45B	76	76
73	I feel the person who prescribes my child's medications, listens and responds to my concerns Q45C	76	76
74			
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75	Interested in having concerns addressed Q47	77	77

Youth Survey Findings

Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 17 youth surveys completed during the 2nd Quarter of Fiscal Year 18/19 for the period from October - December 2018.

Survey Results

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

2nd Quarter Youth Sample Characteristics versus 1st Quarter Comparison:

1. Same youth face to face interviews - 0% (3 of 17) versus 0% (0 of 22)
2. Lower percentage of female respondents – 35% (6 of 17) versus 55% (12 of 22).
3. Lower percentage of youth members ages 14-17, 24% (4 of 17) versus 73% (16 of 22).
4. No court ordered treatment – 0% (0 of 17) versus 0% (0 of 22).
5. Age first started having mental health problems – 12-14 years old, 24% (4 of 17) versus 32% (7 of 22)

Findings Overview

1. Youth respondent satisfaction with Community Care was good during the 2nd Quarter. In three of the five indicators, 82% to 95% (14-16 of 17) felt Community Care *“authorized the right services, authorized enough (provider) time to meet their needs and knew how to call (Community Care) if they had any questions.”*
2. However, just 35% (6 of 17) down from 64% (14 of 22) during the 1st Quarter agreed they *“knew how to file a complaint with Community Care about their provider.”* Just 6% (1 of 17) youths had *“... called Community Care member services to find a provider.”*
3. Surveyed youth satisfaction ratings are generally good this quarter with Access to provider treatment services with the satisfaction scores ranging from 88% to 100% for all 3 indicators. This included *“meeting at places that are easy to get to, meeting at convenient times”* and being *“given clear information on who to contact, if needing immediate help between appointments.”*
4. Youth satisfaction with provider *Treatment Experiences* was good with 88% to 100% in 8 of 8 indicators. Please see charts shown on Pages 93-96 for exact questions/indicators and satisfaction ratings.

It is noteworthy that 88% to 100% of youths reported over the past two quarters that *“their provider talks with them about community supports and options that are available when they are ready for a different level of care.”* This is an extremely positive finding.
5. Youth satisfaction with provider *Recovery Orientation* was also good. 100% (17 of 17) youths agreed *“Staff focuses on the things I do well, not what I don’t do well”* and *“Staff helped me be successful in meeting treatment goals.”*
6. Youth satisfaction scores with *Treatment Outcomes*, also continues to show improvement. this quarter. Youth satisfaction levels were 77% to 94% in all six indicators. These included *“handling daily problems better, managing strong feelings, not getting into trouble as often, thinking good things are going to happen more often, feeling good more often than before treatment and being able to apply what they learned in treatment in daily life”*.
7. 88% (15 of 17) youths interviewed reported taking behavioral health medications and 100% (15 of 15) of those felt the medication was were helping them.

8. 0% (0 of 17) youths interviewed, compared to 0% (0 of 22) in the previous quarter had issues or problems with their provider.

Recommendations Overview

1. 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 17) youth respondents compared to 0% (0 of 22) in the previous quarter, expressed interest in having a provider or MCO address concerns they shared during the interview referred for immediate handling by Lycoming-Clinton Joinder Board HealthChoices.

Youth Demographics

Youth Type of Survey Q4

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...
	39	22	17
What type of survey is it?			
Telephone	36 92.3%	22 100.0%	14 82.4%
Face to Face	3 7.7%	- -	3 17.6%

Youth County Q5

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...
	39	22	17
What county do you live in?			
Lycoming	19 48.7%	12 54.5%	7 41.2%
Clinton	20 51.3%	10 45.5%	10 58.8%

Youth Zip Code Q6

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...
Base	39	22	17
What is your zip code?			
17701-Williamsport	9 23.1%	9 40.9%	- -
17702-Williamsport	1 2.6%	- -	1 5.9%
17740-Jersey Shore	2 5.1%	1 4.5%	1 5.9%
17745-Lock Haven	16 41.0%	10 45.5%	6 35.3%
17751-Mill Hall	3 7.7%	- -	3 17.6%
17754-Montoursville	4 10.3%	- -	4 23.5%
17756-Muncy	1 2.6%	- -	1 5.9%
17764-Renovo	1 2.6%	- -	1 5.9%
Other	2 5.1%	2 9.1%	- -

Youth Zip Code Literals Q6A

If other, please list.

Q1-17763, Ralston.

Q1-17763, Ralston.

Youth Demographics

Youth Gender Q7

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	39	22	17	-	-
What is your gender?					
Male	21 53.8%	10 45.5%	11 64.7%	-	-
Female	18 46.2%	12 54.5%	6 35.3%	-	-
Transgendered	-	-	-	-	-

Youth Age Q8

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	39	22	17	-	-
How old are you?					
14-15 years	9 23.1%	7 31.8%	2 11.8%	-	-
16-17 years	11 28.2%	9 40.9%	2 11.8%	-	-
18-20 years	17 43.6%	6 27.3%	11 64.7%	-	-
over 20 years	2 5.1%	-	2 11.8%	-	-

Youth Race Q9

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...
	39	22	17
What do you consider your race to be?			
Caucasian	30 76.9%	13 59.1%	17 100.0%
African American	9 23.1%	9 40.9%	-

Youth Race Literals Q9A

Youth Demographics

Youth Primary Service Q10

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	39	22	17	-	-
Are you receiving services primarily for:					
Mental Health	37 94.9%	22 100.0%	15 88.2%	-	-
Drug and Alcohol Treatment	-	-	-	-	-
Both Mental Health and Drug and Alcohol Treatment	2 5.1%	-	2 11.8%	-	-

Youth First Diagnosed Q11

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	39	22	17	-	-
How old were you when you first starting having mental he...					
Less than 5 years	7 17.9%	3 13.6%	4 23.5%	-	-
6-8 years	11 28.2%	6 27.3%	5 29.4%	-	-
9-11 years	6 15.4%	4 18.2%	2 11.8%	-	-
12-14 years	11 28.2%	7 31.8%	4 23.5%	-	-
15-17 years	4 10.3%	2 9.1%	2 11.8%	-	-
18-20 years	-	-	-	-	-
21 and over years	-	-	-	-	-
Not sure	-	-	-	-	-

Youth Satisfaction With Community Care

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
Do you think they authorized the right services for you?							
Yes	31 79.5%	17 77.3%	14 82.4%	-	-	80%	
No	-	-	-	-	-	-	
Not Sure	8 20.5%	5 22.7%	3 17.6%	-	-	-	

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
Do you think they authorized enough time to meet your needs?							
Yes	35 89.7%	19 86.4%	16 94.1%	-	-	80%	
No	-	-	-	-	-	-	
Not Sure	4 10.3%	3 13.6%	1 5.9%	-	-	-	

Youth Satisfaction With Community Care

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
Do you know you can call them if you have any questions?							
Yes	33 84.6%	19 86.4%	14 82.4%	-	-	-	80%
No	2 5.1%	-	2 11.8%	-	-	-	-
Not Sure	4 10.3%	3 13.6%	1 5.9%	-	-	-	-

I have called Community Care member service...Q12D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
I have called Community Care member services to find a provider.							
Yes	10 25.6%	9 40.9%	1 5.9%	-	-	-	80%
No	25 64.1%	10 45.5%	15 88.2%	-	-	-	-
Not Sure	4 10.3%	3 13.6%	1 5.9%	-	-	-	-

Youth Satisfaction With Community Care

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
I know how to file a complaint with Community Care about my provider							
Yes	20 51.3%	14 63.6%	6 35.3%	-	-	80%	
No	16 41.0%	5 22.7%	11 64.7%	-	-	-	
Not Sure	3 7.7%	3 13.6%	-	-	-	-	

Youth Satisfaction With Community Care Literals Q12F

Youth Provider Level Analysis

Youth Provider Q13

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.
	39	22	17
Who is your provider? Note to Surveyor: If there is mor...			
Community Services Group (CSG)	10 25.6%	9 40.9%	1 5.9%
Crossroads Counseling	2 5.1%	- -	2 11.8%
Diakon Family Life Services	2 5.1%	1 4.5%	1 5.9%
Lycoming/Clinton MH/ID (Joinder)	6 15.4%	4 18.2%	2 11.8%
Lycoming Therapeutic Wraparound Services	1 2.6%	- -	1 5.9%
The Meadows	1 2.6%	1 4.5%	- -
Merakey	1 2.6%	1 4.5%	- -
Susquehanna Behavioral Health Outpatient	1 2.6%	- -	1 5.9%
Other	15 38.5%	6 27.3%	9 52.9%

Youth Provider Literals Q13A

If other, please explain.

- Q1-Sunpointe Health.

- Q1-Finding New Hope.

- Q1-UCBH.

- Q1-Autism Development Center, Lewisburg.

- Q1-Devine Providence Hospital.

- Q1-UCBH.

- Q2-Devine Providence Hospital.

- Q2-UCBH.

- Q2-Devine Providence Hospital.

- Q2-Skills.

- Q2-Geisinger Autism Clinic for Neuro-Development.

- Q2-UCBH.

- Q2-UCBH.

- Q2-UCBH.

- Q2-A Place for Change.

Youth Provider Level Analysis

Youth Provider Service Q14

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?	
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...
	39	22	17
What services are you currently receiving from this provider?			
Outpatient Counseling	12 30.8%	5 22.7%	7 41.2%
Medication Management	12 30.8%	6 27.3%	6 35.3%
Psychiatry	1 2.6%	- -	1 5.9%
Telepsychiatry	2 5.1%	2 9.1%	- -
Family Based Mental Health	1 2.6%	1 4.5%	- -
Inpatient Hospitalization	1 2.6%	1 4.5%	- -
Targeted Case Management (TCM)	6 15.4%	5 22.7%	1 5.9%
Behavioral Health Rehabilitation Services (BHRS)	2 5.1%	2 9.1%	- -
Other	2 5.1%	- -	2 11.8%

Youth Provider Service Literals Q14A

If other, please explain.

Q2-Blended case management.

Q2-Peer support.

Youth Provider Level Analysis

Did you choose to go to this provider Q16

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	39	22	17	-	-
Did you choose to go to this provider?					
Yes	13 33.3%	2 9.1%	11 64.7%	-	-
No	-	-	-	-	-
Court Ordered	-	-	-	-	-
Chosen by Parent	16 41.0%	14 63.6%	2 11.8%	-	-
Referred	10 25.6%	6 27.3%	4 23.5%	-	-
Other	-	-	-	-	-

Youth Access to Services

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
We meet at places that are easy for me to get to.							
Strongly Agree/Agree	30 76.9%	14 63.6%	16 94.1%	-	-	80%	
Strongly Disagree/Disagree	-	-	-	-	-	-	
Neutral	9 23.1%	8 36.4%	1 5.9%	-	-	-	

We meet at times that are convenient to me Q17B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
We meet at times that are convenient to me.							
Strongly Agree/Agree	39 100.0%	22 100.0%	17 100.0%	-	-	80%	
Strongly Disagree/Disagree	-	-	-	-	-	-	
Neutral	-	-	-	-	-	-	

Youth Access to Services

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
I have been given clear information on who to contact if I need immediate help between appointments.							
Strongly Agree/Agree	37 94.9%	22 100.0%	15 88.2%	-	-	80%	
Strongly Disagree/Disagree	1 2.6%	-	1 5.9%	-	-	-	
Neutral	1 2.6%	-	1 5.9%	-	-	-	

Youth Access to Services Literals Q17D

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

Q1-I need community transportation.

Q2-It's far away. Two hours round trip.

Youth Treatment Experiences

I understand why I am receiving services Q18A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
I understand why I am receiving services.							
Strongly Agree/Agree	37 94.9%	20 90.9%	17 100.0%	-	-	80%	
Strongly Disagree/Disagree	-	-	-	-	-	-	
Neutral	2 5.1%	2 9.1%	-	-	-	-	

Youth Treatment Experiences

I believe the staff listens to me Q18B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
I believe the staff listens to me.							
Strongly Agree/Agree	39 100.0%	22 100.0%	17 100.0%	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

I feel free to express my opinions Q18C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
I feel free to express my opinions.							
Strongly Agree/Agree	39 100.0%	22 100.0%	17 100.0%	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

I get the right amount of help Q18D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
I get the right amount of help.							
Strongly Agree/Agree	38 97.4%	21 95.5%	17 100.0%	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	1 2.6%	1 4.5%	-	-	-	-	-

Youth Treatment Experiences

I feel I am benefiting from treatment Q18E

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
I feel that I am benefiting from treatment.							
Strongly Agree/Agree	38 97.4%	22 100.0%	16 94.1%	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	1 2.6%	-	1 5.9%	-	-	-	-

Staff helped me develop my treatment goals Q18F

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
Staff helped me develop my treatment goals.							
Strongly Agree/Agree	39 100.0%	22 100.0%	17 100.0%	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

I believe my treatment plan is easy to understand Q18G

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
I believe my treatment plan is easy to understand.							
Strongly Agree/Agree	37 94.9%	20 90.9%	17 100.0%	-	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	2 5.1%	2 9.1%	-	-	-	-	-

Youth Treatment Experiences

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
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	37 94.9%	22 100.0%	15 88.2%	-	-	-	80%
Strongly Disagree/Disagree	2 5.1%	-	2 11.8%	-	-	-	-
Neutral	-	-	-	-	-	-	-

Youth Treatment Experiences Literals 18I

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

Q1-My treatment plan can be kind of confusing.

Recovery Oriented Practices

Staff focus on what I do well Q19A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
Staff focus on what I do well.							
Strongly Agree/Agree	32 82.1%	15 68.2%	17 100.0%	-	-	80%	
Strongly Disagree/Disagree	2 5.1%	2 9.1%	-	-	-	-	
Neutral	5 12.8%	5 22.7%	-	-	-	-	

Staff helped me be successful in meeting treatment goals Q19B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
Staff helped me be successful in meeting treatment goals.							
Strongly Agree/Agree	39 100.0%	22 100.0%	17 100.0%	-	-	80%	
Strongly Disagree/Disagree	-	-	-	-	-	-	
Neutral	-	-	-	-	-	-	

Youth Recovery Oriented Practices Literals Q19C

Youth Outcomes

I handle day to day problems better Q20A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
I handle day to day problems better.							
Strongly Agree/Agree	38 97.4%	22 100.0%	16 94.1%	-	-	80%	
Strongly Disagree/Disagree	-	-	-	-	-	-	
Neutral	1 2.6%	-	1 5.9%	-	-	-	

I manage my strong feelings, like anger, better Q20B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
I manage my strong feelings, like anger, better.							
Strongly Agree/Agree	29 74.4%	16 72.7%	13 76.5%	-	-	80%	
Strongly Disagree/Disagree	-	-	-	-	-	-	
Neutral	10 25.6%	6 27.3%	4 23.5%	-	-	-	

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	39	22	17	-	-	-	
I don't get in trouble as often as I did before treatment.							
Strongly Agree/Agree	33 84.6%	19 86.4%	14 82.4%	-	-	80%	
Strongly Disagree/Disagree	1 2.6%	-	1 5.9%	-	-	-	
Neutral	5 12.8%	3 13.6%	2 11.8%	-	-	-	

Youth Outcomes

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	39	22	17	-	-	-
I think good things are going to happen more often for me.						
Strongly Agree/Agree	34 87.2%	19 86.4%	15 88.2%	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-
Neutral	5 12.8%	3 13.6%	2 11.8%	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	39	22	17	-	-	-
I feel good more often than before I participated in treatment.						
Strongly Agree/Agree	33 84.6%	19 86.4%	14 82.4%	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-
Neutral	6 15.4%	3 13.6%	3 17.6%	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	39	22	17	-	-	-
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	36 92.3%	22 100.0%	14 82.4%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-	-
Neutral	3 7.7%	-	3 17.6%	-	-	80%

Youth Outcomes

Youth Outcomes Literals Q20G

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

Q1-I still get depressed.

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

Youth Additional Compliments or Concerns

Youth Additional Compliments or Concerns Q21

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

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

Q2-Caseworker is really, really polite, really cool, easy to talk to.

Q2-My counselor is really easy to talk to, like a second mom. She makes me feel better about myself. She recommended the clubhouse to me.

Youth Provider Issues and Problems

Youth Knowledge of Provider's Complaint/Grievance Q22

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	39	22	17	-	-
Do you know how to file a complaint or grievance against your provider?					
Yes	30 76.9%	20 90.9%	10 58.8%	-	-
No	9 23.1%	2 9.1%	7 41.2%	-	-

Youth Provider Issues and Problems

Youth Satisfaction With Provider Complaint Outcome Q23

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

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	39	22	17	-	-
Do you know how to file a grievance against your provider...					
Yes	27 69.2%	17 77.3%	10 58.8%	-	-
No	12 30.8%	5 22.7%	7 41.2%	-	-

Youth Provider Issues and Problems

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

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

Youth Provider Issues or Problems Q26

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) responses reduce total	39	22	17	-	-
Have you had any issues or problems with (name of provider)?					
Yes	-	-	-	-	-
No	39 100.0%	22 100.0%	17 100.0%	-	-

Youth Provider Issues and Problems

Youth Type of Provider Issues or Problems Q27

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

Youth Provider Issue and Problem Resolutions

Youth Provider Issues or Problems Resolution Q28

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

Youth Provider Issue and Problem Resolutions

Youth Lack of Action Q29

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

Youth Department of Public Welfare Questions

Youth Impact on Quality of Life Q30

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	39	22	17	-	-
What effect has the treatment you've received had on the overall quality of your life?					
Much Better	19 48.7%	13 59.1%	6 35.3%	-	-
A Little Better	16 41.0%	7 31.8%	9 52.9%	-	-
About the Same	3 7.7%	2 9.1%	1 5.9%	-	-
A Little Worse	1 2.6%	-	1 5.9%	-	-
Much Worse	-	-	-	-	-

Youth Department of Public Welfare Questions

Youth Opportunity to Make Treatment Decisions Q31

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	39	22	17	-	-
Were you given the chance to make treatment decisions?					
Yes	25 64.1%	17 77.3%	8 47.1%	-	-
No	1 2.6%	-	1 5.9%	-	-
Sometimes	13 33.3%	5 22.7%	8 47.1%	-	-

Youth Ability to Recieve Needed Help Q32

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	39	22	17	-	-
In the last year, did you have any problems getting the help you needed?					
Yes	-	-	-	-	-
No	32 82.1%	19 86.4%	13 76.5%	-	-
Sometimes	7 17.9%	3 13.6%	4 23.5%	-	-

Youth Department of Public Welfare Questions

Youth Reason for Not Getting Needed Help Q33

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

Youth Reason for Not Getting Needed Help Literals Q33A

If other, please explain.

Q1-Staffing issues.

Q2-Communication problems between doctors.

Q2-Canceled appointments by providers to many times, changed providers to many times.

Youth Behavioral Health Medications

Youth Medications Q34

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	39	22	17	-	-
Are you taking behavioral health medications?					
Yes	36 92.3%	21 95.5%	15 88.2%	-	-
No	3 7.7%	1 4.5%	2 11.8%	-	-

Youth Behavioral Health Medications

Youth Medications Prescribed by This Provider Q35

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) responses reduce total	36	21	15	-	-
Are they prescribed by this provider?					
Yes	20 55.6%	10 47.6%	10 66.7%	-	-
No	16 44.4%	11 52.4%	5 33.3%	-	-

Youth Source of Medication Prescription Q36

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) responses reduce total	33	21	12	-	-
Who prescribes your behavioral health medications?					
Psychiatrist	29 87.9%	19 90.5%	10 83.3%	-	-
Primary Care Physician	2 6.1%	-	2 16.7%	-	-
Nurse Practitioner	2 6.1%	2 9.5%	-	-	-
Other	-	-	-	-	-

Source of Behavioral Health Medications Q36A

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

- Q1-Ruth Yoder.
- Q1-Ruth Yoder.
- Q2-Neuro-development specialist.
- Q2-DR. Challman.
- Q2-Dr. Challman.
- Q2-James Balbys.

Youth Satisfaction With Behavioral Health Medications

Overall, I feel my behavioral Health medications help me Q37A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
*(N/A) responses reduce totals	36	21	15	-	-	-	
Overall, I feel my behavioral health medications help me.							
Strongly Agree/Agree	36 100.0%	21 100.0%	15 100.0%	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
*(N/A) responses reduce totals	36	21	15	-	-	-	
My provider explained all side effects of the medications prescribed to me.							
Strongly Agree/Agree	31 86.1%	21 100.0%	10 66.7%	-	-	-	80%
Strongly Disagree/Disagree	3 8.3%	-	3 20.0%	-	-	-	-
Neutral	2 5.6%	-	2 13.3%	-	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
*(N/A) responses reduce totals	36	21	15	-	-	-	
I feel the person who prescribes my medication, listens and responds to my concerns.							
Strongly Agree/Agree	36 100.0%	21 100.0%	15 100.0%	-	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

Youth Satisfaction With Behavioral Health Medications

Youth Difficulty in Obtaining Medications Q38

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) responses reduce total	36	21	15	-	-
Are you having any trouble getting the medicatins that work for you?					
Yes	-	-	-	-	-
No	36 100.0%	21 100.0%	15 100.0%	-	-

Youth Discharge Related to Compliance Issues Q39

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	39	22	17	-	-
Have you ever been discharged in the past because you had trouble following your treatment plan, or you relapsed?					
Yes	-	-	-	-	-
No	39 100.0%	22 100.0%	17 100.0%	-	-

Youth Members Interested In Having Concerns Addressed

Interested in having concerns addressed Q40

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

Provider Responses

Provider Responses to 1st Quarter (July-September 2018)– C/FST Report

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

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

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

What are your overall impressions of the Survey?

“The survey was helpful.”

Did you find the survey results helpful?

“Yes- gave good insight in areas we were doing well and areas we could improve.”

Were there trends identified that you were not aware of?

“No.”

Did the survey reflect existing performance improvement areas?

“No.”

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

“Will review these results with the staff and share the positive remarks made by the patients. Also, will discuss areas where we can further improve our score (agree to strongly agree). Will discuss communication concerns raised in the survey and efforts to improve with communicating with patients.”

Other Provider Comments:

“Thank you for taking the time to conduct these surveys and sharing the results.”

Previous Quarter Comment – Repeated for Information Purposes:

“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 1st Quarter (July-September 2018) Report

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

No response was due.

Technical Notes

Technical Notes

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

The Center for Behavioral Health Data Research, Inc. has been contracted by Lycoming-Clinton Joinder Board HealthChoices to conduct 540 surveys between July 1, 2018 and June 30, 2019. 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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