

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

LCJB HealthChoices Behavioral Health System

4th Quarter October-December 2020 & Calendar Year End Report January 2020-December 2020

Consumer and Family Satisfaction & Outcomes: Survey Findings

Detailed Report of Survey Findings
January 2021

Survey Administration and Evaluation Services
Provided By:

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

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

Chart Informational Guide

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

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

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

Below 70% - **Requires Action**

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

Data Utilization & Provider Response

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

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

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

94% of target rate Y-T-D

Meets Expectations

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

Introduction

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

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

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

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

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

How this report is organized:

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

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

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

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

Page 125 – 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 126 – 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 125-130 – are important Technical Notes that addresses target sample size, survey/interview processes, data analysis and reporting, benchmarking and data limitations.

Adult Survey Findings

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

This 4th Quarter Lycoming-Clinton C/FST Report covers the period between October and December 2020 and provides details on the 128 adult, 42 family and 22 youth (192 total) interviews that were completed. Face-to-face interviews/surveys have been suspended due to the Covid-19 environment and circumstances.

Adult Survey Process & Findings

The following are C/FST findings and recommendations based on the 128 adult surveys completed during the 4th Quarter of calendar year 2020 for the period between October and December 2020.

Survey Results & Variations on Sample Characteristics

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

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

1. Face to face interviews/surveys suspended.
2. Higher ratio of female respondents –75% (96 of 128) versus 55% (80 of 151)
3. Higher percentage of members between ages 25-44 – 77% (98 of 128) versus 0% (0 of 151).
4. Age first having mental health issues – 12 years old or younger 41% (52 of 128) versus 12% (18 of 151).

Findings Overview

1. Adults continue to be generally pleased with Community Care. 92% (110 of 120, excluding 8 “not sure”) of adults surveyed knew where to “*find the number to call Community Care with questions or concerns.*” This number was 87% (448 of 516) for the four quarters ending December 2020.

85% (104 of 123, excluding 5 “not sure”) of adults’ reported “*knowing how to file a complaint*” during the 3rd Quarter. This number was 80% (419 of 522) for the four quarters ending December 2020. 85% (104 of 123), excluding 5 “not sure”) of adults’ reported “*knowing how to file a grievance*” during the 3rd Quarter. This number was 80% (419 of 522) for the four quarters ending December 2020.

2. Surveyed adults had positive responses with *Access to provider treatment services*. 92% (118 of 128) felt they “*were able to get the help they needed within an acceptable amount of time.*” 86% (110 of 128) of adults agree they “*were encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.)*” Overall, these numbers were 95% and 83% respectively for the four quarters ending December 2020.

3. Surveyed adults are generally pleased with their provider *Treatment Experiences*. The indicator “*provider regularly communicates with me to ensure coordination of my services*” was 94% (120 of 128) for the 3rd Quarter and 96% (512 of 535) for the four quarters ending December 2020.

Improvement continues to hold with the indicator “*I am afraid to complain for fear of consequences or discharge*” as the 4th Quarter was again below the 10% or less benchmark at 3% (4 of 128) and was just 3% (18 of 535) for the four quarters ending December 2020.

The lowest performance indicator was 66% (84 of 128) of adults interviewed agreed that the “*provider has talked to me about community supports and options that are available when I am ready for a different level of care.*” This indicator was 71% (382 of 535) for the four quarters ending December 2020.

4. Overall, adults have a high level of satisfaction with provider *Recovery Orientation* with favorable scores in the range 81% to 91% in all four indicators. These include, “*staff believes I can grow, change and recover.*” “*provider asked me what my goals would be to help me achieve a happy life.*” “*provider is teaching me skills that are helpful to me*” and “*provider acknowledges or rewards me for even small steps toward achieving my goals.*” *This were rated 85% to 89% for the four quarters ending December 2020.*

5. Adult responses to *“My provider recommend I complete a Mental Health Advance Directive”* dropped to 13% (17 of 128) in the 3rd Quarter and was just 14% (74 of 535) for the four quarters ending December 2020. The context of this question needs evaluated as it is possible that many adults may already have a MHAD.

6. Adult perception of satisfaction with treatment *Outcomes* was good. 4 of the 5 indicators were in the 84% to 100% range. These include *“I deal more effectively with daily problems,” “I feel more hopeful about the future,” “I feel that treatment is working”* and *“I know what to do if in a crisis.”* The indicator *“I believe I am are recovering”* slightly increased to 78% (100 of 128) and was 80% (426 of 535) for the four quarters ending December 2020.

7. 85% (109 of 128) adults interviewed reported taking behavioral health medications and 79% of those adults (86 of 109) felt the behavioral health medications were effective in managing their symptoms.

8. 9% (12 of 128) of interviewed adults had issues or problems with their provider and this indicator was 7% (36 of 535) for the four quarters ending December 2020. All 12 adults in the 4th Quarter chose not to take any action. (3 because the problem was not that serious, 2 were concerned with how the provider would react and 7 did not know how to file a complaint).

Recommendations Overview

1. Behavioral Health providers should continue to address recovery and resiliency factors (Recovery Oriented Systems Indicators ROSI) as members are transitioned into the community and self-help support systems. These include the recently added ROSI and CCISC indicators 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. The lowest indicator for the quarter was: *“My provider recommended I complete a Mental Health Advanced Directive”* at just 13% (17 of 128). This question may need revision.

Adult – Member Request for Assistance

Upon completing the survey 0% (0 of 128) adult members surveyed expressed interest in having a provider or MCO address the concern or issue they shared during the interview referred for immediate handling by LCJB HealthChoices.

Adult – Additional Compliments or Concerns

Q42 asks the adult member to share any additional compliments or concerns they may have about the services they receive from the provider. These comments can be found following Q42 in the following sections. This quarter 18 adult members had additional comments.

Quality Audits

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

During the 4th Quarter, 6 adult quality audits were performed. 100% (6 of 6) adults felt the length of the survey and number of questions were satisfactory. 100% (6 of 6) adults were satisfied with the survey process and 100% (6 of 6) adults felt ok or good about being contacted.

Comments

“I thought it was a scammer at first, but then I was fine with it”

Demographics

Adult Type of Survey Q4

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- ul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
What type of survey is this?					
Telephone	450 84.1%	13 13.4%	158 99.4%	151 100.0%	128 100.0%
Face to Face	85 15.9%	84 86.6%	1 0.6%	- -	- -

Adult County Q5

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- ul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
What county do you live in?					
Lycoming	428 80.0%	82 84.5%	135 84.9%	119 78.8%	92 71.9%
Clinton	107 20.0%	15 15.5%	24 15.1%	32 21.2%	36 28.1%

Adult Zip Code Q6

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- ul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
What is your zip code?					
17701-Williamsport	267 49.9%	63 64.9%	85 53.5%	74 49.0%	45 35.2%
17702-Williamsport	26 4.9%	7 7.2%	6 3.8%	6 4.0%	7 5.5%
17703-Williamsport	1 0.2%	- -	- -	1 0.7%	- -
17721-Avis	4 0.7%	- -	- -	4 2.6%	- -
17728-Cogan Station	8 1.5%	2 2.1%	1 0.6%	4 2.6%	1 0.8%
17737-Hughesville	28 5.2%	3 3.1%	9 5.7%	4 2.6%	12 9.4%
17740-Jersey Shore	24 4.5%	1 1.0%	10 6.3%	6 4.0%	7 5.5%
17744-Linden	12 2.2%	- -	- -	12 7.9%	- -
17745-Lock Haven	86 16.1%	14 14.4%	18 11.3%	24 15.9%	30 23.4%
17747-Loganton	2 0.4%	- -	2 1.3%	- -	- -
17748-McElhatton	2 0.4%	- -	2 1.3%	- -	- -
17751-Mill Hall	8 1.5%	- -	1 0.6%	1 0.7%	6 4.7%
17752-Montgomery	15 2.8%	- -	- -	6 4.0%	9 7.0%
17754-Montoursville	18 3.4%	4 4.1%	6 3.8%	1 0.7%	7 5.5%
17756-Muncy	19 3.6%	- -	12 7.5%	6 4.0%	1 0.8%
17764-Renovo	2 0.4%	1 1.0%	- -	1 0.7%	- -
17771-Trout Run	9 1.7%	2 2.1%	4 2.5%	- -	3 2.3%
17774-Unityville	3 0.6%	- -	3 1.9%	- -	- -
17810-Allenwood	1 0.2%	- -	- -	1 0.7%	- -

Adult Gender Q7

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- ul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
What is your gender?					
Male	191 35.7%	47 48.5%	41 25.8%	71 47.0%	32 25.0%
Female	343 64.1%	50 51.5%	117 73.6%	80 53.0%	96 75.0%
Transgender	1 0.2%	- -	1 0.6%	- -	- -

Demographics

Adult Age Q8

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- ul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
How old are you?					
21 to 24 years	42 7.9%	9 9.3%	1 0.6%	-	32 25.0%
25 to 34 years	117 21.9%	21 21.6%	10 6.3%	-	86 67.2%
35 to 44 years	51 9.5%	31 32.0%	20 12.6%	-	-
45 to 54 years	178 33.3%	21 21.6%	103 64.8%	51 33.8%	3 2.3%
55 to 64 years	130 24.3%	11 11.3%	25 15.7%	94 62.3%	-
65 and over	17 3.2%	4 4.1%	-	6 4.0%	7 5.5%

Adult Race Q9

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.- Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
What do you consider your race to be?					
Caucasian	429 80.2%	88 90.7%	115 72.3%	112 74.2%	114 89.1%
African American	75 14.0%	7 7.2%	33 20.8%	35 23.2%	-
Hispanic American	3 0.6%	-	-	-	3 2.3%
American Indian/Alaskan Native	3 0.6%	-	1 0.6%	2 1.3%	-
Bi-Racial	16 3.0%	2 2.1%	7 4.4%	2 1.3%	5 3.9%
Other	9 1.7%	-	3 1.9%	-	6 4.7%

Adult Primary Service Q10

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- ul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
Are you receiving services primarily for:					
Mental Health	417 77.9%	56 57.7%	128 80.5%	130 86.1%	103 80.5%
Drug and Alcohol Treatment	54 10.1%	28 28.9%	10 6.3%	8 5.3%	8 6.3%
Both Mental Health and Drug and Alcohol Treatment	64 12.0%	13 13.4%	21 13.2%	13 8.6%	17 13.3%

Adult First Diagnosed Q11

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- ul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
How old were you when you first starting receiving mental...					
Less than 5 years	22 4.1%	2 2.1%	3 1.9%	3 2.0%	14 10.9%
6-12 years	81 15.1%	8 8.2%	20 12.6%	15 9.9%	38 29.7%
13-17 years	71 13.3%	16 16.5%	25 15.7%	5 3.3%	25 19.5%
18 to 24 years	101 18.9%	21 21.6%	36 22.6%	22 14.6%	22 17.2%
25-34 years	82 15.3%	22 22.7%	19 11.9%	19 12.6%	22 17.2%
35-44 years	74 13.8%	17 17.5%	27 17.0%	30 19.9%	-
45-54 years	66 12.3%	4 4.1%	28 17.6%	34 22.5%	-
55-64 years	26 4.9%	7 7.2%	1 0.6%	17 11.3%	1 0.8%
Not sure	12 2.2%	-	-	6 4.0%	6 4.7%

Adult Satisfaction with Community Care

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
*Not Sure's reduce total	516	95	154	147	120
Do you know where to find the number to call Community Care, with questions or concerns? (Note to surveyor: If no give the phone number 1 855 520 9787)					
Yes	448 86.8%	83 87.4%	129 83.8%	126 85.7%	110 91.7%
No	68 13.2%	12 12.6%	25 16.2%	21 14.3%	10 8.3%

86.8% of target rate YTD

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
*Not Sure's reduce total	522	95	157	147	123
I know where to find information about how to file a complaint against Community Care if I need to.(Complaint-Telling or writing us to say that you are not satisfied with services.)					
Yes	419 80.3%	77 81.1%	117 74.5%	121 82.3%	104 84.6%
No	103 19.7%	18 18.9%	40 25.5%	26 17.7%	19 15.4%

80.3% of target rate YTD

Meets Expectations

Adult Satisfaction with Community Care

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
*Not Sure's reduce total	522	95	157	147	123
I know where to find information about how to file a grievance against Community Care if I need to.(-Grievance-Telling or writing that you do not agree with a denial of a covered service or change in a c...					
Yes	419 80.3%	77 81.1%	117 74.5%	121 82.3%	104 84.6%
No	103 19.7%	18 18.9%	40 25.5%	26 17.7%	19 15.4%

80.3% of target rate YTD

Meets Expectations

Adult Satisfaction with Community Care Literals Q12D

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

Q1-12b-Did not know where to find info about how to file a complaint. 12c-Did not know where to find info about how to file a grievance.

Q1- 12a gave a phone number.

Q1-12a Phone number given

Q1-No longer on it

Q1-Did not know where to find information.

Q1- Member did not know where to find phone number-surveyor gave member the information. Member did not know where to find information on how to file a complaint or a grievance.

Q1- Member did not know where to find information on how to file a complaint or grievance.

Q1-12b and c-Found on back of card-told her this and referred to handbook.

Q1-Member did not know where to find information on phone number or information on how to file a complaint or grievance.

Q2-Member did not know where to find phone number or information on how to file complaint or grievance.

Q2-Did not know where to find information on how to file complaint or grievance.

Q2-Did not know where to find information.

Q2-Member did not have phone number, surveyor gave it to him.

Q2-Did not know the number surveyor gave to him.

Q2-Not so much Community Care,did not know where to find info. Did not want the number

Q4-I've never dealt with CCBH

Adult Treatment Provider Level Analysis

Adult Provider Level Analysis...Q13

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- ul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
What is the name of your treatment provider?					
Community Services Group (CSG)	123 23.0%	22 22.7%	24 15.1%	49 32.5%	28 21.9%
Crossroads Counseling	123 23.0%	17 17.5%	44 27.7%	25 16.6%	37 28.9%
Diakon Family Life Services	77 14.4%	14 14.4%	39 24.5%	13 8.6%	11 8.6%
UPMC Susquehanna Behavioral Health Inpatient	14 2.6%	- -	4 2.5%	7 4.6%	3 2.3%
Geisinger Services	24 4.5%	2 2.1%	6 3.8%	6 4.0%	10 7.8%
Genesis House	15 2.8%	11 11.3%	1 0.6%	3 2.0%	- -
Lycoming/Clinton MHID (Joinder)	22 4.1%	2 2.1%	8 5.0%	9 6.0%	3 2.3%
Lycoming Therapeutic Services	2 0.4%	- -	1 0.6%	- -	1 0.8%
Meadows (The)	1 0.2%	- -	1 0.6%	- -	- -
UCBH	8 1.5%	2 2.1%	4 2.5%	2 1.3%	- -
UPMC Susquehanna Behavioral Health Outpatient	31 5.8%	1 1.0%	6 3.8%	14 9.3%	10 7.8%
Skills of Central PA	9 1.7%	1 1.0%	4 2.5%	3 2.0%	1 0.8%
Williamsport Family Medical Center	11 2.1%	2 2.1%	3 1.9%	4 2.6%	2 1.6%
West Branch	7 1.3%	5 5.2%	1 0.6%	1 0.7%	- -
Keystone Counseling	11 2.1%	- -	2 1.3%	5 3.3%	4 3.1%
A Place for Change	1 0.2%	- -	- -	- -	1 0.8%
Other	56 10.5%	18 18.6%	11 6.9%	10 6.6%	17 13.3%

Adult Provider literal Q13A

If other, please list.

Q1-River Valley Health & Dental for psych

Q1-River Valley Health & Dental

Q1-River Valley Health & Dental

Q1-River Valley Health & Dental

Q1-River Valley Health & Dental

Q1-Clean Slate

Q1-Clean Slate

Q1-Clean Slate

Q1-Clean Slate

Q1-Mill Hall office

Q1-Mill Hall office

Q1-Mill Hall office

Q1-Mill Hall office

Q1-GEO program for re-entry.

Clean Slate

Q1-Lock Haven Family Practice-Dr. Timco (transferred from UCBH)

River Valley Health & Dental

Q1-River Valley Health & Dental

Q1-River Valley Health & Dental

Q1-River Valley Health & Dental

Q1-River Valley Health & Dental

Q1-River Valley Health & Dental

Q1-Mill Hall

Q1-Mill Hall

Q1-Mill Hall

Q1-Mill Hall

Q1-All Seasons therapy-Mill Hall

Q1-All Seawsons Therapy-Mill Hall

Q1-Clean Slate

Q2-Pamela Wallace

Q2-Clean Slate

Q2-Merakey.

Q2-Merakey.

Q2-Merkey.

Q2-Laura Capel.

Q2--Lock Haven office

Q3-Lock Haven office

Q2-Ray McGinnis-private

Adult Provider literal Q13A

If other, please list.

Q2-Divine Providence

Q2-Divine Providence

Q2-Divine Providence

Q3-RVHD

Q3-RVHD

Q3-Gillum Psychiatry

Q3-Gillum Psychiatry

Q3-RVHD

Q3-Clean Slate

Q3-RVHD

Q3-RVHD

Q3-RVHD

Q3-RVHD

Q4-4C's - Clinton County Community Connections

Q4-American Family Psychiatry

Q4-American Family Psychiatry

Q4-River Valley Health & Dental

Q4-RVHD

Q4-RVHD

Q4-RVHD

Q4-Service Access Management

Q4-RVHD

Q4-RVHD

Q4-Dr.Migginis

Q4-Michael Gilliams Office

Q4-Jamie Plocinski/Leslie Devorshok

Q4-Michael Gilliam/Sonia Blades

Q4-Sun Pointe Health

Q4-RVHD

Q4-RVHD

Q4-CenClear

Q4-CenClear

Adult Treatment Provider Level Analysis

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
Were you made aware of the availability of other provider...					
Yes	457 85.4%	86 88.7%	134 84.3%	128 84.8%	109 85.2%
No	78 14.6%	11 11.3%	25 15.7%	23 15.2%	19 14.8%

Adult Choice

Did you choose to go to this provider? Q15

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
Did you choose to go to this provider?					
Yes	368 68.8%	57 58.8%	121 76.1%	94 62.3%	96 75.0%
No	2 0.4%	-	-	-	2 1.6%
Court Ordered	18 3.4%	4 4.1%	4 2.5%	4 2.6%	6 4.7%
Referred	147 27.5%	36 37.1%	34 21.4%	53 35.1%	24 18.8%
Other	-	-	-	-	-

Adult choice literal Q15A

If other, please explain.

-
- Q1-Hospital

 - Q1-Hospital

 - Q1-PNAP

 - Q1-PNAP

 - Q2-Lock Haven office

 - Q4-Did not want to change psychiatrists but had too many problems with the one at CSG.

Adult Treatment Service Level Analysis

Adult Provider Service Level Analysis Q16

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.- Sept.	4th Qtr Oct.-Dec.
(N/A) responses reduce total	454	64	142	137	111
What Mental Health service are you completing this survey about?					
Outpatient Counseling	172 37.9%	22 34.4%	58 40.8%	52 38.0%	40 36.0%
Medication Management	125 27.5%	19 29.7%	41 28.9%	37 27.0%	28 25.2%
Psychiatry	94 20.7%	11 17.2%	29 20.4%	30 21.9%	24 21.6%
Telepsychiatry	25 5.5%	6 9.4%	5 3.5%	6 4.4%	8 7.2%
Partial Hospitalization Program	-	-	-	-	-
Inpatient Hospitalization	2 0.4%	-	1 0.7%	-	1 0.9%
Crisis	-	-	-	-	-
Co-Occurring Outpatient Counseling	1 0.2%	-	-	-	1 0.9%
Targeted Case Management (TCM)	20 4.4%	3 4.7%	5 3.5%	7 5.1%	5 4.5%
Psychiatric Rehabilitation	1 0.2%	-	-	-	1 0.9%
Certified Peer Support	7 1.5%	1 1.6%	1 0.7%	4 2.9%	1 0.9%
Other	7 1.5%	2 3.1%	2 1.4%	1 0.7%	2 1.8%

Adult Service Level Literals Q16A

If other, please explain.

Q1- DBT classes/therapy/group

Q1-Trauma counseling

Q1-Dialectic Behavioral Therapy.

Q1-Dialectic Behavior Therapy

Q2-Mobile Therapy

Q2-Psych-Med Management

Q3-BDT therapy

Q4-Behavior Services Specialist

Q4-DBT Therapy

Adult Treatment Service Level Analysis

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- ul.-Sept.	4th Qtr Oct.-Dec.
*N/A responses reduce total	83	36	16	14	17
What Substance Use Disorder service are you completing th...					
Outpatient Counseling	37 44.6%	16 44.4%	8 50.0%	7 50.0%	6 35.3%
Medication Assisted Treatment (MAT)	23 27.7%	7 19.4%	8 50.0%	3 21.4%	5 29.4%
Intensive Outpatient Program (IOP)	7 8.4%	4 11.1%	-	1 7.1%	2 11.8%
Case Coordination	7 8.4%	5 13.9%	-	1 7.1%	1 5.9%
Intensive Case Management	-	-	-	-	-
Partial Hospitalization Program	-	-	-	-	-
Rehabilitation Services	1 1.2%	1 2.8%	-	-	-
Detoxification Services	-	-	-	-	-
Co-Occurring Outpatient Counseling	3 3.6%	2 5.6%	-	1 7.1%	-
Certified Recovery Specialist	4 4.8%	1 2.8%	-	1 7.1%	2 11.8%
Other	1 1.2%	-	-	-	1 5.9%

Substance disorder service literal Q17A

If other, please
explain

Q4-Group therapy.

Adult Treatment Service Level Analysis

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
I was made aware of the availability of different treatme...					
Yes	473 88.4%	91 93.8%	132 83.0%	137 90.7%	113 88.3%
No	62 11.6%	6 6.2%	27 17.0%	14 9.3%	15 11.7%

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
How long have you been receiving services from this provi...					
Less than 6 months	87 16.3%	41 42.3%	13 8.2%	12 7.9%	21 16.4%
6 months to 1 year	84 15.7%	11 11.3%	22 13.8%	13 8.6%	38 29.7%
1 to 2 years	95 17.8%	23 23.7%	28 17.6%	30 19.9%	14 10.9%
2 to 3 years	72 13.5%	5 5.2%	19 11.9%	26 17.2%	22 17.2%
4+ years	197 36.8%	17 17.5%	77 48.4%	70 46.4%	33 25.8%

Adult Access to Services

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
I feel like I was able to get the help I needed within an acceptable amount of time.					
Strongly Agree/Agree	507 94.8%	96 99.0%	148 93.1%	145 96.0%	118 92.2%
Strongly Disagree/Disagree	15 2.8%	1 1.0%	7 4.4%	- -	7 5.5%
Neutral	13 2.4%	- -	4 2.5%	6 4.0%	3 2.3%

94.8% of target rate YTD

Meets Expectations

I was encouraged to use consumer run programs Q20B

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
I was encouraged to use consumer run programs (support groups, drop-in centers, crisis phone lines, etc.)					
Strongly Agree/Agree	443 82.8%	83 85.6%	122 76.7%	128 84.8%	110 85.9%
Strongly Disagree/Disagree	82 15.3%	11 11.3%	34 21.4%	19 12.6%	18 14.1%
Neutral	10 1.9%	3 3.1%	3 1.9%	4 2.6%	- -

82.8% of target rate YTD

Meets Expectations

Adult Access to Service Literals Q20C

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

Q1-20b-Is not interested at this time in services.

Q1-20b-Didn't talk about it yet.

Q1-20b-Didn't talk about it yet.

Q1-20b-Not needed.

20b-was not encouraged to use them.

Q1-Member has not yet been encouraged to use consumer run programs .

Adult Access to Service Literals Q20C

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

Q1-I had issue with (psychiatrist) and did not feel comfortable seeing her any longer, but was not referred to another Psychiatrist or someone to help with med. management. I asked for help like Divorce support groups or alcoholism and family counseling and support, wasn't given any resources or encouraged.

Q1-Not able to give or get support groups yet.

Q1-Would not use them anyway

Q2-Was not encouraged to use consumer run programs.

Q2-Was not encouraged to use consumer run programs.

Q2-Pre-authorizations are taking too long to go through.

Q2-Not a user friendly phone system, have frustrating time trying to cal in.

Q2-Member not encouraged to use consumer run programs.

Q2-Member states didn't need them

Q2-Was not encouraged to use consumer run programs

Q3-Goes to the Clubhouse

Q3-No but they always give you papers when you leave.

Q3-I don't use any other programs

Q3-Was not encouraged to use consumer run programs.

Q3-Was told they exist, but haven't had to use them so far.

Q3-Don't remember

Q4-Was not told about any of these.

Q4-I had to demand for this psych at Geisinger. Had to get an advocate to help me, was difficult to get into Geisinger but we finally got in.

Q4-Not encouraged to use consumer run programs.

Q4-She is really booked out so it's hard to get appointments in a timely manner. Currently scheduling 3 months out.

Q4-She sees her every other week. Therapists left and she has now a lot more patients.

Q4-Hard to get appointment with them at the time. There was not availability.

Q4-Long waiting lists

Q4-Was not encouraged to use consumer run programs

Q4-No because the doctor doesn't get back to you or the nurse does not relay messages.

Q4-Was not encouraged to use consumer run programs

Adult Treatment Experiences

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
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	382 71.4%	75 77.3%	116 73.0%	107 70.9%	84 65.6%
Strongly Disagree/Disagree	131 24.5%	14 14.4%	35 22.0%	44 29.1%	38 29.7%
Neutral	22 4.1%	8 8.2%	8 5.0%	- -	6 4.7%

71.4% of target rate YTD

Satisfactory

Adult Treatment Experiences

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
I am afraid to complain to my provider about my services for fear of consequences or discharge.					
Strongly Agree/Agree	18 3.4%	-	7 4.4%	7 4.6%	4 3.1%
Strongly Disagree/Disagree	501 93.6%	97 100.0%	149 93.7%	141 93.4%	114 89.1%
Neutral	16 3.0%	-	3 1.9%	3 2.0%	10 7.8%

93.6% of target rate YTD

Meets Expectations

The provider regularly communicates with me....Q21C

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
The provider regularly communicates with me to ensure coordination of my services.					
Strongly Agree/Agree	512 95.7%	96 99.0%	151 95.0%	145 96.0%	120 93.8%
Strongly Disagree/Disagree	19 3.6%	-	5 3.1%	6 4.0%	8 6.3%
Neutral	4 0.7%	1 1.0%	3 1.9%	-	-

95.7% of target rate YTD

Meets Expectations

Adult Treatment Experiences

Adult Treatment Experience Literals Q21D

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

Q1-21b-not afraid to complain to provider.

Q1-21b-not afraid to complain to provider about services.

Q1-21b- Not afraid to complain.

Q1-21a-Not ready for different level of care, just started services 21b-Not afraid to complain.

Q1-21a-Not ready for different level, may start alcohol treatment soon. 21b Not afraid to complain.

Q1-21a-Not ready for different level of care.

Q1-21a-Not ready for different level of care.

Q1-21a-have not discussed this yet. 21c-no because she handled all the appointments info herself.

Q1-Not ready for a different level of care.

Q1-Not ready for different levels of care.

Q1-I need a new psychiatrist and was not referred or followed up with.

Q1-Member not ready for different levels of care.

Q1-Not ready for different level of care.

Q2-Provider has not talked with him about community supports.

Q2-21b-not really

Q2-(Provider) has not talked about community supports

Q2-They have not talked about community supports

Q3-Afraid if I don't comply they will send me back to the hospital. I feel like I'm being bullied into taking medication that the side effects are really hard on me, worried about a bleeding ulcer.

Q3-Not ready for a different level of care, just switched to RVHD 4 months ago. Not afraid to complain.

Q3-Not ready for a different level of care. Not afraid to complain.

Q3-Not afraid to complain.

Q3-Did not talk about community supports. Not afraid to complain.

Q3-Not afraid to complain

Q3-She is straight forward and will tell them to their face.

Q3-Not afraid to complain

Q3-Don't remember if we discussed this.

Q3-Not ready for a different level of care.

Q3-Have not discussed this yet because I just began services.

Q3-They do not regularly communicate with him. They have threatened to drop him.

Q3-Not ready for a different level of care. Not afraid to complain.

Q4-Have not really talked about them because they have not been needed.

Q4-I'm not afraid to complain to counselor but I'm afraid to be totally honest with the Dr. She hasn't told me she won't treat me but it's just a feeling I get.

Q4-Have not discussed other options, not afraid to complain.

Adult Treatment Experience Literals Q21D

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

Q4-Pick and choose battles to make sure its a valid complaint so we don't lose services.

Q4-Not afraid to complain

Q4-I'm afraid of consequences not discharge. If I say how I feel, I will lose privileges. Staff sucks at communicating with me until the last minute to tell me things.

Q4-Not ready for a different level, just began services. Not afraid to complain.

Q4-Not afraid to complain.

Q4-Have not talked about this yet. Not afraid to complain.

Q4-They feel like I'm not quite ready yet. I'm nervous yes, I feel like I would be told I'm wrong-invalidated.

Q4-Nothing to complain about, but part of my diagnosis is that I avoid confrontation.

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

Q4-Not afraid to complain

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

Q4-They said we will see how this goes and then reevaluate. Not afraid to complain.

Q4-Only started services 2 months ago, not ready for a different level. Not afraid to complain.

Q4-I'm on 6 month probation because I missed appointments, so I can't go back until March. I also cannot refill my psych meds and was not given any instruction on safely tapering off them. I was going to cut them in half until I ran out. Only had services for 5 months, not ready for a different level of care.

Q4-Provider has not talked about community supports. I'm not afraid to complain. No they did not regularly communicate about services.

Q4-Was not there long enough to discuss different care levels. I'm not afraid to complain.

Q4- Haven't had services long. Not afraid to complain.

Q4-Not afraid to complain.

Q4-Yes, but has social anxiety so it does not work for her. Not afraid to complain.

Q4-Provider has not talked about this. Not afraid to complain.

Q4-Communication is lacking, meds have needed refilled for a week now, and nothing has happened.

Q4-Haven't really talked about it.

Q4-It is probably too soon. I'm not afraid to complain.

Q4-They have not talked about that.

Q4-Not ready for other level, did recommend inpatient stay when having med reactions.

Adult Recovery Oriented Practices

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
Staff believes I can grow, change, and recover. (ROSI)					
Always/Almost Always	478 89.3%	93 95.9%	139 87.4%	130 86.1%	116 90.6%
Often/Sometimes	41 7.7%	4 4.1%	7 4.4%	19 12.6%	11 8.6%
Rarely/Never	16 3.0%	- -	13 8.2%	2 1.3%	1 0.8%

89.3% of target rate YTD

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
	535	97	159	151	128
My provider asked me what my goals would be to help me achieve a happy life. (CCISC)					
Always/Almost Always	466 87.1%	89 91.8%	138 86.8%	123 81.5%	116 90.6%
Often/Sometimes	42 7.9%	7 7.2%	13 8.2%	17 11.3%	5 3.9%
Rarely/Never	27 5.0%	1 1.0%	8 5.0%	11 7.3%	7 5.5%

87.1% of target rate YTD

Meets Expectations

Adult Recovery Oriented Practices

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
	535	97	159	151	128
My provider is teaching me skills that are helpful to me. (CCISC)					
Always/Almost Always	455 85.0%	87 89.7%	138 86.8%	126 83.4%	104 81.3%
Often/Sometimes	46 8.6%	9 9.3%	7 4.4%	16 10.6%	14 10.9%
Rarely/Never	34 6.4%	1 1.0%	14 8.8%	9 6.0%	10 7.8%

85.0% of target rate YTD

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
	535	97	159	151	128
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	473 88.4%	92 94.8%	143 89.9%	125 82.8%	113 88.3%
Often/Sometimes	41 7.7%	5 5.2%	9 5.7%	16 10.6%	11 8.6%
Rarely/Never	21 3.9%	- -	7 4.4%	10 6.6%	4 3.1%

88.4% of target rate YTD

Meets Expectations

If you disagreed with any of these statements please explain Q22E

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

Q1-22b-We haven't discussed this yet.22c-It is to early in treatment, haven't started yet.

Q1-22c-Haven't started that yet.

Q1-We have talked about it in the past, not yet since starting with this (provider).

Q1-Talking so far, not teaching skills yet. We have not set goals yet.

Q1They use to ask about my goals at first, but not so much now.

Q2-I don't remember. I don't think they did tell me these things.

If you disagreed with any of these statements please explain Q22E

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

Q3-I don't believe he thinks I can recover, try harder to get me off the meds.

Q3- Has not asked me my goals

Q3-I'm doing well now, steady.

Q3-I'm doing well and my goals very much! I love Crossroads

Q3-Don't remember asking my goals.

Q3-We didn't discuss that stuff.

Q4-Still just talking things over, haven't really discussed goals or skills.

Q4-My mom is keeping me here, when someone who really needs it could be here instead. Some staff acknowledge things, some don't.

Q4-No skills so far. I didn't know they did this, never have.

Q4-I've been in counseling a long time, some things they tell me to do are just not realistic or helpful.

Q4-No skills so far. I didn't know they did this, never have.

Q4-Never teaches her skills that are helpful. Provider does not acknowledge for even small steps.

Q4-Went somewhere else for building social skills.

Q4-Not really focused on that right now. Does not apply right now.

Adult Outcomes

I deal more effectively with daily problems Q23A

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
I deal more effectively with daily problems.					
Strongly Agree/Agree	455 85.0%	89 91.8%	125 78.6%	130 86.1%	111 86.7%
Strongly Disagree/Disagree	24 4.5%	- -	17 10.7%	4 2.6%	3 2.3%
Neutral	56 10.5%	8 8.2%	17 10.7%	17 11.3%	14 10.9%

85.0% of target rate YTD

Meets Expectations

Adult Outcomes

I feel more hopeful about my future Q23B

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
I feel more hopeful about my future.					
Strongly Agree/Agree	444 83.0%	91 93.8%	111 69.8%	134 88.7%	108 84.4%
Strongly Disagree/Disagree	28 5.2%	2 2.1%	18 11.3%	2 1.3%	6 4.7%
Neutral	63 11.8%	4 4.1%	30 18.9%	15 9.9%	14 10.9%

83.0% of target rate YTD

Meets Expectations

I believe I am recovering Q23C

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
I believe I am recovering.					
Strongly Agree/Agree	426 79.6%	90 92.8%	124 78.0%	112 74.2%	100 78.1%
Strongly Disagree/Disagree	31 5.8%	1 1.0%	15 9.4%	8 5.3%	7 5.5%
Neutral	78 14.6%	6 6.2%	20 12.6%	31 20.5%	21 16.4%

79.6% of target rate YTD

Satisfactory

Adult Outcomes

I feel that treatment is working Q23D

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
I feel that treatment is working.					
Strongly Agree/Agree	475 88.8%	95 97.9%	132 83.0%	136 90.1%	112 87.5%
Strongly Disagree/Disagree	17 3.2%	- -	14 8.8%	3 2.0%	- -
Neutral	43 8.0%	2 2.1%	13 8.2%	12 7.9%	16 12.5%

88.8% of target rate YTD

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
I know what to do when I am in a crisis.					
Strongly Agree/Agree	530 99.1%	97 100.0%	156 98.1%	149 98.7%	128 100.0%
Strongly Disagree/Disagree	5 0.9%	- -	3 1.9%	2 1.3%	- -
Neutral	- -	- -	- -	- -	- -

99.1% of target rate YTD

Meets Expectations

Adult Outcomes

Adult Outcome Literals Q27F

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

Q1-23b-She chose neutral because she is on her medication and it's working. She can function daily. If she doesn't stay on track, she gets manic and depressed.

Q1-23d-Sometimes it is.

Q1-23a- everyday is different. 23b-sometimes

Q1-23a-sometimes yes, sometimes no

Q1-Gradual growth-few steps forward-few steps back, keep trying.

Q1-Member says every day differs, too early to say.

Q1-Once my divorce is behind me, I'll be more hopeful.

Q1-just started telepsychiatry and med management at another provider, seeing how this helps or not.

Q1-Just started RVHD in combination with counseling at Genesis House, waiting to see if it helps or not.

Q1-Just started, still learning skills.

Q1-Not sure where I stand with some things.

Q1-I'm ok at home, still working on issues. I believe I am recovering sometimes, not always. I feel treatment is working

Q1-That ship has sailed, I accept what is.

Q2-Did not know what to do when in a crisis.

Q2-Life long problems that will not get any better.

Q2-I don't think they know who to talk to, to get me help. I believe they think I'm faking it and they are not taking me seriously.

Q2-Because once in a while things come up.

Q2-Getting better, not there yet.

Q2-Trying to separate from my husband, Need help finding housing and talking to someone to help me find housing.

Q2-Covid quarantine has me less hopeful right now.

Q2-23a-everyday is different so I can't answer agree or disagree.

Q2-Member comes from abusive background and she takes medicine to calm down but some days are not good.

Q2-I'm anorexic and the new mobile therapist is making me worse, asking the same questions over and over. I'm about to die due to my physical health, I don't need the extra aggravation.

Q2-At times

Q2-Depends on the day, last week my car blew up.

Q2-Still has a lot of problems, some days are good, some are bad.

Q2- Mostly hopeful about future, believes in the middle of recovering

Q3-Comes and goes-depression diagnosis. Have some issues going on right now that's making it hard. My issues right now are putting me back in treatment.

Q3-Meds keep me out of trouble.

Q3-Have my days still, ups and downs

Adult Outcome Literals Q27F

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

Q3-Happy with care but he doesn't want to stop going. He continues to get worse but not because of them. He feels he is going nuts/ losing it.

Q3-It depends on life circumstances, sometimes yes and sometimes no, has more bad days than good.

Q3-COVID has made things not so normal. Has not been in much treatment.

Q3-50/50 chance daily.

Q3-Still have bad days, only go 1 time a month, not for the last 2 months because of COVID. Not really hopeful right now, but will get better.

Q3-Sometimes. One day is good and the next can be not good. You will never recover from bipolar, but they are there to help you.

Q3-Situation that I'm dealing with has not changed.

Q3-I don't deal with problems effectively

Q3-Slowly but surely.

Q3-Still needs reminders about boundaries

Q3-I'm waiting for a liver transplant so I'm hanging on for that. I just want to get it done.

Q3-No, things are more confusing. Does not believe he is recovering.

Q3-Little better than previous provider.

Q3-Not consistently

Q3-My son just died in July so it's been really hard.

Q4-He will never recover from his disabilities but the services help him function better.

Q4-He will never recover, just improve functioning.

Q4-I'm better than before.

Q4-Sometimes

Q4-It's half and half.

Q4-Sometimes I deal more effectively. Not sure if I'm recovering.

Q4-Just had another baby and struggling again with post partum. Treatment worked before so that's why I'm doing it again.

Q4-Not yet with therapy

Q4-This is because of my circumstances, not my treatment.

Q4-Services are helping, just not feeling it yet. Counseling helps me feel better when I'm struggling.

Q4-It's half and half, depends on the day, circumstances, if my meds are available etc

Q4-Just had another baby and struggling again with postpartum, treatment worked before, so that's why I'm doing it again.

Q4-Not really dealing with problems better. I do not believe I am recovering. It was nice talking to someone but it wasn't helping.

Q4-More of a crutch, said they can't do more because of my diagnosis, I need more in depth treatment.

Q4-Does not think they are available enough. Yes the medication treatment is working, no therapy isn't.

Q4- Getting better

Q4-Great when I went to my appointments, advice/talks were helpful. I felt heard and understood. Medication was not helping, talking was helping.

Q4-Coping skills were helpful but got redundant. I felt heard. Meds weren't helping but talking was.

Adult Outcome Literals Q27F

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

Q4-Just doesn't want to go out because of COVID and social skills.

Q4-Depends on the day, but its more normal, more good days than bad. Sometimes yes but also no, they are helping me with it.

Q4-Yes and no. Getting there. So far we haven't gotten very far because of COVID, haven't gotten into deeper stuff yet.

Adult Provider Issues or Problems

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
Have you had any issues or problems with services from (n...					
Yes	36 6.7%	1 1.0%	13 8.2%	10 6.6%	12 9.4%
No	499 93.3%	96 99.0%	146 91.8%	141 93.4%	116 90.6%

Adult Satisfaction with Complaint Process Q25

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
If "yes", what were the issues or problems with the servi...					
Lack of treatment planning and participation	9 1.7%	- -	3 1.9%	6 4.0%	- -
Services not provided when I needed them.	2 0.4%	- -	1 0.6%	- -	1 0.8%
Poor communication	7 1.3%	- -	2 1.3%	1 0.7%	4 3.1%
Frequent staff changes	3 0.6%	- -	- -	- -	3 2.3%
Frequent provider cancellations	- -	- -	- -	- -	- -
Attitude/personality conflict	5 0.9%	- -	1 0.6%	3 2.0%	1 0.8%
Billing	3 0.6%	- -	3 1.9%	- -	- -
Not Applicable	499 93.3%	96 99.0%	146 91.8%	141 93.4%	116 90.6%
Other	7 1.3%	1 1.0%	3 1.9%	- -	3 2.3%

Adult Provider Issues or Problems

Adult Satisfaction with Complaint Process Literals Q25A

If other, please explain.

Q1-Had issues with (psychiatrist), reported to her supervisor, had a short meeting about it. I was not referred to another psychiatrist or for med. management. I was referred a year later by my PCP to RVDH telepsychiatrist.

Q1-I was having health problems and they didn't make me feel like I was getting better.

Q2-I feel the psychiatrist didn't really think things out. They took me off one med and left me on another.

Q2-I show up for my appointment and they say I'm not on the schedule. I have my appt. card in hand and they reschedule me, turn me away. I drive an hour to get my appt, costs me time and money to get there, only to be turned away.

4

Q2-Poor communication with psychiatrist

Q2-I have a new MT, I've met with her four times. She keeps asking me the same questions that are already in my files. Its annoying my physical health is rapidly deteriorating.

Q3-My meds were abruptly stopped due to miscommunication between keystone and PCP.

Q4-My counselor just moved out of the area, I'm waiting for another one to be hired.

Q4-Lack of treatment and planning and participation, Services not provided when I need them and Poor communication.

Q4-I missed my second appointment, not in a row, and banned me for 6 months from services, I am suspended until February/March 2021.

Q4-I missed a second, non consecutive appointment and they banned me for 6 months from services.

Q4-Therapist went on maternity leave, never called when she came back to continue services.

Q4-I feel like my and my step daughters treatment were meshed together because he saw her and I both. They could have been separated more.

Adult Satisfaction With Provider Complaint Outcomes

Adult Grievance Q26

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
*N/A responses reduce total	36	1	13	10	12
Were you able to resolve these issues or problems with (n...					
I resolved the problem with the program manager.	1 2.8%	- -	1 7.7%	- -	- -
I chose to not take action.	29 80.6%	- -	12 92.3%	5 50.0%	12 100.0%
I filed a formal complaint.	6 16.7%	1 100.0%	- -	5 50.0%	- -

Adult Lack of Action Q27

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
	29	-	12	5	12
If you chose not to take any action, why?					
The problem was not that serious.	3 10.3%	- -	- -	- -	3 25.0%
I was concerned with how the provider would react.	5 17.2%	- -	3 25.0%	- -	2 16.7%
I didn't know how to file a formal complaint.	21 72.4%	- -	9 75.0%	5 100.0%	7 58.3%

Adult Pennsylvania Department of Public Welfare Questions

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
What effect has the treatment you've received had on the ...					
Much better	272 50.8%	60 61.9%	74 46.5%	60 39.7%	78 60.9%
A little better	175 32.7%	27 27.8%	43 27.0%	66 43.7%	39 30.5%
About the same	79 14.8%	10 10.3%	38 23.9%	20 13.2%	11 8.6%
A little worse	7 1.3%	- -	4 2.5%	3 2.0%	- -
Much worse	2 0.4%	- -	- -	2 1.3%	- -

Were you given the chance to make treatment decisions? Q29

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
Were you given the chance to make treatment decisions?					
Yes	458 85.6%	91 93.8%	138 86.8%	121 80.1%	108 84.4%
No	19 3.6%	- -	5 3.1%	11 7.3%	3 2.3%
Sometimes	58 10.8%	6 6.2%	16 10.1%	19 12.6%	17 13.3%

Adult Pennsylvania Department of Public Welfare Questions

Adult Ability to Receive Needed Care Q30

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
In the last twelve months, were you able to get the help you needed?					
Yes	491 91.8%	96 99.0%	145 91.2%	135 89.4%	115 89.8%
No	21 3.9%	1 1.0%	8 5.0%	7 4.6%	5 3.9%
Sometimes	23 4.3%	- -	6 3.8%	9 6.0%	8 6.3%

Adult Reason for Not Getting Behavioral Health Help Q31

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
	32	1	12	7	12
If you were not able to get help with your behavioral hea...					
Money issues	1 3.1%	- -	- -	- -	1 8.3%
Transportation issues	4 12.5%	- -	2 16.7%	- -	2 16.7%
Language barriers	1 3.1%	1 100.0%	- -	- -	- -
Inconvenient times	- -	- -	- -	- -	- -
Child care issues	1 3.1%	- -	- -	- -	1 8.3%
Long waiting list	2 6.3%	- -	1 8.3%	- -	1 8.3%
I did not know where to get help	6 18.8%	- -	4 33.3%	1 14.3%	1 8.3%
Attitude/Personality conflicts	9 28.1%	- -	4 33.3%	5 71.4%	- -
Other	8 25.0%	- -	1 8.3%	1 14.3%	6 50.0%

Adult Pennsylvania Department of Public Welfare Questions

Adult Reason for not Getting Needed Help Literals Q31A

If other, please explain.

-
- Q1-Issue with psychiatrist at CSG led me to not have any services for meds or psych, was not referred so services weren't interrupted. Counseling was and has continued.
-
- Q2-Not sure where to go that would meet my needs.
-
- Q2-I felt like I should of been referred sooner for services during death of my husband and his illness.
-
- Q3-COVID has prevented me from getting counseling because I don't like talking over the phone.
-
- Q4-Filled out paperwork at CSG and never got a call back to start services, was eventually discharged and I went to Crossroads and they followed through.
-
- Q4-Insurance only approved 3 days in UPMC. I needed more time, just put me back on meds.
-
- Q4-The counselor I saw, left.
-
- Q4-Banned from services for missing 2 appointments, was not able to get another provider.
-
- Q4-Banned from services for 6 months, not able to get into another provider.
-
- Q4-Miscommunication, unreturned phone calls made things difficult so I stopped.

Adult Behavioral Health Medications

Adult Behavioral Health Medications Q32

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- ul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
Are you taking behavioral health medications?					
Yes	455 85.0%	76 78.4%	134 84.3%	136 90.1%	109 85.2%
No	80 15.0%	21 21.6%	25 15.7%	15 9.9%	19 14.8%

Adult Behavioral Health Medications

Adult Source of Medication Prescription Q33

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- ul.-Sept.	4th Qtr Oct.-Dec.
N/A Response reduce total	455	76	134	136	109
Who prescribes you behavioral health medications?					
Psychiatrist	365 80.2%	61 80.3%	115 85.8%	100 73.5%	89 81.7%
Primary Care Physician (PCP)	53 11.6%	10 13.2%	15 11.2%	16 11.8%	12 11.0%
Nurse Practitioner	9 2.0%	- -	3 2.2%	3 2.2%	3 2.8%
Physicians Assistant	22 4.8%	4 5.3%	- -	15 11.0%	3 2.8%
Other	6 1.3%	1 1.3%	1 0.7%	2 1.5%	2 1.8%

Adult Source of Medication Prescription Literals Q43A

Adult Source of Medication Prescription Literals Q43A

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

- Q1-Telepsychiatrist-Dr. Michele
- Q1-Telepsychiatry-Dr. Michele
- Q1-Telepsychiatry -Dr. Michele
- Q1-Telepsychiatry-Dr. Michele
- Q1-Dr. Reed
- Q1-Dr. Reed
- Q1-Dr.Reed
- DQ1-Dr..Pope
- Q1-Dr. Pope
- Q1-Dr. Pope
- Q1-Dr.Pope
- Q1-Dr. Pope
- Q1-Dr. Pope
- Q1-Dr. Pope
- Q1-Dr. Pope
- Q1-Dr. Pope
- Q1-Dr. Pope
- Q1-PCP-Sister Cables
- Q1-(Nurse Practitioner at CSG
- Q1-PCP-David Kuhns
- Q1-PCP David Kuhns
- Q1-PCP David Kuhns
- Q1-Psychiatrist suggested to PCP Sonia Miles at River Valley
- Q1-Williamsport Family Medical Center.

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

- Q1-Dr. Michael Jones.
- Q1-Dr. Michael Jones.
- Q1-Dr. Michael Jones.
- Q1-Dr. Timco
- Q1-Dr. Timco
- Q1-Dr. Reed
- Q1-Dr. Reed
- Q1-Dr. Reed
- Q1-Dr. Reed
- Q1-Dr. Reed
- Q1-Dr. Reed
- Q1-Dr. Reed
- Q1-Dr. Shunberger
- Q1-Dr. Michelle
- Q1-Dr. Michelle
- Q1-Dr. Michelle
- Q1-Dr. Michelle
- Q1-Dr. Michelle
- Q1-Dr. Michelle
- Q1-Dr. Michelle
- Q1-Dr. Michelle
- Q1-Dr. K at UCBH,but transferring to Pennington.
- Q1-Dr. K at UCBH, but transferring to Pennington.
- Q1-Dr. K at UCBHm but transferring to Pennington

Adult Source of Medication Perscription Literals Q43A

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

Q1-Jill Shearer
Q1-Dr. Reed
Q1-Dr. Reed
Q1-Dr. Reed
Q1-Dr. Reed
Q1-Dr. Reed
Q1-Telepsychiatrist-Dr. Tammy Pennington
Q1-Telepsychiatrist-Dr. Tammy Pennington
Q1-Dr. Pope
Q1-Dr. Pope
Q1-Dr. Pope
Q2-PCP Dr. Jones
Q2-Dr. Kuhns.
Q2-Dr. Pirias.
Q2-Christine Hilterman.
Q2-Dr. David Peterson
Q2-Dr. Pope
Q2-Dr. Pope
Q2-Telepsychiatrist Dr, Pennington
Q2-Telepsychiatrist-Dr. Pennington
Q2-Telepsychiatrist-Dr. Pennington
Q2-River Valley
Q2-Dr. Pope
Q2-Dr. Pope

Adult Source of Medication Perscription Literals Q43A

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

Q2-Dr. Pope
Q2-Dr. Brown-Telepsychiatrist
Q2-Dr. Brown-Telepsychiatrist
Q2-Dr. Malihi pain management doctor
Q2-PCP-Mona Chang
Q2-Dr. Brown
Q2-Dr. Brown
Q2-Dr. Brown
Q2-PCP-Tena Miller
Q2-PCP-Daniel Barker with Geisinger Clinic in Montoursville.
Q2-PCP-Gesinger Group
Q2-PCP-Dr Sara Swain
Q3-DR. Covert.
Q3-Dr. Chalpa.
Q3-Dr. Michele.
Q3-Robyn
Q3-Robyn
Q3-Dr. Weezer/NP Trump
Q3-PA Rebecca Landfaur
Q3-Tara Updegraff
Q3-Tara Updegraff
Q3-Tara Updegraff
Q3-Robyn Samson
Q3-Robyn Samson

Adult Source of Medication Perscription Literals Q43A

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

- Q3-Robyn Samson
- Q3-Alex-Geisinger Montoursville
- Q3-Alex @ Geisinger Montoursville
- Q3-Doctor @ Geisinger Montoursville
- Q3-Robyn Sammons
- Q3-Robyn Sammons
- Q3-Robyn Sammons
- Q3-Kayla Richardson
- Q3-Kayla Richardson
- Q3Dr.Sonya @ RVHD
- Q3-Dr.Sonya @ RVHD
- Q3-Dr.Sonya @ RVHD
- Q3-Dr.Weisner
- Q3-Robyn
- Q3-Robyn
- Q3-Dr.Morgan Rogers
- Q3-Family Medical Residency
- Q3-Family Medical Residency
- Q3-Sue Swank Cashera
- Q3-Sue Swank Cashera
- Q3-Pain Management
- Q3-Sonia Miles
- Q3-Dr.Peterson
- Q3-Dr.Daley

Adult Source of Medication Perscription Literals Q43A

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

- Q4-Nancy Guerrisky
- Q4-Dr.Steven Barrows
- Q4-Felicia Kelly
- Q4-Dr.Deitrich
- Q4-Dr.Deitrich
- Q4-Dr. Bodkin

Adult Behavioral Health Medications

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- ul.-Sept.	4th Qtr Oct.-Dec.
N/A Response reduce total	455	76	134	136	109
Overall, I feel my behavioral health medications are effective in helping me manage my symptoms.					
Strongly Agree/Agree	380 83.5%	60 78.9%	117 87.3%	117 86.0%	86 78.9%
Strongly Disagree/Disagree	24 5.3%	3 3.9%	9 6.7%	8 5.9%	4 3.7%
Neutral	51 11.2%	13 17.1%	8 6.0%	11 8.1%	19 17.4%

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- ul.-Sept.	4th Qtr Oct.-Dec.
N/A Response reduce total	455	76	134	136	109
My provider explained all side effects of the medications to me.					
Strongly Agree/Agree	380 83.5%	60 78.9%	113 84.3%	116 85.3%	91 83.5%
Stongly Disagree/Disagree	50 11.0%	8 10.5%	19 14.2%	9 6.6%	14 12.8%
Neutral	25 5.5%	8 10.5%	2 1.5%	11 8.1%	4 3.7%

Adult Behavioral Health Medications

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- ul.-Sept.	4th Qtr Oct.-Dec.
N/A Response reduce total	455	76	134	136	109
I feel the person who prescribes my medication listens and responds to my concerns.					
Strongly Agree/Agree	417 91.6%	76 100.0%	124 92.5%	121 89.0%	96 88.1%
Strongly Disagree/Disagree	25 5.5%	- -	6 4.5%	8 5.9%	11 10.1%
Neutral	13 2.9%	- -	4 3.0%	7 5.1%	2 1.8%

Adult Difficulty in Obtaining Medications Q35

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- ul.-Sept.	4th Qtr Oct.-Dec.
N/A Response reduce total	455	76	134	136	109
Are you experiencing any problems in getting the medicati...					
Yes	31 6.8%	3 3.9%	10 7.5%	5 3.7%	13 11.9%
No	424 93.2%	73 96.1%	124 92.5%	131 96.3%	96 88.1%

Adult Difficulty in Obtaining Medications Q 45A

If ""yes"", what were they?

- Q1-Pharmacy will not fill script.
- Q1-Notice the pharmacy is charging the insurance outrageous amounts of money for reimbursement.
- Q1-Have tried so many medications but I need more coping skills rather than medicine.
- Q1-Need more coping skills that meds.
- Q1-Finding meds that work for me.
- Q2-Her psychiatrist does not like the medicine that works for her because she said it is not good for long term use.
- Q2-It's been 3 weeks without meds and no one is getting back to me.
- Q3-Trying to recover from Tardive dyskinesia a side effect of medication, getting better. Off of meds due to this.
- Q3-The prescribing doctor left.
- Q3-Anxiety med that works for her
- Q4-Just having problems finding what works, Prior authorization takes a long time to get approved. Took a month to get my new med.

Adult Difficulty in Obtaining Medications Q 45A**If ""yes"", what were they?**

Q4-Took 3 weeks to get a refill. Dr.s office will delay, forget to refill.

Q4-My 6 month probation does not allow me to stay on my medicines, I was going to taper my psych meds and go without them until I go back in March.

Q4-She (the psychiatrist) consistently gives me the generic brand when I need the name brand. It takes 2 1/2 weeks to get the name brand.

Q4-Psychiatrist will not give me a med that I had before that worked because I am in a D&A program. I wasn't addicted to it before.

Q4-I was admitted to the hospital because of a reaction to the meds and was taken off of them. Then I got banned so now I'm not on anything.

Q4-Can't get new med until I get new med card.

Adult Wellness Recovery Action Plan

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- ul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
Do you know what a Wellness Recovery Action Plan (WRAP) is?					
Strongly Agree/Agree	242 45.2%	58 59.8%	75 47.2%	60 39.7%	49 38.3%
Strongly Disagree/Disagree	288 53.8%	35 36.1%	83 52.2%	91 60.3%	79 61.7%
Neutral	5 0.9%	4 4.1%	1 0.6%	- -	- -

Do you have a WRAP? Q36B

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- ul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
Do you have a WRAP?					
Strongly Agree/Agree	189 35.3%	52 53.6%	64 40.3%	33 21.9%	40 31.3%
Strongly Disagree/Disagree	333 62.2%	43 44.3%	91 57.2%	114 75.5%	85 66.4%
Neutral	13 2.4%	2 2.1%	4 2.5%	4 2.6%	3 2.3%

Adult Mental Health Advance Directive

My provider recommended I complete a Mental Health Advance Directive Q37

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- ul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
My provider recommended I complete a Mental Health Advanc...					
Always/Almost Always	74 13.8%	4 4.1%	27 17.0%	26 17.2%	17 13.3%
Often/Sometimes	14 2.6%	2 2.1%	5 3.1%	4 2.6%	3 2.3%
Rarely/Never	447 83.6%	91 93.8%	127 79.9%	121 80.1%	108 84.4%

Adult Discharge Related to Compliance Issues

Adult Discharge Related to Compliance Issues Q38

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- ul.-Sept.	4th Qtr Oct.-Dec.
Base	535	97	159	151	128
Have you been discharged in the past because you had trouble following your treatment plan, or you relapsed?					
Yes	59 11.0%	13 13.4%	17 10.7%	16 10.6%	13 10.2%
No	476 89.0%	84 86.6%	142 89.3%	135 89.4%	115 89.8%

County Help

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.- Sept.	4th Qtr Oct.-Dec.
*N/A reponses reduce total	532	95	158	151	128
Is there anything the county could do better to help you ...					
Yes	64 12.0%	8 8.4%	19 12.0%	19 12.6%	18 14.1%
No	468 88.0%	87 91.6%	139 88.0%	132 87.4%	110 85.9%

Adult Additional Compliments or Concerns

Adult Additional Compliments or Concerns Q42

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

Q1-Telepsychiatrist is doing his job so far. I like that he agrees with using CBD pills for treatment, instead of going straight to RX.

Q1-I like how (Provider helps people out. I appreciate the opportunity to be able to talk to people about my problems, they listen and respond tome.

Q1-Secretaries are nice and polite, Dr. listens and responds to my concerns and needs. Everyone is kinds I haven't had a bad experience.

Q1-Dr. is doing the best he can, he spends the time needed to be a good effective doctor.

Q1-Dr. at provider office has just left as of last week, but was a great doctor. He was effective and listened to my concerns. I did not take advantage of the suboxone given-its therapeutic use only-unlike other places I know of.

Q1-Psychiatrist listens and gives his opinion and he is not harsh.

Q1-(Psychiatrist) listens and gives his opinion and he is not harsh.

Q1-Very caring and highly recommend.

Q1-The classes have been really helpful and the skills taught in DBT are really useful and I can use them everyday.

Q1-The services here are really helpful, everyone here is very positive. This is the best experience I have had.

Q1-Fantastic so far.

Q1-Completed services, happy about that.

Q1-I love my therapist.

Q1-Very supportive. (Provider) treats you like you are family.

Q1-He thinks that four group sessions is a little much, but he is on drug court.

Q1-(Provider) has always been really helpful. Member loves Sharon, she is the best. Members groups give her a place to vent without being judged.

Adult Additional Compliments or Concerns Q42

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

Q1-I think it's a good place but going 4 times a week is too much.

Q1-I love the availability and the staff is wonderful. My doctor is very caring and my therapist is amazing.

Q1-Everyone here is awesome. My questions are always answered and I leave knowing what's going on.

Q1-This service has helped me get past the cravings distracting me from moving on and improving my life. I will continue the Vivitrol therapy as long as I feel that I need it to continue improving my life.

Q1-I like the flexibility of group times. They communicate very well and work around my work schedule. They also work with TLC and parole.

Q1-The staff is very nice. His counselor is awesome, this is the best place to go. Highly recommend it.

Q1-The staff here genuinely cares for their clients.

Q1-(Provider) has been very helpful with my WRAP and helping me develop and grow with it.

Q1- I respect the Dr., he helps me with medications.

Q1-I appreciate all the services and help (provider) has provided and helped me with.

Q1-I like the fact that they always treated me well, kindly. Provider got me in whenever I needed it.

Q1-(Provider) has changed his life for the better. He can't thank his counselors enough.

Q1-My counselor has been very helpful.

Q1-Dr. and his assistant are fantastic, very helpful and responsive.

Q1-Dr. listens to what you have to say, he truly wants to target the issues you want to work on. He addresses my specific issues head on.

Q1-Dr is a great listener, willing to go extra mile. Dr willing to try new things, flexible with treatment.

Q1- Counseling didn't help after 2 or 3 times. They didn't want to listen to what I wanted to talk about. They wanted me to pretend I was by a stream or whatever and ask me how my stress after, but didn't let me talk about what I wanted.

Q1-Dr. has a good listening ear, he listens to her about how her medicines make her feel. She can talk to him if she has questions. He is very in tune and cares about his patients. Member also states that her therapist is a very good listener and very resourceful, she cares about the progress of her patients.

Q1-(Therapist) is awesome, love her to death. She listens to my problems, understand where I'm coming from- can relate to me and my situation. (Provider) allowed me to come back after missing appointments and have a hot temper. They let me back.

Q1-They are doing very good with what they have.

Q1-I like the staff. They are very nice, help when needed.

Q1-At first I felt they were short with me, I guess they are ok now.

Q1-(Provider) very understanding, call any time-listen ear.

Q1-(Provider) very understanding, have great listening ears. I can call any time with issues.

Q1-I love (therapist), listens to me,helps me work through problems.

Q1-Wish I could get help as caregiver to daughter, off psych meds for schizophrenia and hard to handle. She has not where to stay other than my house. Surveyor mentioned possible mental health advance directive and information about that as possibility.

Q2-She adores the Dr. and all his nurses. Everyone is down to earth, never make you feel like your a low life addict. Great experience, very encouraging.

Q2-I'm very happy with everything.

Q2-I have no complaints, they are very helpful.

Adult Additional Compliments or Concerns Q42

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

Q2-I have a great relationship with my counselor.

Q2=My counselor is a good person and down to earth.

Q1The counselor could give more info and feedback. I put myself out there and felt I didn't get much response. Not taught skills or coping methods.

Q2-My counselor is very concerned for me and takes the time to listen. She also helps with skills to help my boyfriend and I to cope with my mood swings.

Q2-The Dr. counselor and staff are great and helpful.

Q2-They are wonderful, nice, well respected. They give you the help you need.

Q2-I wish that they would try to listen and put themselves in my shoes.

Q2-They are so helpful. They are just a call away and always help if it's needed.

Q2-Great place to go.

Q2-Very nice people.

Q2-They go out of the way to help as much as they can.

Q2-I'm happy with the services that I have gotten from them.

Q2-The people in the computer room are very nice and kind. The nurse is spectacular and the doctor is fantastic.

Q2-Member says thanks to provider for helping her.

Q2-They do a great job and are great people at (provider) office.

Q2-When calling this provider, there are too many options to press during the process to get who I need on the phone. Sometimes I get disconnected, its very frustrating.

Q2-I Like the Dr., she is wonderful and I can talk to her and feel heard. She is the best I've ever had.

Q2-My case worker is helpful but unable to help like I need right now because of the Covid-19 restrictions.

Q2-(Provider) is doing good, I'm happy with them.

Q2-I like my counselor a lot.

Q2-(Therapist) has helped him a lot. She is wonderful. He can't speak highly enough about her. He would not want to go to anyone else. But (doctor) he is not very impressed with, very late for appointments and is not reviewing before meeting with patients.

(Therapist) is her buddy, he listens and he is the best therapist she has had.

Q2-He likes the quality of services that they provide and he feels that they are very knowledgeable.

Q2-(Provider) has been very good, they have been calling her and checking on her.

Q2-At (provider) her therapist helps her once a month. He is a very good listener. Dr. helps her with her meds and knows what she needs and doesn't need.

Q2-Member says provider is great, feels like he's family, feel at ease to talk to him.

Q2-(Provider) is a really good place to get services. They are really good.

Q2-They do a very good job, especially his therapist. he takes his time with him. The staff when you first come in are exceptional. Always s so happy.

Q2-Counselor is good. He has helped her through a lot.

Q2-Step transportation is only available at certain times and makes it difficult to get to behavioral health appointments.

Q3-Right now they are working well with me. We talk on the phones and get meds refilled.

Adult Additional Compliments or Concerns Q42

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

Q3-It takes time to build a relationship with a counselor. After 5 years developing a relationship with my counselor and now she doesn't accept MA. Now I have to find a new counselor and develop a new relationship which is very disappointing.

Q3-I love my counselor.

Q3-I think the whole staff is wonderful, knowledgeable, and caring. They give you all the tools to get better if you do the work.

Q3-I've had a really good experience, they switched my counselor to find the right fit.

Q3-Happy with my caseworker.

Q3-My therapist at Diakon is really good, I enjoy going.

Q3-I really like the doctor at RVHD, it has been nice going here, he listens to my needs.

Q3-Everybody is really good, very happy with everything.

Q3-It's amazing, 17 months alcohol free!

Q3-She appreciates that her counselor was so flexible with appointment times and his time.

Q3-He just wanted a chance to say goodbye to his counselor but COVID-19 prevented in person sessions.

Q3-The nurses, doctors and NPs kept me alive. They have been wonderful. The NP has been great, always there when I need her.

Q3-I love Crossroads. I'm meeting my goals through their hope and help to me. They have been supportive and helped me stay clean. It's been a long road and has been rewarding to me.

Q3-NP is very caring and understanding, I really like her.

Q3-I'm very pleased with my services, really appreciate their hard work. Never felt like just a number. They care about me, first name basis. I've never done so well in my life, staying clean this time.

Q3-They help her a lot and she could not have made it this far without them.

Q3-My counselor was good, I liked her.

Q3-Love the whole staff, They're really good with everyone.

Q3-I really like my therapist. I also like the psychiatrist that I have during my therapists maternity leave.

Q3-Counselor is very patient and understanding, explains things to me. Very calm. Gets back to me very quickly when I have an issue. She's very busy and I appreciate her.

Q3-They actually listen to me about my concerns and my medications. They identified an underlying condition my doctor had to follow up with. They really hear me when I tell them things.

Q3-He can't get a hold of his therapist. They don't get back to him in a timely fashion. Somebody is not doing their job.

Q3-Really needs an advocate to help him badly.

Q3-Really appreciate helping me in emergency times of need when I have issues that arise she gets me in or we talk over the phone.

Q3-Thankful I was referred to another agency that took my insurance and has been so effective in helping me recover and improve.

Q3-She feels like they changed a lot. The Dr she sees doesn't care. She feels like he is prejudice. She never had a doctor like that and doesn't feel that she can trust him.

Q4-They have been very helpful. Before at his last therapist they were not as good. So much more helpful . Very happy with the services he receives now.

Q4-She found the best counselor that she could ask for. She is so motivating and just the best.

Adult Additional Compliments or Concerns Q42

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

Q4-Diakon dropped her from services because her insurance changed. But it was not a very therapeutic way to do so.

Q4-Everyone is absolutely wonderful with me, I love it there.

Q4-Geisinger has given us a great experience from the time he was small until now, I really fought for him to get him back to the psychiatrist there.

Q4-Psychiatrist is very thorough. She has been very good to her.

Q4-Counselor has been really great with therapy and helping to secure her a spot.

Q4-Diakon services are absolutely incredible. They are always willing to listen and help with coping skills.

Q4-I don't think the consequence for missing appointments should be probation without treatment and meds as prescribed. I am without telepsych and meds until March.

Q4-Very compassionate and caring, he feels comfortable with the doctor which is not usual with all people he encounters.

Q4-My psychiatrist is wonderful!

Q4-She really likes her therapist. She was very helpful. She had no issues until she went on maternity leave and they never called when the therapist returned. But she has been able to use techniques she was taught.

Q4-She really is at a completely different pace in her life. Her symptoms are considerably reduced and much better at managing them. She is at a place where she is looking forward to her future.

Q4-She thinks her doctor is amazing. He is very involved and has a big heart. He is an amazing person. She does trauma counseling with her therapist, who is awesome. She plans to stay at Crossroads even when drug court ends.

Q4-Counselor is very non judgemental and understanding. She has a very good way of not making you feel bad about a slip up.

Q4-She is really pleased and thankful that she ended up with her counselor in the beginning. She is amazing. She makes her feel comfortable and she does not feel judged by her counselor. The doctor is very accepting. She is glad to have him and likes how he handles any problems.

Q4-I love the doctor and I will follow him to wherever he goes once he leaves RVHD. He has really helped me and gives me all the resources and skills I need to feel better.

Q4-She absolutely loves her psychiatrist.

Q4-Everybody there was good. She loved her counselor and the groups she participated in.

Adult member interested in having concerns addressed

Interested in having concerns addressed Q40

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr Jul.-Sept.	4th Qtr Oct.-Dec.
*N/A responses reduce total	28	1	11	4	12
If you have shared problems about your provider, or manag...					
Yes	3 10.7%	1 100.0%	- -	2 50.0%	- -
No	25 89.3%	- -	11 100.0%	2 50.0%	12 100.0%

Table	Title	Start page	End page
1	Adult Type of Survey Q4	8	8
2	Adult County Q5	8	8
3	Adult Zip Code Q6	8	8
4	Adult Gender Q7	8	8
5	Adult Age Q8	9	9
6	Adult Race Q9	9	9
7	Adult Primary Service Q10	9	9
8	Adult First Diagnosed Q11	9	9
9	Do you know where to find the number to call Community Care...Q12A	10	10
10	I know where to find information about how to file complaint...Q12B	10	10
11	I know where to find information about how to file a grievance..Q12C	11	11
12	Adult Satisfaction with Community Care Literals Q12D	11	12
13	Adult Provider Level Analysis...Q13	13	13
14	Adult Provider literal Q13A	14	15
15	Adults made aware of availability of different treatment services/given a choice Q14	16	16
16	Did you choose to go to this provider? Q15	17	17
17	Adult choice literal Q15A	17	17
18	Adult Provider Service Level Analysis Q16	18	18
19	Adult Service Level Literals Q16A	18	19
20	What Substance Use Disorder service are you completing this survey about Q17	20	20
21	Substance disorder service literal Q17A	20	20
22	I was made aware of the availability of different treatment services....Q18	21	21
23	Adult how long have you been receiving services from this provider Q19	21	21
24	I feel like I was able to get the help I needed.... Q20A	22	22
25	I was encouraged to use consumer run programs Q20B	22	22
26	Adult Access to Service Literals Q20C	22	23
27	My provider has talked with me about community supports....Q21A	24	24
28	I am afraid to complain to my provider....Q21B	25	25
29	The provider regularly communicates with me.....Q21C	25	25
30	Adult Treatment Experience Literals Q21D	26	27
31	Staff believe I can grow, change, or recover. (ROSI) Q22A	28	28
32	My provider asked me what my goals would be to help me achieve a happy life Q22B	28	28
33	My provider is teaching me skills that are helpful to me. (CCISC) Q22C	29	29
34	My provider acknowledges or rewards me for even small steps... Q22D	29	29
35	If you disagreed with any of these statements please explain Q22E	29	30
36	I deal more effectively with daily problems Q23A	30	30
37	I feel more hopeful about my future Q23B	31	31
38	I believe I am recovering Q23C	31	31
39	I feel that treatment is working Q23D	32	32
40	I know what to do when I am in a crisis Q23E	32	32
41	Adult Outcome Literals Q27F	33	35
42	Have you had any issues or problems with services from provider Q24	36	36
43	Adult Satisfaction with Complaint Process Q25	36	36
44	Adult Satisfaction with Complaint Process Literals Q25A	37	37
45	Adult Grievance Q26	38	38
46	Adult Lack of Action Q27	38	38
47	What effect has the treatment you've received had on the overall quality of your life? Q28	39	39
48	Were you given the chance to make treatment decisions? Q29	39	39
49	Adult Ability to Receive Needed Care Q30	40	40
50	Adult Reason for Not Getting Behavioral Health Help Q31	40	40
51	Adult Reason for not Getting Needed Help Literals Q31A	41	41
52	Adult Behavioral Health Medications Q32	41	41
53	Adult Source of Medication Prescription Q33	42	42

Table	Title	Start page	End page
54	Adult Source of Medication Perscription Literals Q43A	42	44
55	I feel my behavioral health medications are effective in helping me.. Q34A	45	45
56	Provider explained all side effects of the medications to me. Q34B	45	45
57	I feel the person who prescribes my medication listens and responds.. Q34C	46	46
58	Adult Difficulty in Obtaining Medications Q35	46	46
59	Adult Difficulty in Obtaining Medications Q 45A	46	47
60	Do you know what a Wellness Recovery Action Plan (WRAP) is? Q36A	48	48
61	Do you have a WRAP? Q36B	48	48
62	My provider recommended I complete a Mental Health Advance Directive Q37	49	49
63	Adult Discharge Related to Compliance Issues Q38	49	49
64	Is there anything the county could do better to help you...Q39	50	50
65	Adult Additional Compliments or Concerns Q42	50	54
66	Interested in having concerns addressed Q40	55	55

Family Survey Findings

Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 42 family surveys completed during the 4th Quarter of calendar year 2020 for the period from October - December 2020.

Survey Results

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

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

1. Face-to-face surveys suspended.
2. Similar percent of female caregivers – 98% (41 of 42) versus 97% (37 of 38).
3. Higher percentage of child members age 8 and under – 64% (27 of 42) versus 15% (15 of 38).
4. Lower percent of foster/step/adoptive/grandparent – 12% (5 of 42) versus 18% (7 of 38).
5. Higher ratio of male member service recipients – 75% (32 of 42) versus 61% (23 of 38).
6. Same ratio of members receiving BHRS – 10% (4 of 42) versus 10% (4 of 38).
7. Age of child - first noticed mental health issues – >age 5 - 74% (31 of 42) versus 68% (26 of 38).

Findings Overview

1. 91% (38 of 42) family/care givers “knew where to find the number to call Community Care with questions or concerns” and this indicator was 90% (198 of 220) for the four quarters ending December 2020. Note: The C/FST surveyor provides the number to the member.

86% (36 of 42) of family/caregivers knew how to file a complaint or grievance. The member awareness level with these two indicators is higher than last year’s four quarter average of 70% and were 85% (186 of 220) for the four quarters ending December 2020.

2. Family/caregivers are generally pleased with Access to provider treatment services. The satisfaction scores were 93% to 100% in two indicators covering “authorizations information being submitted on time so that services to child are not interrupted” and being “given clear information on who to contact if their child needs immediate attention.”

The indicator is “I was encouraged to use other support groups in the community. (Support groups, parenting classes, after school programs, etc.)” dropped to 67% (28 of 42) compared to 90% (34 of 38) in the 3rd Quarter and was 76% (166 of 220) for the four quarters ending December 2020.

3. Family/caregivers are generally pleased with their provider *Treatment Experiences*. The satisfaction level was 76% to 100% (32-42 of 42) in four of five indicators. These include, “I feel my child has enough time with the provider during most sessions,” “The provider regularly communicates with me to ensure coordination of services for my child,” “I feel comfortable asking questions and free to complain,” and “My child is receiving all the services they need.”

The lowest rated indicator continues to be “My provider talks to me about community support and options when my child is ready for a different level of care” at just 36% (15 of 42). This indicator was 64% (70 of 109) for the four quarters ending June 30, 2019 and is just 59% (129 of 220) for the current four quarters ending December 2020.

4. Family/caregivers had a good level of satisfaction with provider *Recovery Orientation* this quarter with all five indicators being 86% to 100%. These include, “provider discussing child’s continuing treatment plan,” “staff believing child can grow, change and improve,” “provider asks what goals I wanted to work on with my child,” “child’s treatment plan is easy to understand” and “staff offers hope for their child’s recovery and improvement.”

5. Family/caregiver satisfaction levels with *Treatment Outcomes* continues to show mixed results. In the 4th Quarter, “*My child deals more effectively with daily problems*” was 57% (24 of 42). “*I feel my child’s behavioral health is improving*” was 60% (25 of 42) and “*My child’s social skills are improving*” was 55% (23 of 42). These three treatment outcome satisfaction levels were in the 61%-68% range for the four quarters ending December 2020.

6. 2% (2 of 42) parent/caregivers reported having an issue or problem with their provider in the 4th Quarter and this number was 11% (25 of 220) for the four quarters ending December 2020.

7. 67% (28 of 42) parent/caregivers reported their child is taking behavioral health medications and 46% (13 of 28) felt the medication was effective in helping to manage their child’s symptoms.

After much discussion, a new, revised and expanded section addressing the ISPT/Evaluation meeting was been added under the provider section, removing it from the MCO’s section. The previous two questions simply asked if the MCO attended the ISPT/Evaluation meeting and if their participation was considered helpful by the family/caregiver. The revised, expanded section has six (6) questions/indicators (Q22a through Q22f) and can be found later in this section.

8. 100% (12 of 12, excluding 30 “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% (12 of 12) agreed their participation was valued and respected.

Recommendations Overview

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

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

Family - Request for Assistance

5% (2 of 42) parent/family caregiver respondents, compared to 0% (0 of 38) 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 – Additional Compliments or Concerns

Q39 asks the family member/care giver to share any additional compliments or concerns they may have about the services their child participates in with the provider. These comments can be found following Q39 in the following sections. This quarter 5 family/caregivers had additional comments.

Quality Audits

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

During the 4th Quarter, 9 family quality audits was performed. 100% (9 of 9) adults felt the length of the survey and number of questions were satisfactory. 100% (9 of 8\9) adults were satisfied with the survey process and 100% (9 of 9) adults felt ok or good about being contacted.

Comments

“I am glad you guys check up on people”

Family Demographics

Family Type of Survey Q4

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
What type of survey is it?					
Telephone	216 98.2%	40 90.9%	96 100.0%	38 100.0%	42 100.0%
Face to Face	4 1.8%	4 9.1%	-	-	-

Family County Q5

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
What county do you live in?					
Lycoming	176 80.0%	31 70.5%	84 87.5%	25 65.8%	36 85.7%
Clinton	44 20.0%	13 29.5%	12 12.5%	13 34.2%	6 14.3%

Family Zip Codes Q6

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
What is your zip code?					
16822-Beech Creek	2 0.9%	-	1 1.0%	-	1 2.4%
17701-Williamsport	104 47.3%	16 36.4%	50 52.1%	18 47.4%	20 47.6%
17702-Williamsport	11 5.0%	2 4.5%	4 4.2%	5 13.2%	-
17728-Cogan Station	5 2.3%	2 4.5%	2 2.1%	1 2.6%	-
17740-Jersey Shore	9 4.1%	7 15.9%	-	2 5.3%	-
17744-Linden	3 1.4%	-	3 3.1%	-	-
17745-Lock Haven	26 11.8%	12 27.3%	7 7.3%	5 13.2%	2 4.8%
17747-Loganton	1 0.5%	-	1 1.0%	-	-
17751-Mill Hall	9 4.1%	-	1 1.0%	5 13.2%	3 7.1%
17752-Montgomery	9 4.1%	1 2.3%	7 7.3%	1 2.6%	-
17754-Montoursville	4 1.8%	-	4 4.2%	-	-
17756-Muncy	19 8.6%	1 2.3%	12 12.5%	-	6 14.3%
17764-Renovo	3 1.4%	-	2 2.1%	1 2.6%	-
17765-Roaring Branch	1 0.5%	-	-	-	1 2.4%
17771-Trout Run	9 4.1%	3 6.8%	2 2.1%	-	4 9.5%
Other	5 2.3%	-	-	-	5 11.9%

Family Member's Gender Q7

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
What is your gender?					
Male	19 8.6%	3 6.8%	14 14.6%	1 2.6%	1 2.4%
Female	201 91.4%	41 93.2%	82 85.4%	37 97.4%	41 97.6%

Family Child's Gender Q8

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
What is your child's gender?					
Male	148 67.3%	31 70.5%	62 64.6%	23 60.5%	32 76.2%
Female	71 32.3%	13 29.5%	34 35.4%	14 36.8%	10 23.8%
Does not identify with either gender	1 0.5%	-	-	1 2.6%	-

Family Demographics

Family Child's Age Q9

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
How old is the child receiving services?					
5 or under	36 16.4%	9 20.5%	-	6 15.8%	21 50.0%
6-8 years	33 15.0%	11 25.0%	7 7.3%	9 23.7%	6 14.3%
9-13 years	146 66.4%	21 47.7%	88 91.7%	22 57.9%	15 35.7%
14 and older	5 2.3%	3 6.8%	1 1.0%	1 2.6%	-

Family Member Relationship to Child Q10

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
What is your relationship to this child?					
Parent	182 82.7%	37 84.1%	77 80.2%	31 81.6%	37 88.1%
Grandparent	16 7.3%	4 9.1%	2 2.1%	5 13.2%	5 11.9%
Aunt/Uncle	2 0.9%	-	-	2 5.3%	-
Adoptive Parent	9 4.1%	-	9 9.4%	-	-
Step-parent	4 1.8%	2 4.5%	2 2.1%	-	-
Legal Guardian	7 3.2%	1 2.3%	6 6.3%	-	-

Family Child's Race Q11

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
What do you consider this child's race to be?					
Caucasian	179 81.4%	38 86.4%	80 83.3%	29 76.3%	32 76.2%
African American	5 2.3%	-	3 3.1%	2 5.3%	-
Hispanic American	5 2.3%	-	4 4.2%	-	1 2.4%
Bi-Racial	29 13.2%	6 13.6%	7 7.3%	7 18.4%	9 21.4%
Other	2 0.9%	-	2 2.1%	-	-

Family Child First Diagnosed Q12

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
How old was your child when you first received mental hea...					
Less 5 years	128 58.2%	25 56.8%	46 47.9%	26 68.4%	31 73.8%
6-8 years	40 18.2%	6 13.6%	21 21.9%	4 10.5%	9 21.4%
9-11 years	41 18.6%	10 22.7%	21 21.9%	8 21.1%	2 4.8%
12 to 13 years	8 3.6%	3 6.8%	5 5.2%	-	-
Not sure	3 1.4%	-	3 3.1%	-	-

Family Satisfaction With Community Care Behavioral Health

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	220	44	96	38	42
Do you know where to find the number to call Community Care(CCBH), with questions or concerns? (Note to Surveyor: If no, give phone number 1-855-520-9787)					
Yes	198 90.0%	34 77.3%	89 92.7%	37 97.4%	38 90.5%
No	22 10.0%	10 22.7%	7 7.3%	1 2.6%	4 9.5%
Not Sure	- -	- -	- -	- -	- -

90.0% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	220	44	96	38	42
I know where to find information to file a complaint with Community Care(CCBH) if I need to.(Complaint-Telling or writing us to say that you are not satisfied with services.)					
Yes	186 84.5%	33 75.0%	84 87.5%	33 86.8%	36 85.7%
No	34 15.5%	11 25.0%	12 12.5%	5 13.2%	6 14.3%
Not Sure	- -	- -	- -	- -	- -

84.5% of target rate Y-T-D

Meets Expectations

Family Satisfaction With Community Care Behavioral Health

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	220	44	96	38	42
I know where to find information to file a grievance with Community Care(CCBH) if I need to.(Grievance-Telling or writing that you do not agree with a denial of a covered service or change in a cover...					
Yes	187 85.0%	34 77.3%	84 87.5%	33 86.8%	36 85.7%
No	33 15.0%	10 22.7%	12 12.5%	5 13.2%	6 14.3%
Not Sure	- -	- -	- -	- -	- -

85.0% of target rate Y-T-D

Meets Expectations

Family Satisfaction with Community Care Behavioral Health Organization Literal Q13D

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

Q1-Did not know where to find info to file a complaint.

Family Provider Level Analysis

Family Treatment Provider Q14

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
What is the name of your child's treatment provider?					
DTAC	1 0.5%	1 2.3%	-	-	-
Geisinger Services	16 7.3%	3 6.8%	3 3.1%	6 15.8%	4 9.5%
Crossroads Counseling	16 7.3%	3 6.8%	4 4.2%	6 15.8%	3 7.1%
Community Services Group (CSG)	60 27.3%	15 34.1%	29 30.2%	3 7.9%	13 31.0%
Diakon Family Life Services	23 10.5%	7 15.9%	11 11.5%	3 7.9%	2 4.8%
Geisinger Hospital	1 0.5%	-	-	1 2.6%	-
Lycoming/Clinton MHID (Joinder)	10 4.5%	1 2.3%	8 8.3%	1 2.6%	-
Lycoming Therapeutic Wraparound Services	3 1.4%	-	1 1.0%	1 2.6%	1 2.4%
Merakey	24 10.9%	2 4.5%	15 15.6%	5 13.2%	2 4.8%
UPMC Susquehanna Behavioral Health Outpatient	23 10.5%	7 15.9%	9 9.4%	4 10.5%	3 7.1%
Concern (BHRS)	7 3.2%	-	1 1.0%	-	6 14.3%
Friendship House	3 1.4%	1 2.3%	-	-	2 4.8%
River Valley Health & Dental Center	3 1.4%	-	3 3.1%	-	-
A Place for Change	1 0.5%	-	1 1.0%	-	-
Other	29 13.2%	4 9.1%	11 11.5%	8 21.1%	6 14.3%

Family Provider Level Analysis

Family Treatment Provider Literals Q14A

If other, please list.

- Q1-Keystone Counseling
- Q1-Keystone Counseling
- Q1-BSI Behavioral Specialists Inc
- Q1-Children's Developmental Center.
- Q2-Clarion
- Q2-CEN-clear
- Q2-BSI
- Q2-Divine Providence
- Q2-Divine Providence
- Q2-Sunpoint Health
- Q2-BLAST Academy
- Q2-Children's home of Reading
- Q2-Children's home of Reading.
- Q2-Gillum Psychological
- Q2-BLAST Academy
- Q3-BSI
- Q3-ADMI
- Q3-Justice Works
- Q3-Cen-Clear
- Q3-Cen-Clear
- Q3-McCloskey Counseling
- Q3-SPIN program-Williamsport
- Q3-McCloskey Counseling
- Q4-Infant Development
- Q4-BLAST
- Q4-ADMI
- Q4-CenClear
- Q4-CenClear
- Q4-CenClear

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
My child and I were made aware of the availability of other providers and given a choice.					
Yes	203 92.3%	38 86.4%	89 92.7%	37 97.4%	39 92.9%
No	17 7.7%	6 13.6%	7 7.3%	1 2.6%	3 7.1%

Family Provider Level Analysis

Family Service Level Q16

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
*N/A responses reduce total	211	44	89	37	41
What services does your child currently receive from this provider?					
Outpatient Counseling	50 23.7%	15 34.1%	15 16.9%	14 37.8%	6 14.6%
Medication Management	45 21.3%	9 20.5%	19 21.3%	9 24.3%	8 19.5%
Psychiatry	38 18.0%	8 18.2%	15 16.9%	6 16.2%	9 22.0%
Telepsychiatry	19 9.0%	2 4.5%	11 12.4%	2 5.4%	4 9.8%
Partial Hospitalization Program	3 1.4%	1 2.3%	2 2.2%	- -	- -
Parent Child Interactive Training (PCIT)	2 0.9%	- -	- -	1 2.7%	1 2.4%
Family Based Mental Health (FBMH)	6 2.8%	1 2.3%	4 4.5%	- -	1 2.4%
Multisystemic Therapy (MST)	1 0.5%	- -	- -	- -	1 2.4%
Inpatient Hospitalization	1 0.5%	- -	1 1.1%	- -	- -
Targeted Case Management (TCM)	10 4.7%	- -	8 9.0%	1 2.7%	1 2.4%
Behavioral Health Rehabilitation Services (BHRS)	21 10.0%	6 13.6%	7 7.9%	4 10.8%	4 9.8%
Outpatient School Based Therapy	11 5.2%	2 4.5%	6 6.7%	- -	3 7.3%
Applied Behavioral Analysis (ABA)	2 0.9%	- -	- -	- -	2 4.9%
Other	2 0.9%	- -	1 1.1%	- -	1 2.4%

FamilyService Level Literal Q16A

If other, please list.

Q2-Mobile Therapy

Q4-Monthly consultation due to COVID limitations

Family Provider Level Analysis

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
*N/A responses reduce total	1	-	-	1	-
What Substance Use Disorder services for your child are y...					
Outpatient counseling	1 100.0%	- -	- -	1 100.0%	- -
Community Based D&A Program	- -	- -	- -	- -	- -
Outpatient School Based Therapy	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
My child and I were made aware of availability of different services and given a choice.					
Strongly Agree/Agree	220 100.0%	44 100.0%	96 100.0%	38 100.0%	42 100.0%
Strongly Disagree/Disagree	- -	- -	- -	- -	- -
Neutral	- -	- -	- -	- -	- -

Family Provider Level Analysis

Family Duration of Provider Relationship Q19

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
How long has your child been receiving services from this provider?					
Less than 6 months	27 12.3%	7 15.9%	15 15.6%	1 2.6%	4 9.5%
6 months to 1 year	53 24.1%	17 38.6%	15 15.6%	10 26.3%	11 26.2%
1 to 2 years	45 20.5%	10 22.7%	18 18.8%	6 15.8%	11 26.2%
2 to 3 years	41 18.6%	8 18.2%	12 12.5%	11 28.9%	10 23.8%
4 or more years	54 24.5%	2 4.5%	36 37.5%	10 26.3%	6 14.3%

Family Access to Services

Authorization information is submitted on time... Q20A

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
Authorization information is submitted on time so that services to my child are not interrupted.					
Strongly Agree/Agree	211 95.9%	43 97.7%	90 93.8%	36 94.7%	42 100.0%
Strongly Disagree/Disagree	8 3.6%	1 2.3%	5 5.2%	2 5.3%	- -
Neutral	1 0.5%	- -	1 1.0%	- -	- -

95.9% of target rate Y-T-D

Meets Expectations

Family Access to Services

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
I have been given clear information on who to contact if my child needs immediate help between appointments.					
Strongly Agree/Agree	211 95.9%	42 95.5%	92 95.8%	38 100.0%	39 92.9%
Strongly Disagree/Disagree	8 3.6%	2 4.5%	3 3.1%	-	3 7.1%
Neutral	1 0.5%	-	1 1.0%	-	-

95.9% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
I was encouraged to use other support programs in the community. (Support groups, parenting classes, after school programs, etc.)					
Strongly Agree/Agree	166 75.5%	26 59.1%	78 81.3%	34 89.5%	28 66.7%
Strongly Disagree/Disagree	54 24.5%	18 40.9%	18 18.8%	4 10.5%	14 33.3%
Neutral	-	-	-	-	-

75.5% of target rate Y-T-D

Satisfactory

Family Access to Service Literal Comments 20D**If you chose neutral/or disagreed with any of these state...**

Q1-This may not apply to my child.

Q1-Not interested in other services.

Q1-Special Ed teacher delayed referral for new services.

Q2-They didn't go over much.

Q2-Recerts were not submitted on time, services disrupted.

Q2-Was not encouraged to use support programs

Q2-Do not need other supports.

Q2-No need to

Q2-It took 6 months to get authorization for geodon. Was given a number for a nurse and it takes a week for her to get back in touch. Was not encouraged to use consumer run programs by CSG.

Q2-Failure to have staff available for BSC services, TSS services too.

Q3-Did not need any other services.

Q3-Merakey has delayed services and we have had services suspended because of paperwork or evaluation not being typed up in a timely manner. I did put a few formal complaints in and it's resolved now.

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

Q4-Didn't give any support programs.

Q4-No, there is no crisis number or crisis staff. Was not encouraged to use these programs.

Family Treatment Experience

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
I feel my child has enough time with the provider during most sessions.					
Strongly Agree/Agree	204 92.7%	44 100.0%	80 83.3%	38 100.0%	42 100.0%
Strongly Disagree/Disagree	9 4.1%	- -	9 9.4%	- -	- -
Neutral	7 3.2%	- -	7 7.3%	- -	- -

92.7% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
The provider regularly communicates with me to ensure coordination of services for my child.					
Strongly Agree/Agree	204 92.7%	40 90.9%	86 89.6%	38 100.0%	40 95.2%
Strongly Disagree/Disagree	14 6.4%	4 9.1%	8 8.3%	- -	2 4.8%
Neutral	2 0.9%	- -	2 2.1%	- -	- -

92.7% of target rate Y-T-D

Meets Expectations

Family Treatment Experience

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
I feel comfortable asking questions, and feel free to complain.					
Strongly Agree/Agree	209 95.0%	42 95.5%	87 90.6%	38 100.0%	42 100.0%
Strongly Disagree/Disagree	8 3.6%	- -	8 8.3%	- -	- -
Neutral	3 1.4%	2 4.5%	1 1.0%	- -	- -

95.0% of target rate Y-T-D

Meets Expectations

My child is receiving all the services they need Q21D

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
My child is receiving all the services they need.					
Strongly Agree/Agree	193 87.7%	41 93.2%	82 85.4%	38 100.0%	32 76.2%
Strongly Disagree/Disagree	20 9.1%	2 4.5%	11 11.5%	- -	7 16.7%
Neutral	7 3.2%	1 2.3%	3 3.1%	- -	3 7.1%

87.7% of target rate Y-T-D

Meets Expectations

Family Treatment Experience

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
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	129 58.6%	21 47.7%	66 68.8%	27 71.1%	15 35.7%
Strongly Disagree/Disagree	84 38.2%	21 47.7%	29 30.2%	10 26.3%	24 57.1%
Neutral	7 3.2%	2 4.5%	1 1.0%	1 2.6%	3 7.1%

58.6% of target rate Y-T-D

Action Required

Treatment Experience Literals Q21F

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

- Q1-My child needed more services than just medication management.
- Q1-I felt free to ask questions but I don't feel that I was heard.
- Q1-Have not gotten there yet.
- Q1-We only had one initial appointment here.
- Q1-I have not received any calls to give my input about my concerns about my child.
- Q1-Not ready for a different level of care.
- Q1-Needs counseling but had too many schedule and staff conflicts or changes.
- Q1-Not ready yet.
- Q2-He may need more services. Did not discuss community supports.
- Q2-We've talked about some things, but not ready for next level yet.
- Q2-Not receiving the hours he is required due to worker shortages, workers quitting. BHRS provider not showing up for hours @ school. Not ready for a different level of care.
- Q2-Services are not provided consistently. They do not communicate well with me. My child is not receiving the services he needs due to staff shortages. Not ready for a different level of care because services have not been consistent.
- Q2-They did nothing, every time you call you get someone different. My daughter was very uncooperative and noncompliant. They did not give her any support or resources.
- Q2-Provider has not talked about community supports and options that are available. But, he will be starting a new program in a few months when he turns 14.
- Q2-Services not available for what she needs.
- Q2-Not ready for a different level of care
- Q2-Doctor didn't really engage my child. Treated me as a terrible mother without actually saying so.

Treatment Experience Literals Q21F**If you chose neutral/or disagreed with any of these state...**

Q2- The doctor doesn't get down to the issues at hand, a lot of time is wasted because of him asking irrelevant questions and being disorganized. He gets short with me if I ask questions or suggest alternatives to his treatment. Its his way or no way.

Q2-Asks questions about school, wastes time,not talking about what's going on, disorganized (psychiatrist).Gets short with me when I ask questions or talk about other med options. I'm not afraid to complain, I just don't feel heard.

Q2-She needs more TSS support hours and more BHRS hours to be more effective.

Q2-Not ready for a different level

Q2-Looking for TSS services for the fall now.

Q2-Not enough time once a month for treatment to be effective. We stopped services because of this.

Q2-20 minutes over a screen is not nearly enough.

Q2-Dr.Kloos had limited availability, has now transferred to Centre County.

Q2-It would be nice if we had more options/sessions for him.

Q2-We feel rushed during sessions.

Q2-Don't hear much from Diakon, so their services are cut during the summer with regular counselor because she does not work. She is comfortable and has rapport with regular counselor.

Q3-Not ready for a different level of care

Q3-Not ready for a different level, we have not discussed this.

Q3-Not ready for a different level of care so we have not discussed this.

Q4-Has not been seen since March for any services.

Q4-Not at that step yet.

Q4-Not ready for a different level of care.

Q4-Not recently he has not.

Q4-I'm sure he could use more services, not sure what, they didn't tell me about any.

Q4-Because it comes back to there are not enough services offered in this area.

Family Satisfaction With ISPT Meetings

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
(N/A) responses reduce total	82	13	41	16	12
My provider informed me about the purpose for the ISPT, and what the meeting will be like.					
Strongly Agree/Agree	81 98.8%	12 92.3%	41 100.0%	16 100.0%	12 100.0%
Strongly Disagree/Disagree	1 1.2%	1 7.7%	-	-	-
Neutral	-	-	-	-	-

98.8% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
(N/A) responses reduce total	82	13	41	16	12
My provider encouraged me to express my own service suggestions at my child's ISPT meeting.					
Strongly Agree/Agree	76 92.7%	10 76.9%	41 100.0%	13 81.3%	12 100.0%
Strongly Disagree/Disagree	6 7.3%	3 23.1%	-	3 18.8%	-
Neutral	-	-	-	-	-

92.7% of target rate Y-T-D

Meets Expectations

Family Satisfaction With ISPT Meetings

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
(N/A) responses reduce total	82	13	41	16	12
My provider scheduled the ISPT meeting at a time and place that was convenient to my family.					
Strongly Agree/Agree	79 96.3%	13 100.0%	41 100.0%	13 81.3%	12 100.0%
Strongly Disagree/Disagree	3 3.7%	- -	- -	3 18.8%	- -
Neutral	- -	- -	- -	- -	- -

96.3% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
(N/A) responses reduce total	82	13	41	16	12
My provider helped me decide who to invite to the ISPT meeting to support me and my child.					
Strongly Agree/Agree	73 89.0%	10 76.9%	38 92.7%	13 81.3%	12 100.0%
Strongly Disagree/Disagree	9 11.0%	3 23.1%	3 7.3%	3 18.8%	- -
Neutral	- -	- -	- -	- -	- -

89.0% of target rate Y-T-D

Meets Expectations

Family Satisfaction With ISPT Meetings

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
(N/A) responses reduce total	82	13	41	16	12
I believe my participation in ISPT meeting was valued and respected					
Strongly Agree/Agree	75 91.5%	13 100.0%	37 90.2%	13 81.3%	12 100.0%
Strongly Disagree/Disagree	7 8.5%	- -	4 9.8%	3 18.8%	- -
Neutral	- -	- -	- -	- -	- -

91.5% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
(N/A) responses reduce total	82	13	41	16	12
I feel I left the ISPT meeting with a clear understanding of the next steps in the process.					
Strongly Agree/Agree	72 87.8%	10 76.9%	37 90.2%	13 81.3%	12 100.0%
Strongly Disagree/Disagree	10 12.2%	3 23.1%	4 9.8%	3 18.8%	- -
Neutral	- -	- -	- -	- -	- -

87.8% of target rate Y-T-D

Meets Expectations

Family Satisfaction with ISPT Meetings Literals Q22G

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

Q1-Didn't hear ahead of time.

Q2-I complain but there's nothing they can do or change due to staffing issues.

Q2-I asked people to come and they either couldn't come or didn't show up.

Q2- There was no one else to invite

Q3-Williamsport SD has the meetings when I cannot attend. I have no idea what goes on.

Q3-I have been invited to the meetings but tell them I'm working and they don't reschedule.

Family Recovery Oriented Practices

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
My child's treatment provider discusses my child's continuing care plan with me.					
Strongly Agree/Agree	189 85.9%	35 79.5%	80 83.3%	38 100.0%	36 85.7%
Strongly Disagree/Disagree	29 13.2%	9 20.5%	14 14.6%	- -	6 14.3%
Neutral	2 0.9%	- -	2 2.1%	- -	- -

85.9% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
Staff believes my child can grow, change, and improve.					
Strongly Agree/Agree	203 92.3%	42 95.5%	89 92.7%	36 94.7%	36 85.7%
Strongly Disagree/Disagree	5 2.3%	- -	2 2.1%	- -	3 7.1%
Neutral	12 5.5%	2 4.5%	5 5.2%	2 5.3%	3 7.1%

92.3% of target rate Y-T-D

Meets Expectations

Family Recovery Oriented Practices

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
My child's provider asked me what goals I wanted to work on with my child.					
Strongly Agree/Agree	205 93.2%	40 90.9%	88 91.7%	38 100.0%	39 92.9%
Strongly Disagree/Disagree	14 6.4%	4 9.1%	8 8.3%	-	2 4.8%
Neutral	1 0.5%	-	-	-	1 2.4%

93.2% of target rate Y-T-D

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
I believe my child's treatment plan is easy to understand.					
Strongly Agree/Agree	210 95.5%	42 95.5%	91 94.8%	35 92.1%	42 100.0%
Strongly Disagree/Disagree	6 2.7%	1 2.3%	3 3.1%	2 5.3%	-
Neutral	4 1.8%	1 2.3%	2 2.1%	1 2.6%	-

95.5% of target rate Y-T-D

Meets Expectations

Family Recovery Oriented Practices

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
Does the staff offer you hope for your child's recovery or improvement?					
Strongly Agree/Agree	200 90.9%	42 95.5%	83 86.5%	38 100.0%	37 88.1%
Strongly Disagree/Disagree	12 5.5%	1 2.3%	9 9.4%	- -	2 4.8%
Neutral	8 3.6%	1 2.3%	4 4.2%	- -	3 7.1%

90.9% of target rate Y-T-D

Meets Expectations

Recovery Oriented Practices Q23F

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

- Q1-The doctor said he really couldn't help.
- Q2-I have not heard from his BHRS provider in weeks. I have not heard any reports or told him my goals. Staff doesn't show up or give me enough communication to know what's really going on.
- Q2- There was no plan, they just gave up on her. They never asked what my goals were.
- Q2- There has never been a suggestion about coming off the ADD medication. It's always been "Do you want to increase it?"
- Q2-Was never offered treatment plan, didn't know what it was.
- Q2-Not getting anywhere, need preauthorization and blood work for certain meds, causing withdrawal symptoms until approved after blood work is done.
- Q2-Not feeling like I'm getting anywhere with meds. Really need a TCM to manage all other services.
- Q2-Hopefully she can grow, but most likely because of diagnosis won't get much better.
- Q2-Working on treatment, wanted to get her stable but never could.
- Q3-Because his circumstances are very complex making the plan hard to understand. There are a lot of moving parts.
- Q3-They encourage him and have to be stern with him. We've had the same case worker since he was 4, she does so well with him.
- Q3-They adjust his meds as needed and we can always tell when he hasn't taken his meds.
- Q3-Not necessarily because he doesn't always understand it.
- Q4-We just go, he asks my son the same questions every time, we leave. When I ask about prescription changes to help at home he does not listen. I do not like going to him and want to switch telepsychs.
- Q4-he has struggles, it's like a roller coaster.
- Q4-I don't think he can be helped, he needs help or medication.
- Q4-No haven't discussed the continuing care plan with me.
- Q4-They are the ones who say this is what we see and they agree.

Family Outcomes

My child deals more effectively with daily problems Q24A

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
My child deals more effectively with daily problems.					
Strongly Agree/Agree	149 67.7%	36 81.8%	52 54.2%	37 97.4%	24 57.1%
Strongly Disagree/Disagree	38 17.3%	4 9.1%	27 28.1%	- -	7 16.7%
Neutral	33 15.0%	4 9.1%	17 17.7%	1 2.6%	11 26.2%

67.7% of target rate Y-T-D

Action Required

I feel my child's behavioral health is improving Q24B

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
I feel my child's behavioral health is improving.					
Strongly Agree/Agree	150 68.2%	31 70.5%	58 60.4%	36 94.7%	25 59.5%
Strongly Disagree/Disagree	24 10.9%	4 9.1%	18 18.8%	- -	2 4.8%
Neutral	46 20.9%	9 20.5%	20 20.8%	2 5.3%	15 35.7%

68.2% of target rate Y-T-D

Action Required

Family Outcomes

My child's social skills are improving Q24C

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
My child's social skills are improving.					
Strongly Agree/Agree	135 61.4%	35 79.5%	50 52.1%	27 71.1%	23 54.8%
Strongly Disagree/Disagree	37 16.8%	4 9.1%	27 28.1%	1 2.6%	5 11.9%
Neutral	48 21.8%	5 11.4%	19 19.8%	10 26.3%	14 33.3%

61.4% of target rate Y-T-D

Action Required

Family Outcome Literals 24D

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

Q1-These outcomes are not provider related. This is just my child.

Q1-There are still issues when he is at his dads.

Q1-Depends on the day, she can be difficult.

Q1-Wasn't receiving services long enough.

Q1-Still too new to services.

Q1-There are not enough activities or outings planned for him to practice social skills.

Q2-Because they are at home right now, not because of services.

Q2-Because they are home right now, not because of services.

Q2-He still has his moments, but doing better not in school.

Q2-Not very social at school, not social on video calls from school.

Q2-She got worse.

Q2- Because he gets overwhelmed

Q2-Depends on the day, still has issues.

Q2-I don't think improvement had anything to do with this provider, change of environment made improvements.

Q2-He has rough days still

Q2-Meds not working

Q2-Meds changed and not tapered or adjusted, stopped. Also not being tracked by Dr. accurately, nurse has to correct any errors or misunderstanding about current meds. Social skills are getting worse.

Q2-She has her moments/days. Social skills will always lack.

Q2-Not facility related, he is not cooperating.

Q2-Needs more services, caseworker doesn't follow through with my requests to get more.

Q2-In the process of re-diagnosing-he's still having difficulty

Q2-There were so many changes in meds and treatment plans that it never happened. They told her it would make her feel better but filled her with false hope. Social skills are not improving because she thinks everyone is out to get her.

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

Q2-Not being in school he's not around his friends and services

Q2-Sometimes he will shut down and talk softly and doesn't talk.

Q2-Still has his times with behavioral skills.

Q2-He is a lot more calm now in a social environment. He used to have a lot of anxiety. But he is good chilling on his own as well.

Q2-He will always struggle, he has Klinefelters syndrome. Some things are improving.

Q2-Very introverted right now.

Q2-Depends on her mood.

Q2-Rules are different at dads, routine is different, discipline and attitudes different which was why we went to family therapy.

Q2-Has gotten worse because of COVID restrictions. Has gotten worse due to family issues and staff availability.

Q2-Improved but have had setbacks because of service changes due to COVID. Things are getting worse, he is struggling, TSS left abruptly, issues with dad's home, combination of all these things.

Q2- She is still having problems with that because she still does not know how to handle situations. She doesn't stay calm.

Q2-He is still dealing with a lot of issues and still working through things.

Q2-Having a hard time right now, services continued. Struggling with anxiety, depression and social anxiety.

Q3-She is not a talkative person.

Q3-She was doing very well until the COVID-19 shutdown.

Q3-He has not been in school but is in Justice works program for probation. He has been improving with this program.

Q3-She is more of a loner.

Q3-Hard to tell because of quarantine

Q3-Because of COVID we have been home, continuing home schooling.

Q4-Some days are better than others

Q4-Not related to her treatment, not their fault. Meds were having side effects that I wanted to discuss changing.

Q4-Still has trouble and needs help most of the time.

Q4-Neutral right now because COVID threw everything off. She doesn't think his social skills are improving.

Q4-He needs more help than what he is getting. He no longer is seeing the psychiatrist @ Geisinger. COVID has really delayed getting him the help he desperately needs and I need.

Q4-He needs help in my home as well as at school.

Q4-She feels like they are still in the same spot. Some things have gone backwards and some things forward.

Family Provider Issues

Issues or Problems with Provider Q25

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
Have you had any issues or problems with services from (n...					
Yes	25 11.4%	2 4.5%	21 21.9%	- -	2 4.8%
No	195 88.6%	42 95.5%	75 78.1%	38 100.0%	40 95.2%

Family Type of Provider Issues Q26

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
*(NA) responses reduce total	25	2	21	-	2
If you have had issues with (name of provider), what were...					
Lack of treatment planning or participation	3 12.0%	- -	2 9.5%	- -	1 50.0%
Poor communication	7 28.0%	- -	7 33.3%	- -	- -
Frequent staff changes	3 12.0%	- -	3 14.3%	- -	- -
Frequent provider changes	- -	- -	- -	- -	- -
Services not provided when my child needs them	7 28.0%	1 50.0%	5 23.8%	- -	1 50.0%
Attitude/Personality Conflicts	2 8.0%	- -	2 9.5%	- -	- -
Billing	- -	- -	- -	- -	- -
School Conflicts	- -	- -	- -	- -	- -
Other	3 12.0%	1 50.0%	2 9.5%	- -	- -

Family Provider Issues

Family Provider Issues Resolution Q27

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
	26	2	22	-	2
Were you able to resolve these issues or problems with the provider?					
Yes.	2 7.7%	- -	2 9.1%	- -	- -
No	24 92.3%	2 100.0%	20 90.9%	- -	2 100.0%

Family Department of Public Welfare Questions

Family Treatment Impact on Quality of Ilfe Q28

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
What effect has the treatment your child received, had on the quality of your child's life?					
Much better	80 36.4%	17 38.6%	31 32.3%	19 50.0%	13 31.0%
A little better	95 43.2%	14 31.8%	41 42.7%	19 50.0%	21 50.0%
About the same	42 19.1%	13 29.5%	21 21.9%	- -	8 19.0%
A little worse	1 0.5%	- -	1 1.0%	- -	- -
Much worse	2 0.9%	- -	2 2.1%	- -	- -

Family Department of Public Welfare Questions

Family Opportunity to Make Treatment Decisions Q29

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
Were you and your child given the chance to make your own treatment decisions?					
Yes	189 85.9%	39 88.6%	74 77.1%	37 97.4%	39 92.9%
No	13 5.9%	4 9.1%	9 9.4%	- -	- -
Sometimes	18 8.2%	1 2.3%	13 13.5%	1 2.6%	3 7.1%

Family Ability to Receive Needed Care Q30

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
In the last twelve months, did you or your child have problems getting the help your child needed?					
Yes	20 9.1%	- -	13 13.5%	- -	7 16.7%
No	186 84.5%	43 97.7%	75 78.1%	36 94.7%	32 76.2%
Sometimes	14 6.4%	1 2.3%	8 8.3%	2 5.3%	3 7.1%

Family Department of Public Welfare Questions

Family Reason for Not Getting Needed Help Q31

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr J- uly-Sept.	4th Qtr Oct-Dec.
(N/A) responses reduce total	27	1	20	-	6
If you were unable to get behavioral health help for your...					
Money issues	-	-	-	-	-
Transportation issues	-	-	-	-	-
Language barriers	-	-	-	-	-
Inconvenient times	3 11.1%	1 100.0%	2 10.0%	-	-
Child care issues	-	-	-	-	-
Long waiting list	4 14.8%	-	1 5.0%	-	3 50.0%
I did not know where to get help	4 14.8%	-	2 10.0%	-	2 33.3%
Insurance issues	1 3.7%	-	1 5.0%	-	-
Other	15 55.6%	-	14 70.0%	-	1 16.7%

Family Behavioral Health Medications

Family Medications Q32

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
*N/A responses reduce total	219	44	95	38	42
Is your child taking behavioral health medications?					
Yes	158 72.1%	26 59.1%	78 82.1%	26 68.4%	28 66.7%
No	61 27.9%	18 40.9%	17 17.9%	12 31.6%	14 33.3%
Declined to answer	-	-	-	-	-

Family Behavioral Health Medications

Family Medication Prescribed by this Provider Q33

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
*N/A Reponses reduce total	158	26	78	26	28
Who prescribes your child's behavioral health medications?					
Psychiatrist	112 70.9%	20 76.9%	55 70.5%	14 53.8%	23 82.1%
Primary Care Physician	30 19.0%	4 15.4%	13 16.7%	8 30.8%	5 17.9%
Nurse Practitioner	2 1.3%	2 7.7%	- -	- -	- -
Physician Assistant	10 6.3%	- -	10 12.8%	- -	- -
Other	4 2.5%	- -	- -	4 15.4%	- -

Family Source of Medication Prescription Literal Q33A

Family Source of Medication Prescription Literal Q33A

Family Source of Medication Prescription Literal Q33A

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

- Q1-James Baldys
- Q1-Dr.Ohara
- Q1-Dr.Baldys
- Q1-Robyn Mancino
- Q1-Robyn Mancino
- Q2-Dr. Dana Smith
- Q2-Rebecca Lindower
- Q2-Rebecca Lindower
- Q2-Rebecca Lindower
- Q2-Rebecca Lindower
- Q2- Dr. Lem
- Q2-Dr.Odorizzi
- Q2-Dr.Lindauer @ Cen-Clear
- Q2-Dr.Lindauer
- Q2-Dr.Lindauer
- Q2-Monisa Wagner
- Q2-Joseph Demay
- Q2-Jeremy Lazorka
- Q2-Monisa Wagner

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

- Q2-Monisa Wagner
- Q2-Dr. Dennis Probst
- Q2-Dr. Dennis Probst
- Q2-Dr. Moff
- Q2-Dr.Moff
- Q2-Dr.Moff
- Q2-Dr.Moff
- Q2-Dr.Kirk
- Q3-Dr.Morgan Rogers
- Q3-Dr.Rogers
- Q3-Monisa Wagner
- Q3-Monisa Wagner
- Q3-Monisa Wagner
- Q3-Monisa Wagner
- Q3-Dr.Mamuse
- Q3-Dr. Timco
- Q3-Dr.Timco
- Q3-Dr.Timco
- Q3-Dr.Timco
- Q3-Dr.Timco

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

- Q4-Dr.Lyne
- Q4-Dr.Gorsky
- Q4-Dr. Gorsky
- Q4-Dr.Probst

Family Satisfaction With Behavioral Health Medications

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
*(N/A) responses reduce totals	158	26	78	26	28
Overall, I feel my child's behavioral health medications are effective in helping to manage my child's symptoms.					
Strongly Agree/Agree	101 63.9%	21 80.8%	47 60.3%	20 76.9%	13 46.4%
Strongly Disagree/Disagree	26 16.5%	2 7.7%	24 30.8%	- -	- -
Neutral	31 19.6%	3 11.5%	7 9.0%	6 23.1%	15 53.6%

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
*(N/A) responses reduce totals	158	26	78	26	28
My provider explained all side effects of the medications prescribed to me.					
Strongly Agree/Agree	131 82.9%	23 88.5%	59 75.6%	26 100.0%	23 82.1%
Strongly Disagree/Disagree	14 8.9%	3 11.5%	6 7.7%	- -	5 17.9%
Neutral	13 8.2%	- -	13 16.7%	- -	- -

Family Satisfaction With Behavioral Health Medications

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
* (N/A) responses reduce totals	158	26	78	26	28
I feel the person who prescribes my child's medications, listens and responds to my concerns.					
Strongly Agree/Agree	139 88.0%	26 100.0%	64 82.1%	26 100.0%	23 82.1%
Strongly Disagree/Disagree	13 8.2%	- -	11 14.1%	- -	2 7.1%
Neutral	6 3.8%	- -	3 3.8%	- -	3 10.7%

Family Difficulty Receiving Needed Medications Q35

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
N/A Responses reduce total	158	26	78	26	28
Are you experiencing any problems getting the behavioral ...					
Yes	10 6.3%	- -	8 10.3%	- -	2 7.1%
No	148 93.7%	26 100.0%	70 89.7%	26 100.0%	26 92.9%

Has child been discharged for not following treatment plan or relapsed

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
Base	220	44	96	38	42
Has your child ever been discharged because they had trouble following treatment plan or they had set backs?					
Yes	2 0.9%	- -	2 2.1%	- -	- -
No	218 99.1%	44 100.0%	94 97.9%	38 100.0%	42 100.0%

Interested in having concerns addressed Q37

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar.	2nd Qtr Apr.-Jun.	3rd Qtr July-Sept.	4th Qtr Oct-Dec.
N/A Responses reduce total	25	2	21	-	2
If you have shared problems about your child's provider o...					
Yes	6 24.0%	- -	4 19.0%	- -	2 100.0%
No	19 76.0%	2 100.0%	17 81.0%	- -	- -

Family Additional Compliments or Concerns

Additional Compliments or concerns Q39

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

Q1-It's been great! He's more upbeat and has a positive outlook after he sees his counselor!

Q1-Her therapist is great!

Q1-His therapist is amazing!

Q1-She really enjoys her therapist.

Q1-Dr. is very knowledgeable. She is easily approachable.

Q1-She absolutely enjoys being able to talk to her counselor about their issues and concerns and being able to work through them.

Q1-They do amazing work. They are really nice.

Q1-They listen to the parent and child about how they feel inside.They listen to parent input about reasons for behavior, and medication.

Q1-They are good for my son.

Q1-My daughter is seen at school and more communication about her progress coming to me would be more helpful. I would like to be able to give more input about my concerns before the ISPT meeting.

Q1-His counselor is excellent, she asks him questions, gives him skills for him to use to get better. He's doing better.

Q1-We like the front desk staff-very nice. The nurse is really nice.The counselor is well liked. Getting to know the NP since the psychiatrist left abruptly. A letter would have been nice.

Q1-Scheduling should be more flexible for parents work schedules, continuity of care is important. My son couldn't get comfortable because of staff changes.

Q2-They are wonderful. He has come a long way with them. They kept my hope up and it has been wonderful.

Q2-She thinks that when there was conflict within the family and court litigation, they lost objectivity and focus on the child.

Q2-Very good at keeping lines of communication open at all times.

Q2-My child lacks a consistent worker to see improvements in behavior. I do really like the BSC that he has now-puts in great amount of time, energy and care. Merakey as a company is poorly run, the workers need paid more to keep them and retain them.

Q2-The wraparounds that were provided were not a good match from the start-pregnant worker with my teenage son who can be aggressive. Workers quit abruptly and then my child is abandoned and has to start over again with a new worker, building trust and relationships. Don't provide enough consistent workers to see improvement. Feel trapped with this agency, none else around that I know of.

Q2- They go above and beyond to help, they care for their patients.

Q2- They like it there. The counselor is really good.

Q2-They are great!

Q2-We transferred from UCBH to Cen-Clear, It's quite a drive to get to appointments, wish there were more options, closer.

Q2-Merakey does a good job, very understanding, flexible and knowledgeable.

Q2-Merakey has done a great job, value my opinion, check in with me/my child, coordinate with my child's aide, help give her info to be successful/support her with him.

Q2-Everything they have been doing has been good so far.

Q2-Good program. I'd like them to work on getting my child back to main stream school.

Q2-She is very thorough and receptive.

Q2-Doing a good job making sure he's on the right path, improving and getting better.

Q2-Very pleased with services, very supportive and communicative with me.

Q2-Counselor tried to do a lot of things with her, thorough with skills and techniques to help but she was great with effort.

Q2-Our social worker is fantastic! She is great at listening to my concerns and ways to get help for our entire family. Gives me lots of options.

Q2-Counselor is really fantastic,supportive and accepting of people with differences. Great fit for their family.

Q2-She is concerned that Diakon does not communicate with her about her daughters services

Q2-Very happy with services prior to COVID but for some reason services stopped during this COVID time.

Q2-Very impressed with CSG. Everyone staff wise has been really nice.

Q2-They are great. They are like family to us.

Q2-They are great. They are like family.

Q2-His counselor was very nice, informative, took her time with, very patient.

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

Q2-Everybody has been really understanding about transportation issues, have gone above and beyond to make sure she is seen.

Q2- We were discharged due to insurance limitations for Family Based Therapy. We only had 8 months of therapy but wanted more. Issues were not addressed that included domestic violence in the home.

Q2-Our TCM was amazing! Super supportive and always listened to us and suggested us to advocate for our son when needed.

Q2-Psychiatrist was very flexible with treatment options available. He was on-med pushing and suggested teaching skills to adjust behavior first. We will miss him.

Q2-Worker was great and helped explain when changes happened. He communicated with us as much as he could.

Q2-Just never had any problems @ CSG. They are there if she needs them.

Q2-Crossroads always makes time. They get in touch the same day. They are great.

Q2-There just doesn't seem to be enough time.

Q3-Thankful for Diakon

Q3-His TSS is amazing and very accommodating. BSA is really great, they treat him like he is one of their own kids.

Q3-I enjoy the services, they've been so helpful.

Q3-They have really helped with his behaviors and give him all around care-counseling,take him out,come to the house to check on him,etc. I feel like they have helped him to open up more and are being effective in helping him the most.

Q3-My case worker has gone to the school district on my behalf to find out why my sons IEP meetings are happening when I'm not able to be there or scheduled when I can come. She calls for anything that will help him and has been a great help all these years.

Q3- They are really patient and take their time to listen to my son. They are very good with my son and encourages him and gives him skills to use to change or deal with problems more effectively.

Q3-We have no problems. We get along with her counselor. It's not a one sided conversation. His daughter gets to put in her input.

Q3-I'm very happy with his counselor. He's been very influential.

Q3-We love our psychiatrist, easy with kids teaches skills that can be used daily, has helped our family heal and improve our skills also.

Q4-They're great!

Q4-They're fantastic!

Q4-They are doing really good helping him learn new skills and behaviors.

Q4-Her doctor has bonded really well with her and it has made it easier for her to talk with her.

Q4-Everyone does a really great job, they answer any questions I have quickly and thoroughly. They are awesome there!

Table	Title	Start page	End page
1	Family Type of Survey Q4	60	60
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3	Family Zip Codes Q6	60	60
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7	Family Member Relationship to Child Q10	61	61
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11	I know where to find information to file a complaint with Community Care-Q13B	62	62
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15	Family Treatment Provider Literals Q14A	65	65
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20	My child and I were made aware of the availability of different services...Q18	67	67
21	Family Duration of Provider Relationship Q19	68	68
22	Authorization information is submitted on time... Q20A	68	68
23	I have been given clear information on who to contact...Q20B	69	69
24	I was encouraged to use other support programs in the community...Q20C	69	69
25	Family Access to Service Literal Comments 20D	69	70
26	I feel my child has enough time with the provider during most sessions.Q21A	71	71
27	The provider regularly communicates with me to ensure coordination of services...Q21B	71	71
28	I feel comfortable asking questions, and feel free to complain Q21C	72	72
29	My child is receiving all the services they need Q21D	72	72
30	My provider has talked with me about community supports and options...Q21E	73	73
31	Treatment Experience Literals Q21F	73	74
32	My provider informed me about the purpose for the ISPT.....Q22A	75	75
33	My provider encouraged me to express my own service suggestions....Q22B	75	75
34	My provider scheduled the ISPT meeting at a time and place that was convenient...Q22C	76	76
35	My provider helped me decide who to invite to the ISPT meeting...Q22D	76	76
36	I believe my participation in ISPT meeting was valued and respected Q22E	77	77
37	I feel I left the ISPT meeting with clear understanding of the next steps...Q22F	77	77
38	Family Satisfaction with ISPT Meetings Literals Q22G	77	77
39	My child's treatment provider discusses my child's continuing care plan..Q23A	78	78
40	Staff believes my child can grow, change, and improve Q23B	78	78
41	My child's provider asked me what goals I wanted to work on...Q23C	79	79
42	I believe my child's treatment plan is easy to understand Q23D	79	79
43	Does the staff offer you hope for you child's recovery...Q23E	80	80
44	Recovery Oriented Practices Q23F	80	80
45	My child deals more effectively with daily problems Q24A	81	81
46	I feel my child's behavioral health is improving Q24B	81	81
47	My child's social skills are improving Q24C	82	82
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49	Issues or Problems with Provider Q25	84	84
50	Family Type of Provider Issues Q26	84	84
51	Family Provider Issues Resolution Q27	85	85
52	Family Treatment Impact on Quality of Iffe Q28	85	85
53	Family Opportunity to Make Treatment Decisions Q29	86	86
54	Family Ability to Receive Needed Care Q30	86	86
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Table	Title	Start page	End page
56	Family Medications Q32	87	87
57	Family Medication Prescribed by this Provider Q33	88	88
58	Family Source of Medication Prescription Literal Q33A	88	88
59	Overall, I feel my child's behavioral health medications are effective in helping.....Q34A	89	89
60	My provider explained all side effects of the medications prescribed to me Q34B	89	89
61	I feel the person who prescribes my child's medications, listens.... Q34C	90	90
62	Family Difficulty Receiving Needed Medications Q35	90	90
63	Has your child ever been discharged because.....Q36	91	91
64	Interested in having concerns addressed Q37	91	91
65	Additional Compliments or concerns Q39	92	93

Youth Survey Findings

Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 22 youth surveys completed during the 4th Quarter of calendar year 2020 for the period from October - December 2020.

Survey Results

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

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

1. Face-to-face surveys suspended.
2. Lower percentage of female respondents – 18% (4 of 22) versus 29% (6 of 21).
3. Lower percentage of youth members ages 14-17, 18% (4 of 22) versus 100% (21 of 21).
4. Court ordered treatment – 0% (0 of 22) versus 0% (0 of 21).
5. Started receiving mental health/substance abuse services – less than 8 years old, 32% (7 of 22)

Findings Overview

1. 46% (10 of 22) youths interviewed *“knew where to find the number to call Community Care) if they have questions or concerns about their treatment.”* This indicator was 49% (44 of 90) for the four quarters ending December 2020.

82% (18 of 22) youths interviewed during the 4th Quarter agreed they *“knew how to file a complaint with Community Care, if they needed to.”* This indicator was 67% (60 of 90) for the four quarters ending December 2020.

77% (17 of 21) youths interviewed during the 4th Quarter agreed they *“knew how to file a grievance with Community Care, if they needed to.”* This indicator was 67% (60 of 90) for the four quarters ending December 2020.

2. Surveyed youth satisfaction ratings are generally good this quarter with *Access to provider treatment services* with the satisfaction scores being 96% (21 of 22) for all 3 indicators. These included *“meeting at convenient times,” “being given clear information on who to contact, if needing immediate help between appointments”* and *“meeting at places that are easy to get to.”*

3. Youth satisfaction with provider *Treatment Experiences* was good with 91% to 100% in all 8 indicators. These included *“I understand why I am receiving services,” “I believe the staff listens to me,” “I feel free to express my opinions,” “Staff helped me develop my treatment goals,”* and *“I believe my treatment plan is easy to understand.”*

“I feel I am benefitting from treatment,” “I get the right amount of help” and *“My provider has talked with me about community supports and options that are available when I am ready for a different level of care.”*

4. Youth satisfaction with provider *Recovery Orientation* was also good. 100% (22 of 22) youths agreed *“Staff focuses on the things I do well, not what I don’t do well”* and 100% (22 of 22) agreed *“Staff helped me be successful in meeting treatment goals.”*

5. Youth satisfaction scores with *Treatment Outcomes*, was good during the 4th Quarter ranging 91% to 100% in all six indicators. These included *“handling daily problems better,” “feeling good more often than before treatment,” “being able to apply what they learned in treatment in daily life,” “I think good things are going to happen more often,” “I manage my strong feelings like anger, better”* and *“I don’t get into trouble as often.”*

6. 77% (17 of 22) youths interviewed reported taking behavioral health medications and 100% (17 of 17) of those felt the medication was helping them.

7. 0% (0 of 22) youths interviewed, compared to 0% (1 of 21) in the previous quarter had issues or problems with their provider. This indicator was 2% (2 of 90) for the four quarters ending December 2020.

Recommendations Overview

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

Youth - Request for Assistance

0% (0 of 22) youth respondents compared to 0% (0 of 21) in the 3rd Quarter, expressed interest in having a provider or MCO address concerns they shared during the interview referred for immediate handling by Lycoming-Clinton Joinder Board HealthChoices.

Quality Audits

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

During the 4th Quarter, 3 youth quality audits were performed. 100% (3 of 3) youths felt the length of the survey and number of questions were satisfactory. 100% (3 of 6) youths were satisfied with the survey process and 100% (3 of 3) youths felt ok or good about being contacted.

Comments

None

Youth Demographics

Youth Type of Survey Q4

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	24	23	21	22
What type of survey is it?					
Telephone	83 92.2%	17 70.8%	23 100.0%	21 100.0%	22 100.0%
Face to Face	7 7.8%	7 29.2%	-	-	-

Youth County Q5

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	24	23	21	22
What county do you live in?					
Lycoming	56 62.2%	16 66.7%	14 60.9%	15 71.4%	11 50.0%
Clinton	34 37.8%	8 33.3%	9 39.1%	6 28.6%	11 50.0%

Youth Zip Code Q6

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
What is your zip code?					
16822-Beech Creek	4 4.4%	-	1 4.3%	-	3 13.6%
17701-Williamsport	28 31.1%	9 37.5%	11 47.8%	3 14.3%	5 22.7%
17702-Williamsport	1 1.1%	-	-	-	1 4.5%
17740-Jersey Shore	8 8.9%	2 8.3%	-	6 28.6%	-
17744-Linden	2 2.2%	1 4.2%	-	-	1 4.5%
17745-Lock Haven	25 27.8%	8 33.3%	8 34.8%	4 19.0%	5 22.7%
17754-Montoursville	5 5.6%	3 12.5%	-	2 9.5%	-
17756-Muncy	11 12.2%	1 4.2%	3 13.0%	3 14.3%	4 18.2%
17764-Renovo	5 5.6%	-	-	2 9.5%	3 13.6%
17774-Unityville	1 1.1%	-	-	1 4.8%	-

Youth Gender Q7

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	24	23	21	22
What is your gender?					
Male	64 71.1%	17 70.8%	14 60.9%	15 71.4%	18 81.8%
Female	26 28.9%	7 29.2%	9 39.1%	6 28.6%	4 18.2%

Youth Zip Code Literals Q6A

Youth Demographics

Youth Age Q8

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	24	23	21	22
How old are you?					
14-15 years	21 23.3%	7 29.2%	4 17.4%	7 33.3%	3 13.6%
16-17 years	20 22.2%	4 16.7%	1 4.3%	14 66.7%	1 4.5%
18-20 years	49 54.4%	13 54.2%	18 78.3%	- -	18 81.8%
over 20 years	- -	- -	- -	- -	- -

Youth Race Q9

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	24	23	21	22
What do you consider your race to be?					
Caucasian	83 92.2%	23 95.8%	21 91.3%	19 90.5%	20 90.9%
African American	3 3.3%	1 4.2%	1 4.3%	- -	1 4.5%
Hispanic American	2 2.2%	- -	- -	2 9.5%	- -
American Indian/Alaskan Native	- -	- -	- -	- -	- -
Asian American	- -	- -	- -	- -	- -
Bi-Racial	2 2.2%	- -	1 4.3%	- -	1 4.5%
Other	- -	- -	- -	- -	- -

Youth Race Literals Q9A

Youth Demographics

Youth Primary Service Q10

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	24	23	21	22
Are you receiving services primarily for:					
Mental Health	90 100.0%	24 100.0%	23 100.0%	21 100.0%	22 100.0%
Drug and Alcohol Treatment	- -	- -	- -	- -	- -
Both Mental Health and Drug and Alcohol Treatment	- -	- -	- -	- -	- -

Youth First Diagnosed Q11

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	24	23	21	22
How old were you when you first starting receiving mental...					
Less than 5 years	12 13.3%	5 20.8%	5 21.7%	1 4.8%	1 4.5%
6-8 years	20 22.2%	6 25.0%	4 17.4%	4 19.0%	6 27.3%
9-11 years	15 16.7%	2 8.3%	3 13.0%	4 19.0%	6 27.3%
12-14 years	21 23.3%	4 16.7%	7 30.4%	6 28.6%	4 18.2%
15-17 years	18 20.0%	6 25.0%	3 13.0%	6 28.6%	3 13.6%
18-20 years	2 2.2%	- -	- -	- -	2 9.1%
21 and over years	- -	- -	- -	- -	- -
Not sure	2 2.2%	1 4.2%	1 4.3%	- -	- -

Youth Satisfaction With Community Care

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
Do you know where to find the number to call Community Care (CCBH), with questions or concerns about your treatment? (Note to Surveyor: if no, give phone number 1-855-520-9787)					
Yes	44 48.9%	12 50.0%	8 34.8%	14 66.7%	10 45.5%
No	33 36.7%	8 33.3%	8 34.8%	6 28.6%	11 50.0%
Not Sure	13 14.4%	4 16.7%	7 30.4%	1 4.8%	1 4.5%

48.9% of target rate YTD

Action Required

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
Are you aware that you can file a complaint with Community Care (CCBH) if you need to? (Complaint-Telling or writing us to say you are not satisfied with services.)					
Yes	60 66.7%	16 66.7%	15 65.2%	11 52.4%	18 81.8%
No	28 31.1%	8 33.3%	7 30.4%	9 42.9%	4 18.2%
Not Sure	2 2.2%	- -	1 4.3%	1 4.8%	- -

66.7% of target rate YTD

Action Required

Youth Satisfaction With Community Care

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
Are you aware that you can file a grievance with Community Care (CCBH) if you need to? (Grievance-Telling or writing us to say you do not agree with a denial of a covered service or change in a cov...					
Yes	60 66.7%	16 66.7%	16 69.6%	11 52.4%	17 77.3%
No	28 31.1%	8 33.3%	7 30.4%	9 42.9%	4 18.2%
Not Sure	2 2.2%	- -	- -	1 4.8%	1 4.5%

66.7% of target rate YTD

Action Required

Youth Satisfaction With Community Care Literals Q12D

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

- Q2-I have never dealt with CCBH.
- Q2-I'm sure I could find it.
- Q3-My mom deals with this.
- Q3-I never had to or know how to.
- Q3-It is my moms job to contact CCBH.
- Q4-I do not deal with this.
- Q4-My Grandpa deals with this.

Youth Provider Level Analysis

Youth Provider Service Q13

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	24	23	21	22
Who is your provider? Note to Surveyor: If there is mor...					
DTAC	1 1.1%	-	-	-	1 4.5%
Community Services Group (CSG)	28 31.1%	12 50.0%	8 34.8%	5 23.8%	3 13.6%
Crossroads Counseling	15 16.7%	1 4.2%	5 21.7%	5 23.8%	4 18.2%
Diakon Family Life Services	10 11.1%	2 8.3%	1 4.3%	4 19.0%	3 13.6%
Keystone Counseling	4 4.4%	1 4.2%	1 4.3%	-	2 9.1%
Lycoming/Clinton MH/ID (Joinder)	12 13.3%	6 25.0%	4 17.4%	1 4.8%	1 4.5%
Merakey	3 3.3%	-	-	2 9.5%	1 4.5%
Geisinger Services	3 3.3%	2 8.3%	-	1 4.8%	-
UPMC Susquehanna Behavioral Health Outpatient	1 1.1%	-	-	1 4.8%	-
Other	13 14.4%	-	4 17.4%	2 9.5%	7 31.8%

Youth Provider Literals Q13A

If other, please explain.

- Q2-Gillium Psychological
- Q2-Concern Counseling
- Q2-Sunpoint Health
- Q2-Blast Intermediate Unit 17
- Q3-Bobbi McLean
- Q3-Stephanie Rushton
- Q4-Divine Providence Hospital
- Q4-Sunpoint Health
- Q4-Sunpoint Health
- Q4-Concern
- Q4-Concern
- Q4-Lauren Conway
- Q4-UCBH Bellefonte

Youth Provider Level Analysis

Youth Provider Analysis Q14

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	24	23	21	22
Were you made aware that you have a choice of providers?					
Yes	70 77.8%	20 83.3%	19 82.6%	12 57.1%	19 86.4%
No	20 22.2%	4 16.7%	4 17.4%	9 42.9%	3 13.6%

Did you choose this provider? Q15

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
Did you choose to go to this provider?					
Yes	26 28.9%	4 16.7%	8 34.8%	4 19.0%	10 45.5%
No	1 1.1%	- -	1 4.3%	- -	- -
Court Ordered	- -	- -	- -	- -	- -
Chosen by Parent	29 32.2%	8 33.3%	8 34.8%	8 38.1%	5 22.7%
Referred	23 25.6%	11 45.8%	6 26.1%	1 4.8%	5 22.7%
Other	11 12.2%	1 4.2%	- -	8 38.1%	2 9.1%

Youth Provider Level Analysis

Youth Provider Service Q16

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
*N/A responses reduce total	90	24	23	21	22
What Mental Health service are you currently receiving fr...					
Outpatient Counseling	27 30.0%	4 16.7%	9 39.1%	6 28.6%	8 36.4%
Medication Management	14 15.6%	4 16.7%	1 4.3%	4 19.0%	5 22.7%
Psychiatry	15 16.7%	5 20.8%	3 13.0%	3 14.3%	4 18.2%
Telepsychiatry	12 13.3%	3 12.5%	4 17.4%	4 19.0%	1 4.5%
Partial Hospitalization Program	1 1.1%	0 0.0%	1 4.3%	0 0.0%	0 0.0%
Family Based Mental Health	1 1.1%	1 4.2%	0 0.0%	0 0.0%	0 0.0%
Targeted Case Management (TCM)	12 13.3%	5 20.8%	5 21.7%	1 4.8%	1 4.5%
Behavioral Health Rehabilitation Services (BHRS)	4 4.4%	1 4.2%	0 0.0%	2 9.5%	1 4.5%
Community & School Based Behavioral Health (CSBBH)	2 2.2%	1 4.2%	0 0.0%	1 4.8%	0 0.0%
Outpatient School Based Therapy	1 1.1%	0 0.0%	0 0.0%	0 0.0%	1 4.5%
Other	1 1.1%	0 0.0%	0 0.0%	0 0.0%	1 4.5%

Provider Service Literal Q16A

If other, please explain.

Q4-ARRTS program

Youth Access to Services

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
We meet at places that are easy for me to get to.					
Strongly Agree/Agree	77 85.6%	20 83.3%	16 69.6%	20 95.2%	21 95.5%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	13 14.4%	4 16.7%	7 30.4%	1 4.8%	1 4.5%

85.6% of target rate YTD

Meets Expectations

We meet at times that are convenient to me Q20B

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
We meet at times that are convenient to me.					
Strongly Agree/Agree	86 95.6%	21 87.5%	23 100.0%	21 100.0%	21 95.5%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	4 4.4%	3 12.5%	-	-	1 4.5%

95.6% of target rate YTD

Meets Expectations

Youth Access to Services

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
I have been given clear information on who to contact if I need immediate help between appointments.					
Strongly Agree/Agree	80 88.9%	19 79.2%	22 95.7%	18 85.7%	21 95.5%
Strongly Disagree/Disagree	7 7.8%	5 20.8%	1 4.3%	1 4.8%	- -
Neutral	3 3.3%	- -	- -	2 9.5%	1 4.5%

88.9% of target rate YTD

Meets Expectations

Youth Access to Services Literals Q20D

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

Q1-My mom has to take me.

Q1-No one has informed me.

Q2-We do everything by phone or she comes to me. I was not given info on who to contact.

Q3-They just give us cards, then they are done.

Q4-I work 9-5 so sometimes we have to change my schedule.

Youth Treatment Experiences

I understand why I am receiving services Q21A

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
I understand why I am receiving services.					
Strongly Agree/Agree	87 96.7%	21 87.5%	23 100.0%	21 100.0%	22 100.0%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	3 3.3%	3 12.5%	-	-	-

96.7% of target rate YTD

Meets Expectations

I believe the staff listens to me Q21B

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
I believe the staff listens to me.					
Strongly Agree/Agree	87 96.7%	24 100.0%	23 100.0%	18 85.7%	22 100.0%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	3 3.3%	-	-	3 14.3%	-

96.7% of target rate YTD

Meets Expectations

Youth Treatment Experiences

I feel free to express my opinions Q21C

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
I feel free to express my opinions.					
Strongly Agree/Agree	86 95.6%	24 100.0%	19 82.6%	21 100.0%	22 100.0%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	4 4.4%	-	4 17.4%	-	-

95.6% of target rate YTD

Meets Expectations

I get the right amount of help Q21D

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
I get the right amount of help.					
Strongly Agree/Agree	85 94.4%	24 100.0%	23 100.0%	16 76.2%	22 100.0%
Strongly Disagree/Disagree	2 2.2%	-	-	2 9.5%	-
Neutral	3 3.3%	-	-	3 14.3%	-

94.4% of target rate YTD

Meets Expectations

Youth Treatment Experiences

I feel I am benefiting from treatment Q21E

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
I feel that I am benefiting from treatment.					
Strongly Agree/Agree	81 90.0%	24 100.0%	23 100.0%	14 66.7%	20 90.9%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	9 10.0%	-	-	7 33.3%	2 9.1%

90.0% of target rate YTD

Meets Expectations

Staff helped me develop my treatment goals Q21F

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
Staff helped me develop my treatment goals.					
Strongly Agree/Agree	89 98.9%	24 100.0%	23 100.0%	21 100.0%	21 95.5%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	1 1.1%	-	-	-	1 4.5%

98.9% of target rate YTD

Meets Expectations

Youth Treatment Experiences

I believe my treatment plan is easy to understand Q21G

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
I believe my treatment plan is easy to understand.					
Strongly Agree/Agree	90 100.0%	24 100.0%	23 100.0%	21 100.0%	22 100.0%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	-	-	-	-	-

100.0% of target rate YTD

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
My provider has talked with me about community supports and options that are available when I am ready for a different level of care.					
Strongly Agree/Agree	80 88.9%	23 95.8%	20 87.0%	16 76.2%	21 95.5%
Strongly Disagree/Disagree	2 2.2%	1 4.2%	-	-	1 4.5%
Neutral	8 8.9%	-	3 13.0%	5 23.8%	-

88.9% of target rate YTD

Meets Expectations

Youth Treatment Experiences

Youth Treatment Experiences Literals 18I

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

- Q1-This does not apply to them.
- Q1-I'm not always sure why I'm still going there.
- Q2-This is not of concern, I have been doing so good.
- Q2-They brought this up a little bit.
- Q2-I do not express myself much and do not know how they will act.
- Q2-I am hesitant sometimes.
- Q3-It is hard to get CSG to understand. I could use a little more help. My treatment only helps a little. They haven't talked to me about aftercare.
- Q3-My counselor focuses on a topic and keeps it there. I still have emotional distress.
- Q3-They do not listen to me all the time. I could be getting more help.
- Q4-I still have good days and bad days
- Q4-We are still working on this. I see her once a week. She may have brought up options, but I can't remember.

Recovery Oriented Practices

Staff focus on what I do well Q22A

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
Staff focus on what I do well.					
Strongly Agree/Agree	86 95.6%	21 87.5%	23 100.0%	20 95.2%	22 100.0%
Strongly Disagree/Disagree	2 2.2%	2 8.3%	- -	- -	- -
Neutral	2 2.2%	1 4.2%	- -	1 4.8%	- -

95.6% of target rate YTD

Meets Expectations

Recovery Oriented Practices

Staff helped me be successful in meeting treatment goals Q22B

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
Staff helped me be successful in meeting treatment goals.					
Strongly Agree/Agree	90 100.0%	24 100.0%	23 100.0%	21 100.0%	22 100.0%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	-	-	-	-	-

100.0% of target rate YTD

Meets Expectations

Youth Recovery Oriented Practices Literals Q22C

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

Q1-They focus on what I do not do well.

Q1-If he is doing well then they do not need to focus on it.

Q3-They do not sit with me long enough to know this.

Youth Outcomes

I handle day to day problems better Q23A

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
I handle day to day problems better.					
Strongly Agree/Agree	78 86.7%	19 79.2%	21 91.3%	17 81.0%	21 95.5%
Strongly Disagree/Disagree	1 1.1%	- -	1 4.3%	- -	- -
Neutral	11 12.2%	5 20.8%	1 4.3%	4 19.0%	1 4.5%

86.7% of target rate YTD

Meets Expectations

Youth Outcomes

I manage my strong feelings, like anger, better Q23B

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
I manage my strong feelings, like anger, better.					
Strongly Agree/Agree	70 77.8%	15 62.5%	19 82.6%	15 71.4%	21 95.5%
Strongly Disagree/Disagree	2 2.2%	- -	1 4.3%	1 4.8%	- -
Neutral	18 20.0%	9 37.5%	3 13.0%	5 23.8%	1 4.5%

77.8% of target rate YTD

Satisfactory

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
I don't get in trouble as often as I did before treatment.					
Strongly Agree/Agree	70 77.8%	16 66.7%	20 87.0%	16 76.2%	18 81.8%
Strongly Disagree/Disagree	5 5.6%	3 12.5%	1 4.3%	1 4.8%	- -
Neutral	15 16.7%	5 20.8%	2 8.7%	4 19.0%	4 18.2%

77.8% of target rate YTD

Satisfactory

Youth Outcomes

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
I think good things are going to happen more often for me.					
Strongly Agree/Agree	79 87.8%	20 83.3%	20 87.0%	18 85.7%	21 95.5%
Strongly Disagree/Disagree	4 4.4%	3 12.5%	1 4.3%	- -	- -
Neutral	7 7.8%	1 4.2%	2 8.7%	3 14.3%	1 4.5%

87.8% of target rate YTD

Meets Expectations

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
I feel good more often than before I participated in treatment.					
Strongly Agree/Agree	83 92.2%	24 100.0%	20 87.0%	17 81.0%	22 100.0%
Strongly Disagree/Disagree	- -	- -	- -	- -	- -
Neutral	7 7.8%	- -	3 13.0%	4 19.0%	- -

92.2% of target rate YTD

Meets Expectations

Youth Outcomes

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
I feel like treatment is working because I am able to apply what I have learned in treatment in my daily life.					
Strongly Agree/Agree	85 94.4%	24 100.0%	23 100.0%	18 85.7%	20 90.9%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	5 5.6%	-	-	3 14.3%	2 9.1%

94.4% of target rate YTD

Meets Expectations

Youth Outcomes Literals Q23G

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

- Q1-He has gotten harder to manage.
- Q1-I just get angry sometimes.
- Q1-He still has bad days and still gets in trouble.
- Q1-Still struggling with goals like budgeting.
- Q1-Sometimes I still get angry like before. I'm not optimistic.
- Q1-Still working on this, but getting better.
- Q2-I never got into trouble.
- Q2-He does not get into trouble.
- Q2-I have good and bad days.
- Q2-I still have doubt and I was put on a new medication.
- Q2-I still have good and bad days. I still think bad things will happen.
- Q3-I still have my doubts.
- Q3-I feel they are not listening good enough and that my symptoms are high.
- Q3-I was never an angry person.
- Q3-She has a hard time cooperating.
- Q3-I still have bad days and really bad days.
- Q4-I do not get in trouble.
- Q4-In the moment I do. I don't always think.
- Q4-I don't think he realizes that or how the meds help him.
- Q4-Some days I do better than others. I do not get in trouble. I still have good days and bad days.

Youth Provider Issues and Problems

Youth issues or problems with Provider Q24

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	24	23	21	22
Have you had any issues or problems with (name of provider)?					
Yes	2 2.2%	1 4.2%	-	1 4.8%	-
No	88 97.8%	23 95.8%	23 100.0%	20 95.2%	22 100.0%

Youth issues and problems Q25

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

Youth Provider Issues or Problems Q25A

If ""other"", please explain.

Q1-Getting approval for medical equipment.

Q3-the paperwork has been late in the past.

Youth Provider Issues and Problems

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

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

Youth Department of Public Welfare Questions

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	24	23	21	22
What effect has the treatment you've received had on the ...					
Much Better	44 48.9%	12 50.0%	8 34.8%	6 28.6%	18 81.8%
A Little Better	43 47.8%	12 50.0%	14 60.9%	13 61.9%	4 18.2%
About the Same	3 3.3%	-	1 4.3%	2 9.5%	-
A Little Worse	-	-	-	-	-
Much Worse	-	-	-	-	-

Youth Department of Public Welfare Questions

Youth given chance to make treatment decisions. Q28

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	24	23	21	22
Were you given the chance to make treatment decisions?					
Yes	77 85.6%	22 91.7%	18 78.3%	17 81.0%	20 90.9%
No	3 3.3%	- -	3 13.0%	- -	- -
Sometimes	10 11.1%	2 8.3%	2 8.7%	4 19.0%	2 9.1%

Youth problems getting the needed help Q29

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
*(NA) responses reduce total	90	24	23	21	22
In the last year, did you have any problems getting the h...					
Yes	6 6.7%	4 16.7%	1 4.3%	1 4.8%	- -
No	84 93.3%	20 83.3%	22 95.7%	20 95.2%	22 100.0%
Sometimes	- -	- -	- -	- -	- -

Youth Department of Public Welfare Questions Literal Comments

Youth issues or problems Q30

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
*N/A responses reduce total	7	4	2	1	-
If you weren't able to get help in the last twelve months...					
Money issues	2 28.6%	- -	2 100.0%	- -	- -
Transportation issues	- -	- -	- -	- -	- -
Language barriers	1 14.3%	1 25.0%	- -	- -	- -
Inconvenient times	1 14.3%	1 25.0%	- -	- -	- -
Long waiting list	- -	- -	- -	- -	- -
I didn't know where to get help	2 28.6%	2 50.0%	- -	- -	- -
Other	1 14.3%	- -	- -	1 100.0%	- -

Youth Reason for Not Getting Needed Help Literals Q30A

If other, please explain.

Q1-Also, money issues,language barriers,inconvenient times and transportation issues.

Q1- Had issues while living with parents. He has since moved into an adult home where services are coordinated.

Q3-We could not find a TSS.

Youth Behavioral Health Medications

Youth Medications Q31

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
	90	24	23	21	22
Are you taking behavioral health medications?					
Yes	76 84.4%	20 83.3%	20 87.0%	19 90.5%	17 77.3%
No	14 15.6%	4 16.7%	3 13.0%	2 9.5%	5 22.7%

Youth Behavioral Health Medications

Who prescribes your behavioral health medications? Q32

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	76	20	20	19	17
Who prescribes your behavioral health medications?					
Psychiatrist	57 75.0%	12 60.0%	17 85.0%	16 84.2%	12 70.6%
Primary Care Physician	11 14.5%	1 5.0%	2 10.0%	3 15.8%	5 29.4%
Nurse Practitioner	4 5.3%	4 20.0%	- -	- -	- -
Physicians Assistant	1 1.3%	- -	1 5.0%	- -	- -
Other	3 3.9%	3 15.0%	- -	- -	- -

Source of Behavioral Health Medications Q32A

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

- Q1-Dr.Chalman-Behavioral Specialist
- Q1-Dr.Chalman-Behavioral Specialist.
- Q1-Dr.Chalman-Behavioral Specialist.
- Q1-Robin
- Q1-Robyn
- Q1-Robyn
- Q1-Robyn
- Q1-Dr.Probst
- Q2-Dr. Karen Peterman
- Q2-Kristen Douglass
- Q2-Dr.Steven Barrows
- Q3-Dr. Dana Smith
- Q3-Matthew Meeker
- Q3-Dr.Matthew Meeker
- Q4-Dr.Dennis Probst
- Q4-Dr. Stephen Barrows
- Q4-Dr. Stephen Barrows
- Q4-Dr. Michael Weisher
- Q4-Dr. Michael Weisner

Youth Behavioral Health Medications

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

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
(N/A) responses reduce total	76	20	20	19	17
Overall, I feel my behavioral health medications help me.					
Strongly Agree/Agree	63 82.9%	15 75.0%	17 85.0%	14 73.7%	17 100.0%
Strongly Disagree/Disagree	2 2.6%	- -	- -	2 10.5%	- -
Neutral	11 14.5%	5 25.0%	3 15.0%	3 15.8%	- -

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

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

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

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

Youth Satisfaction With Behavioral Health Medications

Youth satisfaction with behavioral health medications literals. Q33D

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

Q1-I only feel a little different, but others say they see a difference in me.

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

Q3-We have been changing meds a lot.

Q3-They helped me off and on. Some days are better than others.

Youth Difficulty in Obtaining Medications Q34

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
(N/A) responses reduce total	76	20	20	19	17
Are you having any trouble getting the medications that work for you?					
Yes	5 6.6%	- -	1 5.0%	4 21.1%	- -
No	71 93.4%	20 100.0%	19 95.0%	15 78.9%	17 100.0%

Youth Discharge Related to Compliance Issues Q35

Counts Break % Respondents	2020 YTD Total	What quarter is it?			
		1st Qtr Jul-Sept.	2nd Qtr Oct.-Dec.	3rd Qtr Jan.-Mar.	4th Qtr Apr.-Jun.
Base	90	24	23	21	22
Have you ever been discharged in the past because you had trouble following your treatment plan, or you relapsed?					
Yes	5 5.6%	- -	1 4.3%	- -	4 18.2%
No	85 94.4%	24 100.0%	22 95.7%	21 100.0%	18 81.8%

Youth Additional Compliments or Concerns

Youth Additional Compliments or Concerns Q36

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

- Q1-CSG is closing their BHRS services.
- Q1-She absolutely adores her counselor!
- Q1-They have been really helpful with working on my goals and keeping my cool.
- Q2-Crossroads is great. They are very accommodating, responsive and receptive.
- Q2-I am concerned about what happens to him after he is discharged. It may be hard to get back into services.
- Q2-We both really like the doctor. we would agree that I have come a long way.
- Q3-I am really happy with my new psychiatrist.
- Q3-I want to maintain his hours for now.
- Q4-I think DTAC has made a big improvement for him and so has counseling.
- Q4-I am pretty satisfied overall.
- Q4-We have a good provider. They listen to me.

Youth Members Interested In Having Concerns Addressed

Interested in having concerns addressed Q37

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

Provider Responses

Provider Responses to 3rd Quarter (September 2020)– C/FST Report

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

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

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

No provider responses were due for the 3rd Quarter.

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

Other Provider Comments:

Previous Quarter Comment – Repeated for Information Purposes:

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

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

MCO Responses

Community Care Behavioral Health's Response to C/FST 3rd Quarter (July - September 2020) Report

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

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

Technical Notes

Technical Notes

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

The Center for Behavioral Health Data Research, Inc. has been contracted by Lycoming-Clinton Joinder Board HealthChoices to conduct 560 general purpose surveys and special focus surveys between January 1, 2021 and December 31, 2021.

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

Note: for the purpose of alignment, the Survey Productivity Report has been converted/updated to reflect the survey quarters for calendar year 2020.

B. Focus

The survey activity includes 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 ...

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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