

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

LCJB HealthChoices Behavioral Health System

3rd Quarter – January 2019-March 2019

Consumer and Family Satisfaction & Outcomes: Survey Findings

Detailed Report of Survey Findings
April 2019

Survey Administration and Evaluation Services
Provided By:

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

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

Chart Informational Guide

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

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

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

Below 70% - **Requires Action**

Data Utilization & Provider Response

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

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

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

Not all charts are benchmarked. Benchmarked charts are identified by the label in the last column and the year-to-date percentage in the second column of the chart labeled 2018/2019 YTD Total. (See sample above). Please reference the above shown benchmark levels to determine if a response is required.

Introduction

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

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

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

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

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

How this report is organized:

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

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

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

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

Page 109-110 – 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 111 – 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 112-115 – 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 – 3rd Quarter and Fiscal Year Performance

This 3rd Quarter Lycoming-Clinton C/FST Report covers the period between January and March 2019 and provides details on the 113 adult, 27 family and 20 youth (160 total) interviews that were completed.

Adult Survey Process & Findings

The following are C/FST findings and recommendations based on the 113 adult surveys completed during the 3rd Quarter of fiscal year 2018/19 for the period between January and March 2019.

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.

3rd Quarter Adult Sample Characteristics versus 2nd Quarter Comparison:

1. Lower ratio of face to face – percentage of total surveys 31% (35 of 113) versus 79% (81 of 102).
2. Slightly lower ratio of female respondents –64% (72 of 113) versus 69% (70 of 102)
3. Higher percentage of members between ages 25-44 – 49% (56 of 113) versus 32% (33 of 102).
4. Age first started having mental health issues –12 years old or younger 27% (30 of 113) versus 31% (32 of 102).

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

Findings Overview

1. Adults are generally pleased with Community Care. 97% (110 of 113) adults surveyed, compared to 92% (94 of 102) in the 2nd Quarter, felt Community Care authorized enough time with their provider to meet their needs.

63% (71 of 113) adults report knowing how to file a complaint or grievance, consistent with 64% (65 of 102) in the 2nd Quarter but down from 81% in the 1st Quarter. 0% (0 of 113) adults surveyed during the 2nd Quarter reported using Community Care’s complaint or grievance process compared to 0% (0 of 102) in the 2nd Quarter.

18% (20 of 113) consistent with 23% (23 of 102) during the 2nd Quarter reported having to call Community Care Member Service to find a provider.

74% (42 of 57, excluding 56 “not sure”) compared to 87% (40 of 46, excluding 56 “not sure”) in the 2nd Quarter reported *Community Care was responsive to their need when called*.

2. Surveyed adults had positive responses with *Access to provider treatment services*. 97% (110 of 113) felt they *were able to get the help they needed within an acceptable amount of time*. 93% (105 of 113) of adults agree they *were encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.)*. This increased from 83% (85 of 102) in the 2nd Quarter.

3. Surveyed adults are generally pleased with their provider *Treatment Experiences*. The indicator *“provider talks to them about community supports and options that are available when they are ready for a different level of care”* increased to 81% (91 of 113) during the 3rd Quarter from 65% (66 of 102) in the 2nd Quarter.

Improvement continues to hold with the indicator *“I am afraid to complain for fear of consequences or discharge” as this quarter was again below the 10% or less benchmark at 5% (6 of 113)*, although it did increase slightly from 4% (4 of 102) in the 2nd Quarter.

4. Overall, adults have a high level of satisfaction with provider *Recovery Orientation* with favorable scores in the range 90% to 95% in all four indicators.

5. Questions in the section – *Wellness Recovery Actions Plans* (Questions Q46a-Q46b) showed improvement during the 3rd Quarter. 64% (72 of 113) of adults interviewed responded positively to “*Do you know what a Wellness Action Recovery Plan (WRAP) is?*” This compares to just 49% (50 of 102) in the 2nd Quarter and 33% in the 1st Quarter.

Likewise, 54% (61 of 113) compared to 41% (42 of 102) in the 2nd Quarter, reported having a WRAP. Another way of looking at this is that 85% (61 of the 72) reporting knowing what a WRAP is, also report having one. This was also consistent with 84% (42 of 50) during the 2nd Quarter.

6. Adult responses to “*My provider recommend I complete a Mental Health Advance Directive*” was just 16% (18 of 113) compared to 12% (12 of 102) during the 2nd Quarter. The response options included, always, almost always, often and sometimes. The context of this question needs evaluated as it is possible that many adults may already have a MHAD.

7. Adult perception of satisfaction with treatment *Outcomes* was good as all 113 adults surveyed believed they *dealt more effectively with daily problems; were more hopeful about the future, believe they are recovering, that treatment is working and knowing what to do if in a crisis* with a range of 79%-100% agreement in all five indicators.

8. 85% (96 of 113) adults interviewed reported taking behavioral health medications and 97% of those adults (93 of 96) felt the behavioral health medications were effective in managing their symptoms.

9. 3% (3 of 113) of interviewed adults, compared to 2% (2 of 102) in the previous quarter, had issues or problems with their provider. One adult resolved the issue or problem with the program manager and two chose not to take any action. One because they were concerned with how the provider would react and one 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 addressing Wellness Recovery Action Plans (WRAP) and developing a Mental Health Advance Directive; developing treatment plans with respect to the member’s specific needs and asking the member what goals would help achieve a happy life.

2. Exclusive of the C/FST specific questions regarding WRAP, the lowest indicator for the quarter was: “My provider recommended I complete a Mental Health Advanced Directive” at just 16% (18 of 113).

3. Adult responses to the C/FST question regarding WRAP indicates that 64% (72 of 113) of adults interviewed this quarter knew what a WRAP was and 85%, 61 of those 72 had a WRAP.

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

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

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

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

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

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

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

Adult – Member Request for Assistance

Upon completing the survey 1% (1 of 113) adult members surveyed, compared to 1% (1 of 102) in the previous quarter, expressed interest in having a provider or MCO address the concern or issue they shared during the interview referred for immediate handling by LCJB HealthChoices.

Demographics

Adult Type of Survey Q4

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)
Base	303	88	102	113
What type of survey is this?				
Telephone	128 42.2%	29 33.0%	21 20.6%	78 69.0%
Face to Face	175 57.8%	59 67.0%	81 79.4%	35 31.0%

Adult County Q5

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)
Base	303	88	102	113
What county do you live in?				
Lycoming	221 72.9%	66 75.0%	82 80.4%	73 64.6%
Clinton	82 27.1%	22 25.0%	20 19.6%	40 35.4%

Adult Zip Code Q6

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)
Base	303	88	102	113
What is your zip code?				
17701-Williamsport	154 50.8%	44 50.0%	61 59.8%	49 43.4%
17702-Williamsport	9 3.0%	1 1.1%	2 2.0%	6 5.3%
17721-Avis	3 1.0%	1 1.1%	2 2.0%	- -
17728-Cogan Station	4 1.3%	2 2.3%	2 2.0%	- -
17737-Hughesville	20 6.6%	6 6.8%	5 4.9%	9 8.0%
17740-Jersey Shore	9 3.0%	5 5.7%	1 1.0%	3 2.7%
17744-Linden	7 2.3%	- -	4 3.9%	3 2.7%
17745-Lock Haven	60 19.8%	16 18.2%	15 14.7%	29 25.7%
17751-Mill Hall	6 2.0%	3 3.4%	- -	3 2.7%
17752-Montgomery	3 1.0%	3 3.4%	- -	- -
17754-Montoursville	5 1.7%	- -	5 4.9%	- -
17756-Muncy	11 3.6%	6 6.8%	2 2.0%	3 2.7%
17764-Renovo	9 3.0%	- -	3 2.9%	6 5.3%
Other	3 1.0%	1 1.1%	- -	2 1.8%

Adult Gender Q7

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)
Base	303	88	102	113
What is your gender?				
Male	109 36.0%	36 40.9%	32 31.4%	41 36.3%
Female	194 64.0%	52 59.1%	70 68.6%	72 63.7%

Demographics

Adult Age Q8

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)
Base	303	88	102	113
How old are you?				
21 to 24 years	15 5.0%	7 8.0%	4 3.9%	4 3.5%
25 to 34 years	62 20.5%	27 30.7%	16 15.7%	19 16.8%
35 to 44 years	60 19.8%	10 11.4%	17 16.7%	33 29.2%
45 to 54 years	67 22.1%	17 19.3%	26 25.5%	24 21.2%
55 to 64 years	84 27.7%	16 18.2%	35 34.3%	33 29.2%
65 and over	15 5.0%	11 12.5%	4 3.9%	- -

Adult Race Q9

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)
Base	303	88	102	113
What do you consider your race to be?				
Caucasian	267 88.1%	78 88.6%	90 88.2%	99 87.6%
African American	28 9.2%	6 6.8%	10 9.8%	12 10.6%
American Indian/Alaskan Native	2 0.7%	- -	2 2.0%	- -
Bi-Racial	4 1.3%	3 3.4%	- -	1 0.9%
Other	2 0.7%	1 1.1%	- -	1 0.9%

Adult Primary Service Q10

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)
Base	303	88	102	113
Are you receiving services primarily for:				
Mental Health	196 64.7%	50 56.8%	74 72.5%	72 63.7%
Drug and Alcohol Treatment	30 9.9%	18 20.5%	1 1.0%	11 9.7%
Both Mental Health and Drug and Alcohol Treatment	77 25.4%	20 22.7%	27 26.5%	30 26.5%

Adult First Diagnosed Q11

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)
Base	303	88	102	113
How old were you when you first starting having mental he...				
Less than 5 years	40 13.2%	10 11.4%	11 10.8%	19 16.8%
6-12 years	46 15.2%	14 15.9%	21 20.6%	11 9.7%
13-17 years	55 18.2%	16 18.2%	30 29.4%	9 8.0%
18 to 24 years	54 17.8%	13 14.8%	12 11.8%	29 25.7%
25-34 years	57 18.8%	18 20.5%	17 16.7%	22 19.5%
35-44 years	22 7.3%	7 8.0%	6 5.9%	9 8.0%
45-54 years	10 3.3%	- -	5 4.9%	5 4.4%
55-64 years	8 2.6%	2 2.3%	- -	6 5.3%
65 and over	1 0.3%	1 1.1%	- -	- -
Not sure	10 3.3%	7 8.0%	- -	3 2.7%

Adult Satisfaction with Community Care

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	303	88	102	113	-	-	
I know how to access information about Community Care handbook/website (www.ccbh.com)							
Yes	207 68.3%	63 71.6%	64 62.7%	80 70.8%	-	-	80%
No	57 18.8%	10 11.4%	25 24.5%	22 19.5%	-	-	-
Not Sure	39 12.9%	15 17.0%	13 12.7%	11 9.7%	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
*Excludes Not Sure	144	41	46	57	-	-	
When I call Community Care, they are responsive to my needs.							
Yes	104 72.2%	22 53.7%	40 87.0%	42 73.7%	-	-	80%
No	40 27.8%	19 46.3%	6 13.0%	15 26.3%	-	-	-

Adult Satisfaction with Community Care

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	228	62	84	82	-	-	
I have called Community Care's Member Service to find a provider.							
Yes	60 26.3%	17 27.4%	23 27.4%	20 24.4%	-	-	80%
No	168 73.7%	45 72.6%	61 72.6%	62 75.6%	-	-	-

I feel Community Care has authorized enough time Q12D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	303	88	102	113	-	-	
I feel Community Care has authorized enough time with my provider to meet my needs.							
Yes	290 95.7%	86 97.7%	94 92.2%	110 97.3%	-	-	80%
No	2 0.7%	2 2.3%	-	-	-	-	-
Not Sure	11 3.6%	-	8 7.8%	3 2.7%	-	-	-

Adult Satisfaction with Community Care

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	303	88	102	113	-	-	
I know where to find information about how to file a complaint against Community Care if I need to.							
Yes	208 68.6%	72 81.8%	65 63.7%	71 62.8%	-	-	80%
No	62 20.5%	13 14.8%	18 17.6%	31 27.4%	-	-	-
Not Sure	33 10.9%	3 3.4%	19 18.6%	11 9.7%	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	303	88	102	113	-	-	
I know where to find information about how to file a grievance against Community Care if I need to. (-Grievance-Telling or writing that you do not agree with a denial of a covered service or change in ...							
Yes	207 68.3%	71 80.7%	65 63.7%	71 62.8%	-	-	80%
No	64 21.1%	14 15.9%	18 17.6%	32 28.3%	-	-	-
Not Sure	32 10.6%	3 3.4%	19 18.6%	10 8.8%	-	-	-

Adult Satisfaction with Community Care Literal Comments

Adult Satisfaction with Community Care Literals Q12G

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

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

Q2-My parents take care of insurance.

Q2-My legal guardian takes care of this.

Q2-My legal guardian takes care of this.

Q2-My legal guardian takes care of this.

Q2-Mother takes care of this as a guardian.

Q2-Mother takes care of this as a guardian.

Q2-My mother takes care of insurance.

Adult Satisfaction with Community Care

Adult Complaints with Community Care Q13

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quart- er (Oct.-D...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	303	88	102	113	-
I have used Community Care's complaint process?					
Yes	2 0.7%	- -	2 2.0%	- -	- -
No	301 99.3%	88 100.0%	100 98.0%	113 100.0%	- -

Adult Satisfaction with Community Care Grievance/Complaint Process Q14

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

Adult Satisfaction with Community Care Compliant/Grievance Process Literals Q14a

Why or why not?

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

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

Adult Satisfaction with Community Care

Adult Grievance Process Q15

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	303	88	102	113	-
I have used Community Care's grievance process?					
Yes	-	-	-	-	-
No	303 100.0%	88 100.0%	102 100.0%	113 100.0%	- -

Adult Satisfaction with Community Care Grievance Process Q16

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

Community Care Grievance Process Literals Q16A

Adult Treatment Provider Level Analysis

What is the name of your treatment provider Q17

Adult Service Level Literals Q17A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)
Base	303	88	102	113
What is the name of your treatment provider?				
Community Services Group (CSG)	83 27.4%	15 17.0%	28 27.5%	40 35.4%
Crossroads Counseling	79 26.1%	30 34.1%	18 17.6%	31 27.4%
Diakon Family Life Services	13 4.3%	3 3.4%	9 8.8%	1 0.9%
Susquehanna Behavioral Health Inpatient	3 1.0%	-	3 2.9%	-
Geisinger Services	2 0.7%	-	1 1.0%	1 0.9%
Genesis House	18 5.9%	7 8.0%	6 5.9%	5 4.4%
Lycoming/Clinton MHID (Joinder)	24 7.9%	2 2.3%	13 12.7%	9 8.0%
UCBH	24 7.9%	2 2.3%	11 10.8%	11 9.7%
Susquehanna Behavioral Health Outpatient	1 0.3%	-	1 1.0%	-
Skills of Central PA	7 2.3%	1 1.1%	5 4.9%	1 0.9%
White Deer Run/Cove Forge	2 0.7%	2 2.3%	-	-
Williamsport Family Medical Center	1 0.3%	-	1 1.0%	-
West Branch	7 2.3%	-	-	7 6.2%
Keystone Counseling	2 0.7%	-	-	2 1.8%
River Valley Health & Dental	9 3.0%	6 6.8%	2 2.0%	1 0.9%
Other	28 9.2%	20 22.7%	4 3.9%	4 3.5%

If other, please explain.

- Q1-Drop-in center.
- Q1-Life skills learning.
- Q1-Drop in center.
- Q1-Drop in center.
- Q1-Drop in center.
- Q1-Drop in center.
- Q1-Drop-in center.
- Q1-Drop-in center.
- Q2-Drop in center.
- Q2-Drop in center.
- Q2-Social skills and groups.
- Q2-Social skills.
- Q2-Social skills and learning.
- Q2-living skills.

Adult Treatment Provider Level Analysis

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	303	88	102	113	-
Were you made aware of the availability of other provider...					
Strongly Agree/Agree	240 79.2%	74 84.1%	82 80.4%	84 74.3%	80%
Strongly Disagree/Disagree	47 15.5%	10 11.4%	9 8.8%	28 24.8%	- -
Neutral	16 5.3%	4 4.5%	11 10.8%	1 0.9%	- -

Adult Choice Q19

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	303	88	102	113	-
Did you choose to go to this provider?					
Yes	217 71.6%	59 67.0%	74 72.5%	84 74.3%	- -
No	1 0.3%	- -	1 1.0%	- -	- -
Court Ordered	37 12.2%	15 17.0%	8 7.8%	14 12.4%	- -
Referred	48 15.8%	14 15.9%	19 18.6%	15 13.3%	- -
Other	- -	- -	- -	- -	- -

Adult Treatment Service Level Analysis

What mental health service are you completing this survey about Q20

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July- Sept.)	2nd Quarter (Oct.-Dec.)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
(N/A) responses reduce total	239	59	91	89	-
What Mental Health service are you completing this survey about?					
Outpatient Counseling	67 28.0%	14 23.7%	25 27.5%	28 31.5%	-
Medication Management	83 34.7%	21 35.6%	35 38.5%	27 30.3%	-
Psychiatry	38 15.9%	12 20.3%	10 11.0%	16 18.0%	-
Telepsychiatry	1 0.4%	-	-	1 1.1%	-
Partial Hospitalization Program	-	-	-	-	-
Inpatient Hospitalization	4 1.7%	1 1.7%	-	3 3.4%	-
Crisis	-	-	-	-	-
Co-Occurring Outpatient Counseling	2 0.8%	-	1 1.1%	1 1.1%	-
Targeted Case Management (TCM)	27 11.3%	3 5.1%	13 14.3%	11 12.4%	-
Psychiatric Rehabilitation	-	-	-	-	-
Certified Peer Support	2 0.8%	-	-	2 2.2%	-
Other	15 6.3%	8 13.6%	7 7.7%	-	-

Adult Treatment Service Level Analysis

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	303	88	102	113	-
What Substance Use Disorder service are you completing th...					
Outpatient Counseling	24 7.9%	12 13.6%	6 5.9%	6 5.3%	- -
Medication Assisted Treatment (MAT)	10 3.3%	4 4.5%	2 2.0%	4 3.5%	- -
Intensive Outpatient Program (IOP)	6 2.0%	1 1.1%	1 1.0%	4 3.5%	- -
Case Coordination	1 0.3%	- -	- -	1 0.9%	- -
Intensive Case Management	- -	- -	- -	- -	- -
Partial Hospitalization Program	- -	- -	- -	- -	- -
Rehabilitation Services	3 1.0%	3 3.4%	- -	- -	- -
Detoxification Services	- -	- -	- -	- -	- -
Co-Occurring Outpatient Counseling	8 2.6%	4 4.5%	- -	4 3.5%	- -
Certified Recovery Specialist	9 3.0%	1 1.1%	2 2.0%	6 5.3%	- -
Other	5 1.7%	5 5.7%	- -	- -	- -
N/A	237 78.2%	58 65.9%	91 89.2%	88 77.9%	- -

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	303	88	102	113	-	-	
I was made aware of the availability of different treatme...							
Strongly Agree/Agree	238 78.5%	57 64.8%	79 77.5%	102 90.3%	- -	80%	
Strongly Disagree/Disagree	42 13.9%	21 23.9%	13 12.7%	8 7.1%	- -	-	
Neutral	23 7.6%	10 11.4%	10 9.8%	3 2.7%	- -	-	

Adult Treatment Service Level Analysis

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-Dec.)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	303	88	102	113	-
How long have you been receiving services from this provi...					
Less than 6 months	72 23.8%	24 27.3%	24 23.5%	24 21.2%	- -
6 months to 1 year	60 19.8%	10 11.4%	21 20.6%	29 25.7%	- -
1 to 2 years	39 12.9%	14 15.9%	10 9.8%	15 13.3%	- -
2 to 3 years	36 11.9%	9 10.2%	12 11.8%	15 13.3%	- -
4+ years	96 31.7%	31 35.2%	35 34.3%	30 26.5%	- -

Adult Access to Services

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	
Base	303	88	102	113	-	-
I feel like I was able to get the help I needed within an acceptable amount of time.						
Strongly Agree/Agree	291 96.0%	81 92.0%	100 98.0%	110 97.3%	- -	80%
Strongly Disagree/Disagree	11 3.6%	7 8.0%	1 1.0%	3 2.7%	- -	-
Neutral	1 0.3%	- -	1 1.0%	- -	- -	-

Adult Access to Services

I was encouraged to use consumer run programs Q24B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	303	88	102	113	-	-	
I was encouraged to use consumer run programs (support groups, drop-in centers, crisis phone lines, etc.)							
Strongly Agree/Agree	274 90.4%	84 95.5%	85 83.3%	105 92.9%	-	-	80%
Strongly Disagree/Disagree	13 4.3%	3 3.4%	5 4.9%	5 4.4%	-	-	-
Neutral	16 5.3%	1 1.1%	12 11.8%	3 2.7%	-	-	-

Adult Access to Service Literals Q24C

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

Q1-Was not the truth about what was happening.

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

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

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

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

Adult Treatment Experiences

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	303	88	102	113	-	-	
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	228 75.2%	71 80.7%	66 64.7%	91 80.5%	-	-	80%
Strongly Disagree/Disagree	47 15.5%	8 9.1%	20 19.6%	19 16.8%	-	-	-
Neutral	28 9.2%	9 10.2%	16 15.7%	3 2.7%	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	303	88	102	113	-	-	
I am afraid to complain to my provider about my services for fear of consequences or discharge.							
Strongly Agree/Agree	12 4.0%	2 2.3%	4 3.9%	6 5.3%	-	-	<10%
Strongly Disagree/Disagree	282 93.1%	85 96.6%	93 91.2%	104 92.0%	-	-	-
Neutral	9 3.0%	1 1.1%	5 4.9%	3 2.7%	-	-	-

Adult Treatment Experiences

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	303	88	102	113	-	-	
The provider regularly communicates with me to ensure coordination of my services.							
Strongly Agree/Agree	278 91.7%	79 89.8%	93 91.2%	106 93.8%	-	-	80%
Strongly Disagree/Disagree	18 5.9%	5 5.7%	6 5.9%	7 6.2%	-	-	-
Neutral	7 2.3%	4 4.5%	3 2.9%	-	-	-	-

Adult Treatment Experience Literals Q25D

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

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

Q3- I am afraid if I complain, I will get discharged.

Q3- It seems like if I say something about how I am feeling they threaten to admit me.

Q3-Not enough time allotted to talk about coordination of services.

Adult Recovery Oriented Practices

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	303	88	102	113	-	-	
Staff believes I can grow, change, and recover. (ROSI)							
Always/Almost Always	292 96.4%	87 98.9%	98 96.1%	107 94.7%	-	-	80%
Often/Sometimes	8 2.6%	1 1.1%	4 3.9%	3 2.7%	-	-	-
Rarely/Never	3 1.0%	-	-	3 2.7%	-	-	-

Adult Recovery Oriented Practices

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	303	88	102	113	-	-	
My provider asked me what my goals would be to help me achieve a happy life. (CCISC)							
Always/Almost Always	283 93.4%	87 98.9%	94 92.2%	102 90.3%	-	-	80%
Often/Sometimes	15 5.0%	1 1.1%	8 7.8%	6 5.3%	-	-	-
Rarely/Never	5 1.7%	-	-	5 4.4%	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	303	88	102	113	-	-	
My provider is teaching me skills that are helpful to me. (CCISC)							
Always/Almost Always	273 90.1%	77 87.5%	92 90.2%	104 92.0%	-	-	80%
Often/Sometimes	21 6.9%	11 12.5%	7 6.9%	3 2.7%	-	-	-
Rarely/Never	9 3.0%	-	3 2.9%	6 5.3%	-	-	-

Adult Recovery Oriented Practices

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
	303	88	102	113	-	-	
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	281 92.7%	78 88.6%	96 94.1%	107 94.7%	-	-	80%
Often/Sometimes	12 4.0%	3 3.4%	6 5.9%	3 2.7%	-	-	-
Rarely/Never	10 3.3%	7 8.0%	-	3 2.7%	-	-	-

If you disagreed with any of these statements please explain Q26E

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

Q2-Still early in treatment.

Q3- They teach you to act like you are doing well.

Q3- No one notices when I have a good day and when I have a bad one they do not notice.

Adult Outcomes

I deal more effectively with daily problems Q27A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	303	88	102	113	-	-	
I deal more effectively with daily problems.							
Strongly Agree/Agree	254 83.8%	75 85.2%	90 88.2%	89 78.8%	-	-	80%
Strongly Disagree/Disagree	12 4.0%	-	3 2.9%	9 8.0%	-	-	-
Neutral	37 12.2%	13 14.8%	9 8.8%	15 13.3%	-	-	-

Adult Outcomes

I feel more hopeful about my future Q27B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	303	88	102	113	-	-	
I feel more hopeful about my future.							
Strongly Agree/Agree	274 90.4%	81 92.0%	93 91.2%	100 88.5%	-	-	80%
Strongly Disagree/Disagree	13 4.3%	2 2.3%	2 2.0%	9 8.0%	-	-	-
Neutral	16 5.3%	5 5.7%	7 6.9%	4 3.5%	-	-	-

I believe I am recovering Q27C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	303	88	102	113	-	-	
I believe I am recovering.							
Strongly Agree/Agree	274 90.4%	85 96.6%	83 81.4%	106 93.8%	-	-	80%
Strongly Disagree/Disagree	17 5.6%	2 2.3%	8 7.8%	7 6.2%	-	-	-
Neutral	12 4.0%	1 1.1%	11 10.8%	-	-	-	-

I feel that treatment is working Q27D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	303	88	102	113	-	-	
I feel that treatment is working.							
Strongly Agree/Agree	287 94.7%	84 95.5%	98 96.1%	105 92.9%	-	-	80%
Strongly Disagree/Disagree	6 2.0%	-	-	6 5.3%	-	-	-
Neutral	10 3.3%	4 4.5%	4 3.9%	2 1.8%	-	-	-

Adult Outcomes

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
Base	303	88	102	113	-	-	
I know what to do when I am in a crisis.							
Strongly Agree/Agree	292 96.4%	85 96.6%	94 92.2%	113 100.0%	-	-	80%
Strongly Disagree/Disagree	6 2.0%	3 3.4%	3 2.9%	-	-	-	-
Neutral	5 1.7%	-	5 4.9%	-	-	-	-

Adult Outcome Literals Q27F

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

Q1-I would like a new case manager.

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

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

Q2-Still early in treatment.

Q3- I don't feel that services helped or that I got anything out of it.

Q3- Nothing is effective.

Q3- My school work and son keep me intact.

Q3-Every day is different.

Additional Compliments or Concerns

Adult Additional Compliments or Concerns Q28

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

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

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

Q1-They are doing a great job.

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

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

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

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

Q1-Staff here are great.

Q1-I like everyone here.

Q1-My counselor is good.

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

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

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

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

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

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

Q1-They're awesome.

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

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

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

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

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

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

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

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

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

Q2-I made friends since coming here.

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

Adult Additional Compliments or Concerns Q28

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

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

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

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

Q2-I get excellent service here.

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

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

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

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

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

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

Q2-They matched me with a good counselor.

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

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

Q2-Everyone here is awesome.

Q3-My counselor is really good at getting to the root of a problem. She is really thorough. The receptionist is always chipper and happy.

Q3-I love the front desk girls, they cheer me up. My counselor and Dr.. are very good, something special.

Q3-My doctor is the man! He knows medicine, his patients, he can look at you and know something is wrong. Everyone at my providers office is pleasant and polite. I enjoy coming here.

Q3-Overall everything is going well.

Q3-Staff is good. Very understanding and always make sure I leave on positive advice.

Q3-They have been wonderful. Staff I speak with are recovering and know where I'm coming from. They take their job seriously and are there 24/7 when I need support.

Q3-Very grateful that they are always here for her when she needs them. Her counselor has helped her for the past 2 years and is always a phone call away.

Q3- I feel that my counselor is extremely supportive. She is never judgemental. So happy to have a wonderful supportive counselor.

Q3-They treat me well.

Q3- Everyone is doing a good job.

Q3- I am very pleased with the services I receive.

Q3- I wish things were more flexible and there was a wider variety of treatments and one on one treatment.

Q3-I like my counselor.

Q3-I really like my counselor.

Q3-They are good.

Adult Provider Issues or Problems

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	303	88	102	113	-
Do you know how to file a complaint against your provider...					
Yes	217 71.6%	68 77.3%	72 70.6%	77 68.1%	- -
No	86 28.4%	20 22.7%	30 29.4%	36 31.9%	- -

Adult Satisfaction with Complaint Process Q30

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	303	88	102	113	-
If you filed a formal complaint with (name of provider) w...					
Yes	1 0.3%	1 1.1%	- -	- -	- -
No	- -	- -	- -	- -	- -
Not Applicable	302 99.7%	87 98.9%	102 100.0%	113 100.0%	- -

Adult Satisfaction with Complaint Process Literals Q30A

Adult Satisfaction With Provider Complaint Outcomes

Adult Grievance Q31

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	303	88	102	113	-
Do you know how to file a grievance against your provider...					
Yes	214 70.6%	66 75.0%	72 70.6%	76 67.3%	-
No	89 29.4%	22 25.0%	30 29.4%	37 32.7%	-

Adult satisfaction with grievance outcome Q32

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

Adult Issues or Problems Q33

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	303	88	102	113	-
Have you had any issues or problems with services from (n...					
Yes	9 3.0%	4 4.5%	2 2.0%	3 2.7%	-
No	294 97.0%	84 95.5%	100 98.0%	110 97.3%	-

Adult Satisfaction With Provider Complaint Outcomes

Adult Reasons Q34

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	303	88	102	113	-
If "yes", what were the issues or problems with the servi...					
Lack of treatment planning and participation	1 0.3%	- -	1 1.0%	- -	- -
Services not provided when I needed them.	3 1.0%	2 2.3%	- -	1 0.9%	- -
Poor communication	1 0.3%	1 1.1%	- -	- -	- -
Frequent staff changes	1 0.3%	1 1.1%	- -	- -	- -
Frequent provider cancellations	- -	- -	- -	- -	- -
Attitude/personality conflict	3 1.0%	- -	1 1.0%	2 1.8%	- -
Billing	- -	- -	- -	- -	- -
Not Applicable	294 97.0%	84 95.5%	100 98.0%	110 97.3%	- -
Other	- -	- -	- -	- -	- -

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
*(NA) responses reduce totals	9	4	2	3	-
Were you able to resolve these issues or problems with (n...					
I resolved the problem with the program manager.	3 33.3%	1 25.0%	1 50.0%	1 33.3%	- -
I chose to not take action.	5 55.6%	2 50.0%	1 50.0%	2 66.7%	- -
I filed a formal complaint.	1 11.1%	1 25.0%	- -	- -	- -

Adult Satisfaction With Provider Complaint Outcomes

Adult Lack of Action Q36

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
	5	2	1	2	-
If you chose not to take any action, why?					
The problem was not that serious.	-	-	-	-	-
I was concerned with how the provider would react.	3 60.0%	1 50.0%	1 100.0%	1 50.0%	-
I didn't know how to file a formal complaint.	2 40.0%	1 50.0%	-	1 50.0%	-

Adult Pennsylvania Department of Public Welfare Questions

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	303	88	102	113	-
What effect has the treatment you've received had on the ...					
Much better	165 54.5%	47 53.4%	59 57.8%	59 52.2%	-
A little better	101 33.3%	27 30.7%	33 32.4%	41 36.3%	-
About the same	30 9.9%	13 14.8%	10 9.8%	7 6.2%	-
A little worse	7 2.3%	1 1.1%	-	6 5.3%	-
Much worse	-	-	-	-	-

Adult Pennsylvania Department of Public Welfare Questions

Were you given the chance to make treatment decisions? Q38

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	303	88	102	113	-
Were you given the chance to make treatment decisions?					
Yes	245 80.9%	65 73.9%	85 83.3%	95 84.1%	- -
No	24 7.9%	10 11.4%	9 8.8%	5 4.4%	- -
Sometimes	34 11.2%	13 14.8%	8 7.8%	13 11.5%	- -

Adult Ability to Receive Needed Care Q39

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	303	88	102	113	-
In the last twelve months, were you able to get the help you needed?					
Yes	287 94.7%	85 96.6%	98 96.1%	104 92.0%	- -
No	4 1.3%	2 2.3%	1 1.0%	1 0.9%	- -
Sometimes	12 4.0%	1 1.1%	3 2.9%	8 7.1%	- -

Adult Pennsylvania Department of Public Welfare Questions

Adult Reason for Not Getting Behavioral Health Help Q40

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
	8	2	2	4	-
If you were not able to get help with your behavioral hea...					
Money issues	-	-	-	-	-
Transportation issues	4 50.0%	1 50.0%	-	3 75.0%	-
Language barriers	-	-	-	-	-
Inconvenient times	-	-	-	-	-
Child care issues	-	-	-	-	-
Long waiting list	-	-	-	-	-
I did not know where to get help	-	-	-	-	-
Other	4 50.0%	1 50.0%	2 100.0%	1 25.0%	-

Adult Reason for not Getting Needed Help Literals Q40A

If other, please explain.

- Q1-Because I relapsed.
- Q2-They didn't treat me for depression.
- Q2-I had trouble getting in contact with my certified recovery specialist.
- Q3-Personal relationship issues.
- Q3- Also Language Barriers
- Q3- My doctor has been hesitant to see me and is booked.

Adult Behavioral Health Medications

Adult Behavioral Health Medications Q41

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	303	88	102	113	-
Are you taking behavioral health medications?					
Yes	277 91.4%	81 92.0%	100 98.0%	96 85.0%	- -
No	26 8.6%	7 8.0%	2 2.0%	17 15.0%	- -

Adult Medication Prescribed by This Provider Q42

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quart- er (Oct.-D...	3rd Quarte- r (Jan.-M...	4th Quarter (Apr.-June)
N/A Response reduce total	277	81	100	96	-
Are your behavioral health medications prescribed by this...					
Yes	186 67.1%	54 66.7%	62 62.0%	70 72.9%	- -
No	91 32.9%	27 33.3%	38 38.0%	26 27.1%	- -

Adult Source of Medication Prescription Q43

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
N/A Response reduce total	277	81	100	96	-
Who prescribes you behavioral health medications?					
Psychiatrist	232 83.8%	64 79.0%	85 85.0%	83 86.5%	- -
Primary Care Physician (PCP)	35 12.6%	14 17.3%	15 15.0%	6 6.3%	- -
Nurse Practitioner	3 1.1%	- -	- -	3 3.1%	- -
Physicians Assistant	3 1.1%	- -	- -	3 3.1%	- -
Other	4 1.4%	3 3.7%	- -	1 1.0%	- -

Adult Behavioral Health Medications

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-DR. Amanda Jones.

Q1-DR. Amanda Jones.

Q1-DR. Peterson.

Q1-DR. Kahn.

Q1-DR. Kahn.

Q1-DR. Kahn.

Q1-DR. Colney.

Q1-DR. Peterson.

Q1-DR. William Bartlow.

Q1-DR. Covert.

Q1-DR. Covert.

Q1-DR. Pamela Herrington.

Q2-DR. Bartlow.

Q2-DR. Bartlow.

Q2-DR. Bartlow.

Q2-DR. Kaskey.

Q2-DR. Kaskey.

Q2-DR. Michael Jones.

Q2-Unsure of name.

Q2-Karen Patterson.

Q2-Karen Patterson.

Q2-Christine Cables, NP.

Q2-DR. Carie Timko.

Q2-DR. Malarky.

Q2-DR. Malarky.

Q2-DR. Cho.

Q2-DR. Cho.

Q3-Dr. Shemberger.

Q3-Dr. Caller Nix.

Q3-Danielle Thompson.

Q3-Robin Mansolino

Q3-Robin Mansolino

Q3-Robin Mansolino

Q3-Dr. Amit Mehta

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

Q3-Dr. Amit Menta

Q3- Amit Menta

Q3- Sue Swank

Q3-Sue Swank

Q3-Sue Swank

Q3-Dr. Dennis Probst.

Adult Behavioral Health Medications

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

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
N/A Response reduce total	277	81	100	96	-	-	
Overall, I feel my behavioral health medications are effective in helping me manage my symptoms.							
Strongly Agree/Agree	255 92.1%	70 86.4%	92 92.0%	93 96.9%	-	-	80%
Strongly Disagree/Disagree	6 2.2%	3 3.7%	-	3 3.1%	-	-	-
Neutral	16 5.8%	8 9.9%	8 8.0%	-	-	-	-

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

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun		
N/A Response reduce total	277	81	100	96	-	-	
My provider explained all side effects of the medications to me.							
Strongly Agree/Agree	238 85.9%	72 88.9%	75 75.0%	91 94.8%	-	-	80%
Stongly Disagree/Disagree	23 8.3%	8 9.9%	12 12.0%	3 3.1%	-	-	-
Neutral	16 5.8%	1 1.2%	13 13.0%	2 2.1%	-	-	-

Adult Behavioral Health Medications

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

Counts Break % Respondents	2018/201- 9 YTD...	What quarter is it?				
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun	Bench mark
N/A Response reduce total	277	81	100	96	-	-
I feel the person who prescribes my medication listens and responds to my concerns.						
Strongly Agree/Agree	248 89.5%	75 92.6%	85 85.0%	88 91.7%	-	80%
Strongly Disagree/Disagree	9 3.2%	1 1.2%	5 5.0%	3 3.1%	-	-
Neutral	20 7.2%	5 6.2%	10 10.0%	5 5.2%	-	-

Adult Difficulty in Obtaining Medications Q45

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
N/A Response reduce total	277	81	100	96	-
Are you experiencing any problems in getting the medicati...					
Yes	10 3.6%	5 6.2%	4 4.0%	1 1.0%	-
No	267 96.4%	76 93.8%	96 96.0%	95 99.0%	-

Adult Difficulty in Obtaining Medications Q 45A

If ""yes"", what were they?

Q1-Not being reimbursed in a timely manner for co pay, since May has not been reimbursed.

Q1-Feel like I'm being over medicated and don't know what is working or not.

Q1-Yes because I'm pregnant.

Q2-Because they want me to pay for some meds but I don't have the money.

Q2-I needed my meds adjusted and was refused.

mcQ2-I am on too much medication and I feel angry. When I talk about wanting off meds I'm told it's "good medicine"

Q2-Hyper vigilance-problems with meds working.

Adult Wellness Recovery Action Plan

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	303	88	102	113	-
Do you know what a Wellness Recovery Action Plan (WRAP) is?					
Strongly Agree/Agree	151 49.8%	29 33.0%	50 49.0%	72 63.7%	- -
Strongly Disagree/Disagree	138 45.5%	57 64.8%	44 43.1%	37 32.7%	- -
Neutral	14 4.6%	2 2.3%	8 7.8%	4 3.5%	- -

Do you have a WRAP? Q46B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarte- r (Oct.-De...	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	303	88	102	113	-
Do you have a WRAP?					
Strongly Agree/Agree	123 40.6%	20 22.7%	42 41.2%	61 54.0%	- -
Strongly Disagree/Disagree	169 55.8%	64 72.7%	57 55.9%	48 42.5%	- -
Neutral	11 3.6%	4 4.5%	3 2.9%	4 3.5%	- -

Adult Mental Health Advance Directive

My provider recommended I complete a Mental Health Advance Directive Q47

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	303	88	102	113	-
My provider recommended I complete a Mental Health Advance...					
Always/Almost Always	49 16.2%	19 21.6%	12 11.8%	18 15.9%	- -
Often/Sometimes	4 1.3%	4 4.5%	- -	- -	- -
Rarely/Never	250 82.5%	65 73.9%	90 88.2%	95 84.1%	- -

Adult Discharge Related to Compliance Issues

Adult Discharge Related to Compliance Issues Q48

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-De...)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	303	88	102	113	-
Have you been discharged in the past because you had trouble following your treatment plan, or you relapsed?					
Yes	31 10.2%	12 13.6%	3 2.9%	16 14.2%	- -
No	272 89.8%	76 86.4%	99 97.1%	97 85.8%	- -

Adult Additional Compliments or Concerns

Interested in having concerns addressed Q49

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quart- er (July-...	2nd Quart- er (Oct.-...	3rd Quart- er (Jan.-...	4th Quart- er (Apr.-...
Base	303	88	102	113	-
If you have shared problems about your provider, or manag...					
Yes	3 1.0%	1 1.1%	1 1.0%	1 0.9%	- -
No	8 2.6%	3 3.4%	3 2.9%	2 1.8%	- -
N/A	292 96.4%	84 95.5%	98 96.1%	110 97.3%	- -

Table	Title	Start page	End page
1	Adult Type of Survey Q4	9	9
2	Adult County Q5	9	9
3	Adult Zip Code Q6	9	9
4	Adult Gender Q7	9	9
5	Adult Age Q8	10	10
6	Adult Race Q9	10	10
7	Adult Primary Service Q10	10	10
8	Adult First Diagnosed Q11	10	10
9	I have received a copy of the Community Care member handbook Q12A	11	11
10	When I call Community Care, they are responsive to my needs Q12B	11	11
11	I have called Community Care's Member service to find a provider Q12C	12	12
12	I feel Community Care has authorized enough time Q12D	12	12
13	Information about how to file a complaint against Community Care if I need to Q12E	13	13
14	Information about how to file a grievance against Community Care if i need to Q12F	13	13
15	Adult Satisfaction with Community Care Literals Q12G	14	14
16	Adult Complaints with Community Care Q13	15	15
17	Adult Satisfaction with Community Care Grievance/Complaint Process Q14	15	15
18	Adult Satisfaction with Community Care Compliant/Grievance Process Literals Q14a	15	15
19	Adult Grievance Process Q15	16	16
20	Adult Satisfaction with Community Care Grievance Process Q16	16	16
21	Community Care Grievance Process Literals Q16A	16	16
22	What is the name of your treatment provider Q17	17	17
23	Adult Service Level Literals Q17A	17	17
24	Were you made aware of the availability of other providers...Q18	18	18
25	Adult Choice Q19	18	18
26	What mental health service are you completing this survey about Q20	19	19
27	What Substance Use Disorder service are you completing this survey about Q21	20	20
28	Adults made aware of availability of different treatment services/given a choice Q22	20	20
29	Adult how long have you been receiving services from this provider Q23	21	21
30	I feel like I was able to get the help I needed.... Q24A	21	21
31	I was encouraged to use consumer run programs Q24B	22	22
32	Adult Access to Service Literals Q24C	22	22
33	My provider has talked with me about community supports....Q25A	23	23
34	I am afraid to complain to my provider....Q25B	23	23
35	The provider regularly communicates with me.....Q25C	24	24
36	Adult Treatment Experience Literals Q25D	24	24
37	Staff believe I can grow, change, or recover. (ROSI) Q26A	24	24
38	My provider asked me what my goals would be to help me achieve a happy life Q26B	25	25
39	My provider is teaching me skills that are helpful to me. (CCISC) Q26C	25	25
40	My provider acknowledges or rewards me for even small steps toward achieving my goals ... Q26D	26	26
41	If you disagreed with any of these statements please explain Q26E	26	26
42	I deal more effectively with daily problems Q27A	26	26
43	I feel more hopeful about my future Q27B	27	27
44	I believe I am recovering Q27C	27	27
45	I feel that treatment is working Q27D	27	27
46	I know what to do when I am in a crisis Q27E	28	28
47	Adult Outcome Literals Q27F	28	28
48	Adult Additional Compliments or Concerns Q28	29	30
49	Do you know how to file a complaint against your provider.... Q29	31	31
50	Adult Satisfaction with Complaint Process Q30	31	31
51	Adult Satisfaction with Complaint Process Literals Q30A	31	31
52	Adult Grievance Q31	32	32

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

Family Survey Findings

Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 27 family surveys completed during the 3rd Quarter of Fiscal Year 18/19 for the period from January - March 2019.

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.

3rd Quarter Family Sample Characteristics versus 2d Quarter Comparison:

1. Same ratio of face to face youth interviews - 0% (0 of 27) versus 0% (0 of 27)
2. Lower percent of female caregivers – 89% (24 of 27) versus 100% (27 of 27).
3. Same percentage of child members age 8 and under – 44% (12 of 27) versus 44% (12 of 27).
4. Lower percent of foster/step/adoptive/grandparent – 18% (5 of 27) versus 22% (6 of 27).
5. Higher ratio of male member service recipients – 82% (22 of 27) versus 56% (15 of 27).
6. Higher ratio of members receiving BHRS – 33% (9 of 27) versus 22% (6 of 27).
7. Age of child's first noticed mental health problems—Less than age 5-93% (25 of 27) versus 66% (18 of 27).

Findings Overview

1. Interviewed family/caregivers are generally pleased with Community Care with 100% (27 of 27) in agreement that service authorizations are being processed in a timely manner. Although just 44% (12 of 27) felt that Community Care was responsive to their family needs when called. This indicator was 37% (10 of 27) in the 2nd Quarter but as high as 85% (23 of 27) in the 1st Quarter.

100% (27 of 27) of family/caregivers knew how to file a complaint or grievance. This satisfaction level with this indicator continues to increase and is higher than last year's four quarter average of 70%.

2. Family/caregivers are generally pleased with Access to provider treatment services. The satisfaction scores were 70% to 100% in all three indicators covering *authorizations information being submitted on time so that services to child are not interrupted, being given clear information on who to contact if their child needs immediate attention and being encouraged to use other support groups in the community. (Support groups, parenting classes, after school programs, etc.)*

3. Family/caregivers are generally pleased with their provider *Treatment Experiences*. The satisfaction level was 100% in four of five indicators. This is consistent with the same range of averages for the previous five quarters. The lowest rated indicator this quarter was *"Provider talks to me about community support and options"* at 59% (16 of 27) which dropped from 82% (22 of 27) in the 2nd Quarter.

4. Family/caregivers had a high level of satisfaction with provider *Recovery Orientation* this quarter with all five indicators being 93% to 100%.

5. Family/caregiver satisfaction scores with *Treatment Outcomes* continues to be good in the 3rd Quarter being 78% to 96% in all three indicators. These include, *child deals more effectively with daily problems, feel their child's behavioral health is improving and that their social skills are improving.*

6. 4% (1 of 27) parent/caregivers reported having an issue or problem with their provider compared to 4% (1 of 27) in the 2nd Quarter. This member resolved the problem with the program manager.

7. 89% (24 of 27) parent/caregivers reported their child is taking behavioral health medications and 92% (22 of 24) felt the medication was effective in helping to manage their child's symptoms.

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

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

8. 100% (13 of 13, excluding 14 "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% (13 of 13) agreed their participation was valued and respected.

Recommendations Overview

1. Behavioral Health providers should continue to address recovery and resiliency factors (Recovery Oriented Systems Indicators ROSI) as members are transitioned into the community and self-help support systems. These include the recently added ROSI and CCISC indicators and developing treatment plans with respect to the member's specific needs and asking the family/caregiver member what goals would help achieve a happy life.

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

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

Family - Request for Assistance

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

Family Demographics

Family Type of Survey Q4

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.
Base	81	27	27	27
What type of survey is it?				
Telephone	81 100.0%	27 100.0%	27 100.0%	27 100.0%

Family County Q5

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.
Base	81	27	27	27
What county do you live in?				
Lycoming	50 61.7%	25 92.6%	16 59.3%	9 33.3%
Clinton	31 38.3%	2 7.4%	11 40.7%	18 66.7%

Family Zip Codes Q6

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.
Base	81	27	27	27
What is your zip code?				
17701-Williamsport	26 32.1%	16 59.3%	7 25.9%	3 11.1%
17702-Williamsport	5 6.2%	3 11.1%	2 7.4%	-
17721-Avis	3 3.7%	-	3 11.1%	-
17740-Jersey Shore	12 14.8%	3 11.1%	3 11.1%	6 22.2%
17745-Lock Haven	22 27.2%	2 7.4%	8 29.6%	12 44.4%
17752-Montgomery	3 3.7%	-	3 11.1%	-
17756-Muncy	4 4.9%	3 11.1%	1 3.7%	-
17764-Renovo	5 6.2%	-	-	5 18.5%
Other	1 1.2%	-	-	1 3.7%

Family Member's Gender Q7

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.
Base	81	27	27	27
What is your gender?				
Male	8 9.9%	5 18.5%	-	3 11.1%
Female	73 90.1%	22 81.5%	27 100.0%	24 88.9%

Family Child's Gender Q8

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.
Base	81	27	27	27
What is your child's gender?				
Male	58 71.6%	21 77.8%	15 55.6%	22 81.5%
Female	23 28.4%	6 22.2%	12 44.4%	5 18.5%

Family Demographics

Family Child's Age Q9

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.
Base	81	27	27	27
How old is the child receiving services?				
5 or under	5 6.2%	4 14.8%	1 3.7%	-
6-8 years	38 46.9%	15 55.6%	11 40.7%	12 44.4%
9-13 years	38 46.9%	8 29.6%	15 55.6%	15 55.6%

Family Member Relationship to Child Q10

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.
Base	81	27	27	27
What is your relationship to this child?				
Parent	61 75.3%	18 66.7%	21 77.8%	22 81.5%
Grandparent	4 4.9%	3 11.1%	1 3.7%	-
Foster Parent	3 3.7%	-	-	3 11.1%
Legal Guardian	13 16.0%	6 22.2%	5 18.5%	2 7.4%

Family Child's Race Q11

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.
Base	81	27	27	27
What do you consider this child's race to be?				
Caucasian	65 80.2%	16 59.3%	24 88.9%	25 92.6%
African American	6 7.4%	3 11.1%	3 11.1%	-
Hispanic American	1 1.2%	1 3.7%	-	-
Bi-Racial	9 11.1%	7 25.9%	-	2 7.4%

Family Child First Diagnosed Q12

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.
Base	81	27	27	27
How old was your child when you first noticed mental heal...				
Less 5 years	64 79.0%	21 77.8%	18 66.7%	25 92.6%
6-8 years	16 19.8%	6 22.2%	9 33.3%	1 3.7%
9-11 years	1 1.2%	-	-	1 3.7%

Family Satisfaction With Community Care Behavioral Health

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
	81	27	27	27	-	-
I know how to access information about Community Care's handbook/website. (www.ccbh.com)						
Yes	71 87.7%	24 88.9%	21 77.8%	26 96.3%	- -	80%
No	7 8.6%	3 11.1%	3 11.1%	1 3.7%	- -	-
Not Sure	3 3.7%	- -	3 11.1%	- -	- -	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
	81	27	27	27	-	-
When I call Community Care, they are responsive to my family's needs.						
Yes	45 55.6%	23 85.2%	10 37.0%	12 44.4%	- -	80%
No	20 24.7%	- -	8 29.6%	12 44.4%	- -	-
Not Sure	16 19.8%	4 14.8%	9 33.3%	3 11.1%	- -	-

I have used CCBHO member services to find a provider Q13C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
	81	27	27	27	-	-
I have used Community Care's member services to find a provider.						
Yes	7 8.6%	4 14.8%	1 3.7%	2 7.4%	- -	80%
No	62 76.5%	19 70.4%	22 81.5%	21 77.8%	- -	-
Not Sure	12 14.8%	4 14.8%	4 14.8%	4 14.8%	- -	-

Family Satisfaction With Community Care Behavioral Health

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
	81	27	27	27	-	-	
Authorizations are processed on time so that services for my child are not interrupted.							
Yes	81 100.0%	27 100.0%	27 100.0%	27 100.0%	- -	-	80%
No	-	-	-	-	-	-	-
Not Sure	-	-	-	-	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
	81	27	27	27	-	-	
I know where to find information to file a complaint with Community Care if I need to.(Complaint-Telling or writing us to say that you are not satisfied with services.)							
Yes	77 95.1%	25 92.6%	25 92.6%	27 100.0%	- -	-	80%
No	4 4.9%	2 7.4%	2 7.4%	- -	- -	-	-
Not Sure	-	-	-	-	-	-	-

Family Satisfaction with Community Care Behavioral Health Organization Literal Q13G

Satisfaction with Community Care Complaint Process

Family Community Care Complaint Process Q14

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	81	27	27	27	-	-
Have you used Community Care's complaint process? (Compla...						
Yes	3 3.7%	2 7.4%	1 3.7%	-	-	80%
No	78 96.3%	25 92.6%	26 96.3%	27 100.0%	-	-

Family Satisfaction with Complaint Process Q15

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

Satisfaction with Community Care Grievance Process

Have you used Community Care's grievance process Q16

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	81	27	27	27	-
Have you used Community Care's grievance process? (Grieva...					
Yes	-	-	-	-	-
No	81 100.0%	27 100.0%	27 100.0%	27 100.0%	- -

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

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

Family Provider Level Analysis

Family Treatment Provider Q18

Family Treatment Provider Literals Q18A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.
Base	81	27	27	27
What is the name of your child's treatment provider?				
Behavioral Specialists	1 1.2%	1 3.7%	-	-
Crossroads Counseling	7 8.6%	-	3 11.1%	4 14.8%
Community Services Group (CSG)	46 56.8%	14 51.9%	17 63.0%	15 55.6%
Diakon Family Life Services	1 1.2%	1 3.7%	-	-
Lycoming/Clinton MHID (Joinder)	1 1.2%	-	-	1 3.7%
Lycoming Therapeutic Wraparound Services	1 1.2%	1 3.7%	-	-
Merakey	11 13.6%	4 14.8%	3 11.1%	4 14.8%
Dr. Angelica Kloos	1 1.2%	1 3.7%	-	-
Susquehanna Behavioral Health Outpatient	3 3.7%	-	3 11.1%	-
Friendship House	4 4.9%	4 14.8%	-	-
Other	5 6.2%	1 3.7%	1 3.7%	3 11.1%

If other, please list.

-
- Q1-Keystone Counseling.

 - Q2-NHS.

 - Q3-Divine Providence.

 - Q3-Autism and Developmental Medicine Institute

 - Q3-Autism and Developmental Medicine Institute

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	81	27	27	27	-	-
My child and I were made aware of the availability of oth...						
Strongly Agree/Agree	73 90.1%	24 88.9%	22 81.5%	27 100.0%	-	80%
Strongly Disagree/Disagree	6 7.4%	2 7.4%	4 14.8%	-	-	-
Neutral	2 2.5%	1 3.7%	1 3.7%	-	-	-

Family Provider Level Analysis

Family Service Level Q20

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.
Base	81	27	27	27
What services does your child currently receive from this provider?				
Outpatient Counseling	13 16.0%	5 18.5%	5 18.5%	3 11.1%
Medication Management	18 22.2%	5 18.5%	7 25.9%	6 22.2%
Psychiatry	12 14.8%	3 11.1%	5 18.5%	4 14.8%
Telepsychiatry	3 3.7%	2 7.4%	1 3.7%	- -
Parent Child Interactive Training (PCIT)	1 1.2%	1 3.7%	- -	- -
Family Based Mental Health (FBMH)	2 2.5%	- -	1 3.7%	1 3.7%
Targeted Case Management (TCM)	1 1.2%	- -	- -	1 3.7%
Behavioral Health Rehabilitation Services (BHRS)	24 29.6%	9 33.3%	6 22.2%	9 33.3%
Community and School Based Behavioral Health (CSBBH)	1 1.2%	1 3.7%	- -	- -
Outpatient School Based Therapy	3 3.7%	1 3.7%	- -	2 7.4%
Applied Behavioral Analysis (ABA)	1 1.2%	- -	1 3.7%	- -
Other	2 2.5%	- -	1 3.7%	1 3.7%

Survey Question 20A

If other, please list.

Q2-Center based therapy.

Q3-Grief therapy.

Family Provider Level Analysis

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	81	27	27	27	-
What Substance Use Disorder services for your child are y...					
Outpatient counseling	-	-	-	-	-
Community Based D&A Program	-	-	-	-	-
Outpatient School Based Therapy	-	-	-	-	-
Other	-	-	-	-	-
N/A	81 100.0%	27 100.0%	27 100.0%	27 100.0%	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	81	27	27	27	-	-	
My child and I were made aware of the availability of dif...							
Strongly Agree/Agree	79 97.5%	25 92.6%	27 100.0%	27 100.0%	-	80%	
Strongly Disagree/Disagree	-	-	-	-	-	-	
Neutral	2 2.5%	2 7.4%	-	-	-	-	

Family Duration of Provider Relationship Q23

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	81	27	27	27	-
How long has your child been receiving services from this provider?					
Less than 6 months	11 13.6%	4 14.8%	2 7.4%	5 18.5%	-
6 months to 1 year	4 4.9%	3 11.1%	1 3.7%	-	-
1 to 2 years	24 29.6%	6 22.2%	12 44.4%	6 22.2%	-
2 to 3 years	29 35.8%	10 37.0%	11 40.7%	8 29.6%	-
4 or more years	13 16.0%	4 14.8%	1 3.7%	8 29.6%	-

Family Access to Services

Authorization information is submitted on time... Q24A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	81	27	27	27	-	-
Authorization information is submitted on time so that services to my child are not interrupted.						
Strongly Agree/Agree	80 98.8%	26 96.3%	27 100.0%	27 100.0%	- -	80%
Strongly Disagree/Disagree	1 1.2%	1 3.7%	- -	- -	- -	- -
Neutral	- -	- -	- -	- -	- -	- -

Family Access to Services

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	81	27	27	27	-	-
I have been given clear information on who to contact if my child needs immediate help between appointments.						
Strongly Agree/Agree	78 96.3%	24 88.9%	27 100.0%	27 100.0%	- -	80%
Strongly Disagree/Disagree	3 3.7%	3 11.1%	- -	- -	- -	-
Neutral	- -	- -	- -	- -	- -	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	81	27	27	27	-	-
I was encouraged to use other support programs in the community. (Support groups, parenting classes, after school programs, etc.)						
Strongly Agree/Agree	65 80.2%	22 81.5%	24 88.9%	19 70.4%	- -	80%
Strongly Disagree/Disagree	16 19.8%	5 18.5%	3 11.1%	8 29.6%	- -	-
Neutral	- -	- -	- -	- -	- -	-

Survey Question 24D

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

Q1-Not always available when needed.

Family Treatment Experience

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	81	27	27	27	-	-	
I feel my child has enough time with the provider during most sessions.							
Strongly Agree/Agree	78 96.3%	25 92.6%	26 96.3%	27 100.0%	-	-	80%
Strongly Disagree/Disagree	3 3.7%	2 7.4%	1 3.7%	-	-	-	-
Neutral	-	-	-	-	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	81	27	27	27	-	-	
The provider regularly communicates with me to ensure coordination of services for my child.							
Strongly Agree/Agree	78 96.3%	25 92.6%	26 96.3%	27 100.0%	-	-	-
Strongly Disagree/Disagree	3 3.7%	2 7.4%	1 3.7%	-	-	-	-
Neutral	-	-	-	-	-	-	-

Family Treatment Experience

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	81	27	27	27	-	-	
I feel comfortable asking questions, and feel free to complain.							
Strongly Agree/Agree	80 98.8%	26 96.3%	27 100.0%	27 100.0%	-	80%	
Strongly Disagree/Disagree	1 1.2%	1 3.7%	-	-	-	-	
Neutral	-	-	-	-	-	-	

My child is receiving all the services they need Q25D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	81	27	27	27	-	-	
My child is receiving all the services they need.							
Strongly Agree/Agree	76 93.8%	22 81.5%	27 100.0%	27 100.0%	-	80%	
Strongly Disagree/Disagree	5 6.2%	5 18.5%	-	-	-	-	
Neutral	-	-	-	-	-	-	

Family Treatment Experience

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	81	27	27	27	-	-	
My provider has talked with me about community supports and options that are available when my child is ready for a different level of care.							
Strongly Agree/Agree	53 65.4%	15 55.6%	22 81.5%	16 59.3%	-	-	80%
Strongly Disagree/Disagree	27 33.3%	12 44.4%	4 14.8%	11 40.7%	-	-	-
Neutral	1 1.2%	- -	1 3.7%	-	-	-	-

Treatment Experience Literals Q25F

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

Q1-He needs more TSS hours.

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

Q1-Need more TSS hours.

Family Satisfaction With ISPT Meetings

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark	
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
(N/A) responses reduce total	44	22	9	13	-	-	
My provider informed me about the purpose for the ISPT, and what the meeting will be like.							
Strongly Agree/Agree	41 93.2%	19 86.4%	9 100.0%	13 100.0%	-	-	80%
Strongly Disagree/Disagree	3 6.8%	3 13.6%	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

Family Satisfaction With ISPT Meetings

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
(N/A) responses reduce total	44	22	9	13	-	-
My provider encouraged me to express my own service suggestions at my child's ISPT meeting.						
Strongly Agree/Agree	42 95.5%	20 90.9%	9 100.0%	13 100.0%	-	80%
Strongly Disagree/Disagree	2 4.5%	2 9.1%	-	-	-	-
Neutral	-	-	-	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
(N/A) responses reduce total	44	22	9	13	-	-
My provider scheduled the ISPT meeting at a time and place that was convenient to my family.						
Strongly Agree/Agree	43 97.7%	21 95.5%	9 100.0%	13 100.0%	-	80%
Strongly Disagree/Disagree	1 2.3%	1 4.5%	-	-	-	-
Neutral	-	-	-	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
(N/A) responses reduce total	44	22	9	13	-	-
My provider helped me decide who to invite to the ISPT meeting to support me and my child.						
Strongly Agree/Agree	42 95.5%	20 90.9%	9 100.0%	13 100.0%	-	80%
Strongly Disagree/Disagree	2 4.5%	2 9.1%	-	-	-	-
Neutral	-	-	-	-	-	-

Family Satisfaction With ISPT Meetings

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
(N/A) responses reduce total	44	22	9	13	-	-
I believe my participation in ISPT meeting was valued and respected						
Strongly Agree/Agree	36 81.8%	16 72.7%	7 77.8%	13 100.0%	- -	80%
Strongly Disagree/Disagree	6 13.6%	4 18.2%	2 22.2%	- -	- -	- -
Neutral	2 4.5%	2 9.1%	- -	- -	- -	- -

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
(N/A) responses reduce total	44	22	9	13	-	-
I feel I left the ISPT meeting with a clear understanding of the next steps in the process.						
Strongly Agree/Agree	38 86.4%	16 72.7%	9 100.0%	13 100.0%	- -	80%
Strongly Disagree/Disagree	6 13.6%	6 27.3%	- -	- -	- -	- -
Neutral	- -	- -	- -	- -	- -	- -

Family Satisfaction with ISPT Meetings Literals Q27G

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

Q1-They wanted to do what they suggested.

Q1-I feel unheard.

Family Recovery Oriented Practices

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	81	27	27	27	-	-
My child's treatment provider discusses my child's continuing care plan with me.						
Strongly Agree/Agree	76 93.8%	25 92.6%	26 96.3%	25 92.6%	-	80%
Strongly Disagree/Disagree	3 3.7%	1 3.7%	1 3.7%	1 3.7%	-	-
Neutral	2 2.5%	1 3.7%	-	1 3.7%	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	81	27	27	27	-	-
Staff believes my child can grow, change, and improve.						
Strongly Agree/Agree	76 93.8%	23 85.2%	26 96.3%	27 100.0%	-	80%
Strongly Disagree/Disagree	3 3.7%	3 11.1%	-	-	-	-
Neutral	2 2.5%	1 3.7%	1 3.7%	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	81	27	27	27	-	-
My child's provider asked me what goals I wanted to work on with my child.						
Strongly Agree/Agree	76 93.8%	26 96.3%	24 88.9%	26 96.3%	-	80%
Strongly Disagree/Disagree	5 6.2%	1 3.7%	3 11.1%	1 3.7%	-	-
Neutral	-	-	-	-	-	-

Family Recovery Oriented Practices

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	81	27	27	27	-	-	
I believe my child's treatment plan is easy to understand.							
Strongly Agree/Agree	78 96.3%	25 92.6%	27 100.0%	26 96.3%	-	-	80%
Strongly Disagree/Disagree	2 2.5%	2 7.4%	-	-	-	-	-
Neutral	1 1.2%	-	-	1 3.7%	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	81	27	27	27	-	-	
Does the staff offer you hope for your child's recovery or improvement?							
Strongly Agree/Agree	74 91.4%	23 85.2%	24 88.9%	27 100.0%	-	-	80%
Strongly Disagree/Disagree	5 6.2%	4 14.8%	1 3.7%	-	-	-	-
Neutral	2 2.5%	-	2 7.4%	-	-	-	-

Recovery Oriented Practices Q27F

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

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

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

Q3-We haven't seen the new plan yet.

Family Outcomes

My child deals more effectively with daily problems Q28A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	81	27	27	27	-	-	
My child deals more effectively with daily problems.							
Strongly Agree/Agree	70 86.4%	23 85.2%	26 96.3%	21 77.8%	-	-	80%
Strongly Disagree/Disagree	8 9.9%	3 11.1%	1 3.7%	4 14.8%	-	-	-
Neutral	3 3.7%	1 3.7%	-	2 7.4%	-	-	-

I feel my child's behavioral health is improving Q28B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	81	27	27	27	-	-	
I feel my child's behavioral health is improving.							
Strongly Agree/Agree	76 93.8%	24 88.9%	26 96.3%	26 96.3%	-	-	80%
Strongly Disagree/Disagree	4 4.9%	3 11.1%	1 3.7%	-	-	-	-
Neutral	1 1.2%	-	-	1 3.7%	-	-	-

Family Outcomes

My child's social skills are improving Q28C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	81	27	27	27	-	-	
My child's social skills are improving.							
Strongly Agree/Agree	69 85.2%	20 74.1%	26 96.3%	23 85.2%	-	-	80%
Strongly Disagree/Disagree	7 8.6%	5 18.5%	1 3.7%	1 3.7%	-	-	-
Neutral	5 6.2%	2 7.4%	- -	3 11.1%	-	-	-

Family Outcome Literals 28D

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

Q1-It got worse here.

Q1-He likes to test his limits.

Q2-She has no improvement, she's worse.

Q3-My child chooses not to use the tools given to him.

Family Additional Compliments or Concerns

Additional Compliments or concerns Q29

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

Q1-They are very helpful.

Q1-We have only been with the provider for about two months and they seem to be taking my child's treatment seriously. I have a say and if they are unable to do what I request they tell me why.

Q1-My son did not benefit from services here. They chose the treatment path for my child and I did not get a say. Almost 2 years with them and he has gotten worse.

Q1-They are a really good program. They listen and help. I recommend them to everyone. We all get together and put our heads together to get him what he needs. The TSS and BSC are a great team to work with and I trust them. We communicate great, we stay on the same page.

Q1-Everything is fantastic.

Q1-Everything has been fantastic.

Q2-Truly amazing.

Q2-I really love this place. The mobile therapist is excellent! She is always communicating when needed.

Q2-I would like to thank the staff for being there for me. They have helped so much.

Q2-I'm happy here.

Q2-If there was more of an effort from family based we may have been successful.

Q2-Keep doing what you all do.

Q2-They do a good job.

Q3-Family based has given me some good goals and advice on my child's behavior. Very helpful for what I needed them for.

Q3-The therapist and doctor are very good.

Q3-We have a fantastic team!

Q3-Keep doing what you all do.

Family Provider Issues

Family Knowledge of Compliant/Grievance Process Q30

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	81	27	27	27	-
Do you know how to file a complaint against your provider?					
Yes	72 88.9%	25 92.6%	24 88.9%	23 85.2%	- -
No	9 11.1%	2 7.4%	3 11.1%	4 14.8%	- -

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	81	27	27	27	-
Do you know how to file a grievance against your provider?					
Yes	72 88.9%	25 92.6%	24 88.9%	23 85.2%	- -
No	9 11.1%	2 7.4%	3 11.1%	4 14.8%	- -

Family Provider Issues

Family Provider Issues Q32

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	81	27	27	27	-
Have you had any issues or problems with (name of provider)?					
Yes	4 4.9%	2 7.4%	1 3.7%	1 3.7%	- -
No	77 95.1%	25 92.6%	26 96.3%	26 96.3%	- -

Family Type of Provider Issues Q33

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
* (NA) responses reduce total	1	-	-	1	-
If you have had issues with (name of provider), what were...					
Lack of treatment planning or coordination	-	-	-	-	-
Poor communication	-	-	-	-	-
Frequent staff changes	-	-	-	-	-
Frequent provider changes	-	-	-	-	-
Services not provided when my child needs them	-	-	-	-	-
Other	1 100.0%	-	-	1 100.0%	-

Family Provider Issue Resolutions

Family Provider Issues Resolution Q34

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- r-July to ...	2nd Quart- er-Oct. to...	3rd Quarter- r-Jan. to ...	4th Quarter- r-Apr. to ...
	4	2	1	1	-
Were you able to resolve these issues or problems with the provider?					
I resolved the problem with the program manager.	1 25.0%	- -	- -	1 100.0%	- -
I chose to not take action.	3 75.0%	2 100.0%	1 100.0%	- -	- -
I filed a formal complaint.	- -	- -	- -	- -	- -

Family Satisfaction with Complaint/Grievance Process Q35

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	81	27	27	27	-
If you filed a formal complaint with the provider, were you satisfied with the outcome?					
Yes	- -	- -	- -	- -	- -
No	- -	- -	- -	- -	- -
Not Applicable (N/A)	81 100.0%	27 100.0%	27 100.0%	27 100.0%	- -

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

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

Family Provider Issue Resolutions

Family Reason for Not Getting Behavioral Health Services Q37

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

Family Department of Public Welfare Questions

Family Treatment Impact on Quality of Ilfe Q38

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	81	27	27	27	-
What effect has the treatment your child received, had on the quality of your child's life?					
Much better	32 39.5%	14 51.9%	14 51.9%	4 14.8%	-
A little better	39 48.1%	7 25.9%	10 37.0%	22 81.5%	-
About the same	6 7.4%	3 11.1%	2 7.4%	1 3.7%	-
A little worse	1 1.2%	-	1 3.7%	-	-
Much worse	3 3.7%	3 11.1%	-	-	-

Family Department of Public Welfare Questions

Family Opportunity to Make Treatment Decisions Q39

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	81	27	27	27	-
Were you and your child given the chance to make your own treatment decisions?					
Yes	72 88.9%	19 70.4%	26 96.3%	27 100.0%	- -
No	2 2.5%	2 7.4%	- -	- -	- -
Sometimes	7 8.6%	6 22.2%	1 3.7%	- -	- -

Family Ability to Receive Needed Care Q40

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	81	27	27	27	-
In the last twelve months, did you or your child have problems getting the help your child needed?					
Yes	2 2.5%	2 7.4%	- -	- -	- -
No	79 97.5%	25 92.6%	27 100.0%	27 100.0%	- -
Sometimes	- -	- -	- -	- -	- -

Family Behavioral Health Medications

Family Reason for Not Getting Needed Help Q41

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

Family Medications Q42

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	81	27	27	27	-
Is your child taking behavioral health medications?					
Yes	63 77.8%	19 70.4%	20 74.1%	24 88.9%	-
No	18 22.2%	8 29.6%	7 25.9%	3 11.1%	-
Declined to answer	-	-	-	-	-

Family Behavioral Health Medications

Family Medication Prescribed by this Provider Q43

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- r-July to ...	2nd Quart- er-Oct. to...	3rd Quarte- r-Jan. to ...	4th Quarte- r-Apr. to ...
N/A Reponses reduce total	63	19	20	24	-
Are the medications prescribed by this provider?					
Yes	41 65.1%	10 52.6%	16 80.0%	15 62.5%	- -
No	22 34.9%	9 47.4%	4 20.0%	9 37.5%	- -

Family Source of Medication Prescription Q44

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
N/A Reponses reduce total	63	19	20	24	-
Who prescribes your child's behavioral health medications?					
Psychiatrist	53 84.1%	19 100.0%	18 90.0%	16 66.7%	- -
Primary Care Physician	6 9.5%	- -	2 10.0%	4 16.7%	- -
Nurse Practitioner	3 4.8%	- -	- -	3 12.5%	- -
Physician Assistant	- -	- -	- -	- -	- -
Other	1 1.6%	- -	- -	1 4.2%	- -

Family Satisfaction With Behavioral Health Medications

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
*(N/A) responses reduce totals	63	19	20	24	-	-	
Overall, I feel my child's behavioral health medications are effective in helping to manage my child's symptoms.							
Strongly Agree/Agree	54 85.7%	16 84.2%	16 80.0%	22 91.7%	-	-	-
Strongly Disagree/Disagree	6 9.5%	2 10.5%	4 20.0%	-	-	-	-
Neutral	3 4.8%	1 5.3%	-	2 8.3%	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
*(N/A) responses reduce totals	63	19	20	24	-	-	
My provider explained all side effects of the medications prescribed to me.							
Strongly Agree/Agree	60 95.2%	19 100.0%	17 85.0%	24 100.0%	-	-	-
Strongly Disagree/Disagree	3 4.8%	-	3 15.0%	-	-	-	-
Neutral	-	-	-	-	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
*(N/A) responses reduce totals	63	19	20	24	-	-	
I feel the person who prescribes my child's medications, listens and responds to my concerns.							
Strongly Agree/Agree	63 100.0%	19 100.0%	20 100.0%	24 100.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

Family Satisfaction With Behavioral Health Medications

Family Difficulty Receiving Needed Medications Q46

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
N/A Reponses reduce total	63	19	20	24	-
Are you experiencing any problems getting the behavioral ...					
Yes	-	-	-	-	-
No	63 100.0%	19 100.0%	20 100.0%	24 100.0%	-

Interested in having concerns addressed Q47

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
N/A Reponses reduce total	4	2	1	1	-
If you have shared problems about your child's provider o...					
Yes	1 25.0%	1 50.0%	-	-	-
No	3 75.0%	1 50.0%	1 100.0%	1 100.0%	-

Table	Title	Start page	End page
1	Family Type of Survey Q4	48	48
2	Family County Q5	48	48
3	Family Zip Codes Q6	48	48
4	Family Member's Gender Q7	48	48
5	Family Child's Gender Q8	48	48
6	Family Child's Age Q9	49	49
7	Family Member Relationship to Child Q10	49	49
8	Family Child's Race Q11	49	49
9	Family Child First Diagnosed Q12	49	49
10	I know how to access information about Community Care's handbook/website Q13A	50	50
11	When I call CCBHO, they are responsive to my needs Q13B	50	50
12	I have used CCBHO member services to find a provider Q13C	50	50
13	Authorizations are processed on time so that services for my child are not interrupted Q13D	51	51
14	I know where to find information to file a complaint with Community Care if I need to.... Q13E	51	51
15	Family Satisfaction with Community Care Behavioral Health Organization Literal Q13G	51	51
16	Family Community Care Complaint Process Q14	52	52
17	Family Satisfaction with Complaint Process Q15	52	52
18	Have you used Community Care's grievance process Q16	53	53
19	If you used Community Care's grievance process, were you...Q17	53	53
20	Family Treatment Provider Q18	54	54
21	Family Treatment Provider Literals Q18A	54	54
22	My child and I were made aware of availability of other providers...Q19	54	54
23	Family Service Level Q20	55	55
24	Survey Question 20A	55	55
25	What substance use disorder services for your child....Q21	56	56
26	My child and I were made aware of the availability of different services...Q22	56	56
27	Family Duration of Provider Relationship Q23	56	56
28	Authorization information is submitted on time... Q24A	57	57
29	I have been given clear information on who to contact...Q24B	58	58
30	I was encouraged to use other support programs in the community...Q24C	58	58
31	Survey Question 24D	58	58
32	I feel my child has enough time with the provider during most sessions.Q25A	59	59
33	The provider regularly communicates with me to ensure coordination of services...Q25B	59	59
34	I feel comfortable asking questions, and feel free to complain Q25C	60	60
35	My child is receiving all the services they need Q25D	60	60
36	My provider has talked with me about community supports and options...Q25E	61	61
37	Treatment Experience Literals Q25F	61	61
38	My provider informed me about the purpose for the ISPT.....Q26A	61	61
39	My provider encouraged me to express my own service suggestions....Q26B	62	62
40	My provider scheduled the ISPT meeting at a time and place that was convenient...Q26C	62	62
41	My provider helped me decide who to invite to the ISPT meeting...Q26D	62	62
42	I believe my participation in ISPT meeting was valued and respected Q26E	63	63
43	I feel I left the ISPT meeting with clear understanding of the next steps...Q26F	63	63
44	Family Satisfaction with ISPT Meetings Literals Q27G	63	63
45	My child's treatment provider discusses my child's continuing care plan..Q27A	64	64
46	Staff believes my child can grow, change, and improve Q27B	64	64
47	My child's provider asked me what goals I wanted to work on...Q27C	64	64
48	I believe my child's treatment plan is easy to understand Q27D	65	65
49	Does the staff offer you hope for you child's recovery...Q27E	65	65
50	Recovery Oriented Practices Q27F	65	65
51	My child deals more effectively with daily problems Q28A	66	66
52	I feel my child's behavioral health is improving Q28B	66	66
53	My child's social skills are improving Q28C	67	67

Table	Title	Start page	End page
54	Family Outcome Literals 28D	67	67
55	Additional Compliments or concerns Q29	68	68
56	Family Knowledge of Compliant/Grievance Process Q30	69	69
57	Do you know how to file a grievance against your provider Q31	69	69
58	Family Provider Issues Q32	70	70
59	Family Type of Provider Issues Q33	70	70
60	Family Provider Issues Resolution Q34	71	71
61	Family Satisfaction with Complaint/Grievance Process Q35	71	71
62	If you file a grievance with the provider were you satisfied with the outcome? Q36	71	71
63	Family Reason for Not Getting Behavioral Health Services Q37	72	72
64	Family Treatment Impact on Quality of Life Q38	72	72
65	Family Opportunity to Make Treatment Decisions Q39	73	73
66	Family Ability to Receive Needed Care Q40	73	73
67	Family Reason for Not Getting Needed Help Q41	74	74
68	Family Medications Q42	74	74
69	Family Medication Prescribed by this Provider Q43	75	75
70	Family Source of Medication Prescription Q44	75	75
71	Overall, I feel my child's behavioral health medications are effective in helping manage my child's symptoms Q45A	76	76
72	My provider explained all side effects of the medications prescribed to me Q45B	76	76
73	I feel the person who prescribes my child's medications, listens and responds to my concerns Q45C	76	76
74	Family Difficulty Receiving Needed Medications Q46	77	77
75	Interested in having concerns addressed Q47	77	77

Youth Survey Findings

Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 20 youth surveys completed during the 3rd Quarter of Fiscal Year 18/19 for the period from January - March 2019.

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.

3rd Quarter Youth Sample Characteristics versus 1st Quarter Comparison:

1. Similar youth face to face interviews - 15% (3 of 20) versus 18% (3 of 17)
2. Higher percentage of female respondents – 55% (11 of 20) versus 35% (6 of 17).
3. Higher percentage of youth members ages 14-17, 40% (8 of 20) versus 24% (4 of 17).
4. No court ordered treatment – 0% (0 of 20) versus 0% (0 of 17).
5. Age first started having mental health problems – 12-14 years old, 10% (2 of 20) versus 24% (4 of 17)

Findings Overview

1. Youth respondent satisfaction with Community Care was good during the 3rd Quarter. In three of the five indicators, 90% to 100% (18-20 of 20) felt Community Care *“authorized the right services, authorized enough (provider) time to meet their needs and knew how to call (Community Care) if they had any questions.”*

2. 65% (13 of 20) up from 35% (6 of 17) during the 2nd Quarter agreed they *“knew how to file a complaint with Community Care about their provider.”* Just 6% (1 of 17) youths had *“.... called Community Care member services to find a provider.”*

3. Surveyed youth satisfaction ratings are generally good this quarter with Access to provider treatment services with the satisfaction scores ranging from 95% to 100% for all 3 indicators. This included *“meeting at places that are easy to get to, meeting at convenient times”* and being *“given clear information on who to contact, if needing immediate help between appointments.”*

4. Youth satisfaction with provider *Treatment Experiences* was good with 80% to 100% in 8 of 8 indicators. Please see charts shown on Pages 93-96 for exact questions/indicators and satisfaction ratings.

It is noteworthy that 80% to 100% of youths reported over the past three quarters that *“their provider talks with them about community supports and options that are available when they are ready for a different level of care.”* This is an extremely positive finding.

5. Youth satisfaction with provider *Recovery Orientation* was also good. 90% to 95% (18-19 of 20) youths agreed *“Staff focuses on the things I do well, not what I don’t do well”* and *“Staff helped me be successful in meeting treatment goals.”*

6. Youth satisfaction scores with *Treatment Outcomes*, also continues to show improvement this quarter. Youth satisfaction levels were 75% to 90% in all six indicators. *These included “handling daily problems better, managing strong feelings, thinking good things are going to happen more often, feeling good more often than before treatment and being able to apply what they learned in treatment in daily life”.*

“I don’t get into trouble as often” dropped to 65% (13 of 20) from the 2nd quarter level of 82% (14 of 17).

7. 100% (20 of 20) youths interviewed reported taking behavioral health medications and 100% (20 of 20) of those felt the medication was were helping them.

8. 5% (1 of 20) youths interviewed, compared to 0% (0 of 17) in the previous quarter had issues or problems with their provider and that youth member did not take any action because the problem was not that serious.

Recommendations Overview

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

Youth - Request for Assistance

0% (0 of 20) youth respondents compared to 0% (0 of 17) in the previous quarter, expressed interest in having a provider or MCO address concerns they shared during the interview referred for immediate handling by Lycoming-Clinton Joinder Board HealthChoices.

Youth Demographics

Youth Type of Survey Q4

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.
	59	22	17	20
What type of survey is it?				
Telephone	53 89.8%	22 100.0%	14 82.4%	17 85.0%
Face to Face	6 10.2%	- -	3 17.6%	3 15.0%

Youth County Q5

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.
	59	22	17	20
What county do you live in?				
Lycoming	26 44.1%	12 54.5%	7 41.2%	7 35.0%
Clinton	33 55.9%	10 45.5%	10 58.8%	13 65.0%

Youth Zip Code Q6

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.
Base	59	22	17	20
What is your zip code?				
17701-Williamsport	14 23.7%	9 40.9%	-	5 25.0%
17702-Williamsport	1 1.7%	-	1 5.9%	-
17740-Jersey Shore	5 8.5%	1 4.5%	1 5.9%	3 15.0%
17745-Lock Haven	25 42.4%	10 45.5%	6 35.3%	9 45.0%
17751-Mill Hall	3 5.1%	-	3 17.6%	-
17754-Montoursville	6 10.2%	-	4 23.5%	2 10.0%
17756-Muncy	1 1.7%	-	1 5.9%	-
17764-Renovo	2 3.4%	-	1 5.9%	1 5.0%
Other	2 3.4%	2 9.1%	-	-

Youth Zip Code Literals Q6A

If other, please list.

Q1-17763, Ralston.

Q1-17763, Ralston.

Youth Demographics

Youth Gender Q7

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	59	22	17	20	-
What is your gender?					
Male	30 50.8%	10 45.5%	11 64.7%	9 45.0%	- -
Female	29 49.2%	12 54.5%	6 35.3%	11 55.0%	- -
Transgendered	- -	- -	- -	- -	- -

Youth Age Q8

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	59	22	17	20	-
How old are you?					
14-15 years	14 23.7%	7 31.8%	2 11.8%	5 25.0%	- -
16-17 years	14 23.7%	9 40.9%	2 11.8%	3 15.0%	- -
18-20 years	20 33.9%	6 27.3%	11 64.7%	3 15.0%	- -
over 20 years	11 18.6%	- -	2 11.8%	9 45.0%	- -

Youth Race Q9

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.
	59	22	17	20
What do you consider your race to be?				
Caucasian	49 83.1%	13 59.1%	17 100.0%	19 95.0%
African American	9 15.3%	9 40.9%	- -	- -
Bi-Racial	1 1.7%	- -	- -	1 5.0%

Youth Race Literals Q9A

Youth Demographics

Youth Primary Service Q10

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	59	22	17	20	-
Are you receiving services primarily for:					
Mental Health	54 91.5%	22 100.0%	15 88.2%	17 85.0%	- -
Drug and Alcohol Treatment	1 1.7%	- -	- -	1 5.0%	- -
Both Mental Health and Drug and Alcohol Treatment	4 6.8%	- -	2 11.8%	2 10.0%	- -

Youth First Diagnosed Q11

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	59	22	17	20	-
How old were you when you first starting having mental he...					
Less than 5 years	14 23.7%	3 13.6%	4 23.5%	7 35.0%	- -
6-8 years	13 22.0%	6 27.3%	5 29.4%	2 10.0%	- -
9-11 years	10 16.9%	4 18.2%	2 11.8%	4 20.0%	- -
12-14 years	13 22.0%	7 31.8%	4 23.5%	2 10.0%	- -
15-17 years	4 6.8%	2 9.1%	2 11.8%	- -	- -
18-20 years	2 3.4%	- -	- -	2 10.0%	- -
21 and over years	3 5.1%	- -	- -	3 15.0%	- -
Not sure	- -	- -	- -	- -	- -

Youth Satisfaction With Community Care

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
Do you think they authorized the right services for you?							
Yes	49 83.1%	17 77.3%	14 82.4%	18 90.0%	-	-	80%
No	-	-	-	-	-	-	-
Not Sure	10 16.9%	5 22.7%	3 17.6%	2 10.0%	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
Do you think they authorized enough time to meet your needs?							
Yes	55 93.2%	19 86.4%	16 94.1%	20 100.0%	-	-	80%
No	-	-	-	-	-	-	-
Not Sure	4 6.8%	3 13.6%	1 5.9%	-	-	-	-

Youth Satisfaction With Community Care

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
Do you know you can call them if you have any questions?							
Yes	52 88.1%	19 86.4%	14 82.4%	19 95.0%	-	-	80%
No	3 5.1%	- -	2 11.8%	1 5.0%	-	-	-
Not Sure	4 6.8%	3 13.6%	1 5.9%	-	-	-	-

I have called Community Care member service...Q12D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
I have called Community Care member services to find a provider.							
Yes	15 25.4%	9 40.9%	1 5.9%	5 25.0%	-	-	80%
No	40 67.8%	10 45.5%	15 88.2%	15 75.0%	-	-	-
Not Sure	4 6.8%	3 13.6%	1 5.9%	-	-	-	-

Youth Satisfaction With Community Care

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
I know how to file a complaint with Community Care about my provider							
Yes	33 55.9%	14 63.6%	6 35.3%	13 65.0%	-	-	80%
No	20 33.9%	5 22.7%	11 64.7%	4 20.0%	-	-	-
Not Sure	6 10.2%	3 13.6%	- -	3 15.0%	-	-	-

Youth Satisfaction With Community Care Literals Q12F

Youth Provider Level Analysis

Youth Provider Q13

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.
	59	22	17	20
Who is your provider? Note to Surveyor: If there is mor...				
Community Services Group (CSG)	18 30.5%	9 40.9%	1 5.9%	8 40.0%
Crossroads Counseling	6 10.2%	-	2 11.8%	4 20.0%
Diakon Family Life Services	3 5.1%	1 4.5%	1 5.9%	1 5.0%
Lycoming/Clinton MH/ID (Joinder)	7 11.9%	4 18.2%	2 11.8%	1 5.0%
Lycoming Therapeutic Wraparound Services	1 1.7%	-	1 5.9%	-
The Meadows	1 1.7%	1 4.5%	-	-
Merakey	1 1.7%	1 4.5%	-	-
Susquehanna Behavioral Health Outpatient	2 3.4%	-	1 5.9%	1 5.0%
West Branch	1 1.7%	-	-	1 5.0%
River Valley Health & Dental Center	1 1.7%	-	-	1 5.0%
Other	18 30.5%	6 27.3%	9 52.9%	3 15.0%

Youth Provider Literals Q13A

If other, please explain.

- Q1-Sunpointe Health.
- Q1-Finding New Hope.
- Q1-UCBH.
- Q1-Autism Development Center, Lewisburg.
- Q1-Divine Providence Hospital.
- Q1-UCBH.
- Q2-Divine Providence Hospital.
- Q2-UCBH.
- Q2-Divine Providence Hospital.
- Q2-Skills.
- Q2-Geisinger Autism Clinic for Neuro-Development.
- Q2-UCBH.
- Q2-UCBH.
- Q2-UCBH.
- Q2-A Place for Change.
- Q3-Divine Providence Hospital
- Q3-UCBH
- Q3-UCBH.

Youth Provider Level Analysis

Youth Provider Service Q14

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?		
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.
	59	22	17	20
What services are you currently receiving from this provider?				
Outpatient Counseling	14 23.7%	5 22.7%	7 41.2%	2 10.0%
Medication Management	18 30.5%	6 27.3%	6 35.3%	6 30.0%
Psychiatry	4 6.8%	- -	1 5.9%	3 15.0%
Telepsychiatry	3 5.1%	2 9.1%	- -	1 5.0%
Family Based Mental Health	2 3.4%	1 4.5%	- -	1 5.0%
Inpatient Hospitalization	2 3.4%	1 4.5%	- -	1 5.0%
Targeted Case Management (TCM)	7 11.9%	5 22.7%	1 5.9%	1 5.0%
Behavioral Health Rehabilitation Services (BHRS)	2 3.4%	2 9.1%	- -	- -
Community & School Based Behavioral Health (CSBBH)	1 1.7%	- -	- -	1 5.0%
Other	4 6.8%	- -	2 11.8%	2 10.0%
N/A	2 3.4%	- -	- -	2 10.0%

Youth Provider Service Literals Q14A

If other, please explain.

Q2-Blended case management.

Q2-Peer support.

Q3-Dialectical behavior therapy

Q3-Group home

Youth Provider Level Analysis

Did you choose to go to this provider Q16

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	59	22	17	20	-
Did you choose to go to this provider?					
Yes	23 39.0%	2 9.1%	11 64.7%	10 50.0%	- -
No	- -	- -	- -	- -	- -
Court Ordered	- -	- -	- -	- -	- -
Chosen by Parent	24 40.7%	14 63.6%	2 11.8%	8 40.0%	- -
Referred	12 20.3%	6 27.3%	4 23.5%	2 10.0%	- -
Other	- -	- -	- -	- -	- -

Youth Access to Services

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
We meet at places that are easy for me to get to.							
Strongly Agree/Agree	49 83.1%	14 63.6%	16 94.1%	19 95.0%	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	10 16.9%	8 36.4%	1 5.9%	1 5.0%	-	-	-

We meet at times that are convenient to me Q17B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
We meet at times that are convenient to me.							
Strongly Agree/Agree	58 98.3%	22 100.0%	17 100.0%	19 95.0%	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	1 1.7%	-	-	1 5.0%	-	-	-

Youth Access to Services

I have been given clear information on who to contact if I need immediate help between appointments Q17C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
I have been given clear information on who to contact if I need immediate help between appointments.							
Strongly Agree/Agree	57 96.6%	22 100.0%	15 88.2%	20 100.0%	-	-	80%
Strongly Disagree/Disagree	1 1.7%	-	1 5.9%	-	-	-	-
Neutral	1 1.7%	-	1 5.9%	-	-	-	-

Youth Access to Services Literals Q17D

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

Q1-I need community transportation.

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

Q3-It's far away.

Youth Treatment Experiences

I understand why I am receiving services Q18A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
I understand why I am receiving services.							
Strongly Agree/Agree	57 96.6%	20 90.9%	17 100.0%	20 100.0%	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	2 3.4%	2 9.1%	-	-	-	-	-

Youth Treatment Experiences

I believe the staff listens to me Q18B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
I believe the staff listens to me.							
Strongly Agree/Agree	58 98.3%	22 100.0%	17 100.0%	19 95.0%	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	1 1.7%	-	-	1 5.0%	-	-	-

I feel free to express my opinions Q18C

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
I feel free to express my opinions.							
Strongly Agree/Agree	58 98.3%	22 100.0%	17 100.0%	19 95.0%	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	1 1.7%	-	-	1 5.0%	-	-	-

I get the right amount of help Q18D

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
I get the right amount of help.							
Strongly Agree/Agree	54 91.5%	21 95.5%	17 100.0%	16 80.0%	-	-	80%
Strongly Disagree/Disagree	1 1.7%	-	-	1 5.0%	-	-	-
Neutral	4 6.8%	1 4.5%	-	3 15.0%	-	-	-

Youth Treatment Experiences

I feel I am benefiting from treatment Q18E

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
I feel that I am benefiting from treatment.							
Strongly Agree/Agree	56 94.9%	22 100.0%	16 94.1%	18 90.0%	-	-	80%
Strongly Disagree/Disagree	2 3.4%	-	-	2 10.0%	-	-	-
Neutral	1 1.7%	-	1 5.9%	-	-	-	-

Staff helped me develop my treatment goals Q18F

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
Staff helped me develop my treatment goals.							
Strongly Agree/Agree	57 96.6%	22 100.0%	17 100.0%	18 90.0%	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	2 3.4%	-	-	2 10.0%	-	-	-

I believe my treatment plan is easy to understand Q18G

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
I believe my treatment plan is easy to understand.							
Strongly Agree/Agree	54 91.5%	20 90.9%	17 100.0%	17 85.0%	-	-	-
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	5 8.5%	2 9.1%	-	3 15.0%	-	-	-

Youth Treatment Experiences

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
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	53 89.8%	22 100.0%	15 88.2%	16 80.0%	-	-	80%
Strongly Disagree/Disagree	2 3.4%	- -	2 11.8%	- -	-	-	-
Neutral	4 6.8%	- -	- -	4 20.0%	-	-	-

Youth Treatment Experiences Literals 18I

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

-
- Q1-My treatment plan can be kind of confusing.
 - Q3-They kept me away from my family and were not helpful.

Recovery Oriented Practices

Staff focus on what I do well Q19A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
Staff focus on what I do well.							
Strongly Agree/Agree	51 86.4%	15 68.2%	17 100.0%	19 95.0%	-	-	80%
Strongly Disagree/Disagree	2 3.4%	2 9.1%	-	-	-	-	-
Neutral	6 10.2%	5 22.7%	-	1 5.0%	-	-	-

Staff helped me be successful in meeting treatment goals Q19B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
Staff helped me be successful in meeting treatment goals.							
Strongly Agree/Agree	57 96.6%	22 100.0%	17 100.0%	18 90.0%	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	2 3.4%	-	-	2 10.0%	-	-	-

Youth Recovery Oriented Practices Literals Q19C

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

Q3-They focused on what I did wrong which included talking to my mom. They did not help much, I got worse.

Youth Outcomes

I handle day to day problems better Q20A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
I handle day to day problems better.							
Strongly Agree/Agree	53 89.8%	22 100.0%	16 94.1%	15 75.0%	-	-	80%
Strongly Disagree/Disagree	1 1.7%	-	-	1 5.0%	-	-	-
Neutral	5 8.5%	-	1 5.9%	4 20.0%	-	-	-

I manage my strong feelings, like anger, better Q20B

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
I manage my strong feelings, like anger, better.							
Strongly Agree/Agree	45 76.3%	16 72.7%	13 76.5%	16 80.0%	-	-	80%
Strongly Disagree/Disagree	2 3.4%	-	-	2 10.0%	-	-	-
Neutral	12 20.3%	6 27.3%	4 23.5%	2 10.0%	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
Base	59	22	17	20	-	-	
I don't get in trouble as often as I did before treatment.							
Strongly Agree/Agree	46 78.0%	19 86.4%	14 82.4%	13 65.0%	-	-	80%
Strongly Disagree/Disagree	2 3.4%	-	1 5.9%	1 5.0%	-	-	-
Neutral	11 18.6%	3 13.6%	2 11.8%	6 30.0%	-	-	-

Youth Outcomes

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	59	22	17	20	-	-
I think good things are going to happen more often for me.						
Strongly Agree/Agree	52 88.1%	19 86.4%	15 88.2%	18 90.0%	-	80%
Strongly Disagree/Disagree	1 1.7%	-	-	1 5.0%	-	-
Neutral	6 10.2%	3 13.6%	2 11.8%	1 5.0%	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	59	22	17	20	-	-
I feel good more often than before I participated in treatment.						
Strongly Agree/Agree	51 86.4%	19 86.4%	14 82.4%	18 90.0%	-	80%
Strongly Disagree/Disagree	1 1.7%	-	-	1 5.0%	-	-
Neutral	7 11.9%	3 13.6%	3 17.6%	1 5.0%	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?				Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.	
Base	59	22	17	20	-	-
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	53 89.8%	22 100.0%	14 82.4%	17 85.0%	-	-
Strongly Disagree/Disagree	2 3.4%	-	-	2 10.0%	-	-
Neutral	4 6.8%	-	3 17.6%	1 5.0%	-	80%

Youth Outcomes

Youth Outcomes Literals Q20G

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

- Q1-I still get depressed.
- Q1-I don't grasp this concept yet and am still learning.
- Q3-Nothing went well in the group home.

Youth Additional Compliments or Concerns

Youth Additional Compliments or Concerns Q21

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

- Q1-Everyone has been attentive and we never feel ignored.
- Q2-Caseworker is really, really polite, really cool, easy to talk to.
- Q2-My counselor is really easy to talk to, like a second mom. She makes me feel better about myself. She recommended the clubhouse to me.
- Q3-My counselor is very polite and doesn't hound me. No complaints about the provider just school.
- Q3-Everything went well except the group home. I like all of the other things from the provider.
- Q3-Everyone has been perfect.
- Q3-They are really good with me.

Youth Provider Issues and Problems

Youth Knowledge of Provider's Complaint/Grievance Q22

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	59	22	17	20	-
Do you know how to file a complaint or grievance against your provider?					
Yes	44 74.6%	20 90.9%	10 58.8%	14 70.0%	- -
No	15 25.4%	2 9.1%	7 41.2%	6 30.0%	- -

Youth Provider Issues and Problems

Youth Satisfaction With Provider Complaint Outcome Q23

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

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	59	22	17	20	-
Do you know how to file a grievance against your provider...					
Yes	39 66.1%	17 77.3%	10 58.8%	12 60.0%	-
No	20 33.9%	5 22.7%	7 41.2%	8 40.0%	-

Youth Provider Issues and Problems

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) responses reduce total	3	-	-	3	-
If you filed a grievance, were you pleased with the outcome?					
Yes	3 100.0%	-	-	3 100.0%	-
No	-	-	-	-	-

Youth Provider Issues or Problems Q26

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarter- Oct. to Dec.	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) responses reduce total	59	22	17	20	-
Have you had any issues or problems with (name of provider)?					
Yes	1 1.7%	-	-	1 5.0%	-
No	58 98.3%	22 100.0%	17 100.0%	19 95.0%	-

Youth Provider Issues and Problems

Youth Type of Provider Issues or Problems Q27

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) reponses reduce total	1	-	-	1	-
If you have had issues or problems with (name of provider...					
My treatment is confusing.	-	-	-	-	-
Frequent provider cancellations.	-	-	-	-	-
Poor communication.	-	-	-	-	-
Frequent staff changes.	-	-	-	-	-
Attitude/personality conflict	-	-	-	-	-
Billing	-	-	-	-	-
Other	1 100.0%	-	-	1 100.0%	-

Youth Provider Issue and Problem Resolutions

Youth Provider Issues or Problems Resolution Q28

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

Youth Provider Issue and Problem Resolutions

Youth Lack of Action Q29

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

Youth Department of Public Welfare Questions

Youth Impact on Quality of Life Q30

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	59	22	17	20	-
What effect has the treatment you've received had on the overall quality of your life?					
Much Better	29 49.2%	13 59.1%	6 35.3%	10 50.0%	-
A Little Better	22 37.3%	7 31.8%	9 52.9%	6 30.0%	-
About the Same	6 10.2%	2 9.1%	1 5.9%	3 15.0%	-
A Little Worse	2 3.4%	-	1 5.9%	1 5.0%	-
Much Worse	-	-	-	-	-

Youth Department of Public Welfare Questions

Youth Opportunity to Make Treatment Decisions Q31

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	59	22	17	20	-
Were you given the chance to make treatment decisions?					
Yes	43 72.9%	17 77.3%	8 47.1%	18 90.0%	- -
No	2 3.4%	- -	1 5.9%	1 5.0%	- -
Sometimes	14 23.7%	5 22.7%	8 47.1%	1 5.0%	- -

Youth Ability to Recieve Needed Help Q32

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	59	22	17	20	-
In the last year, did you have any problems getting the help you needed?					
Yes	- -	- -	- -	- -	- -
No	52 88.1%	19 86.4%	13 76.5%	20 100.0%	- -
Sometimes	7 11.9%	3 13.6%	4 23.5%	- -	- -

Youth Department of Public Welfare Questions

Youth Reason for Not Getting Needed Help Q33

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

Youth Reason for Not Getting Needed Help Literals Q33A

If other, please explain.

Q1-Staffing issues.

Q2-Communication problems between doctors.

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

Youth Behavioral Health Medications

Youth Medications Q34

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
	59	22	17	20	-
Are you taking behavioral health medications?					
Yes	56 94.9%	21 95.5%	15 88.2%	20 100.0%	-
No	3 5.1%	1 4.5%	2 11.8%	-	-

Youth Behavioral Health Medications

Youth Medications Prescribed by This Provider Q35

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) responses reduce total	56	21	15	20	-
Are they prescribed by this provider?					
Yes	34 60.7%	10 47.6%	10 66.7%	14 70.0%	- -
No	22 39.3%	11 52.4%	5 33.3%	6 30.0%	- -

Youth Source of Medication Prescription Q36

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) responses reduce total	56	21	15	20	-
Who prescribes your behavioral health medications?					
Psychiatrist	45 80.4%	19 90.5%	10 66.7%	16 80.0%	- -
Primary Care Physician	4 7.1%	- -	2 13.3%	2 10.0%	- -
Nurse Practitioner	2 3.6%	2 9.5%	- -	- -	- -
Physicians Assistant	- -	- -	- -	- -	- -
Other	5 8.9%	- -	3 20.0%	2 10.0%	- -

Source of Behavioral Health Medications Q36A

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

Q1-Ruth Yoder.

Q1-Ruth Yoder.

Q2-Neuro-development specialist.

Q2-DR. Challman.

Q2-Dr. Challman.

Q2-James Balbys.

Q3-Chelsea Macanarna

Q3-Chelsea Macanarna

Youth Satisfaction With Behavioral Health Medications

Overall, I feel my behavioral Health medications help me Q37A

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
*(N/A) responses reduce totals	56	21	15	20	-	-	
Overall, I feel my behavioral health medications help me.							
Strongly Agree/Agree	56 100.0%	21 100.0%	15 100.0%	20 100.0%	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
*(N/A) responses reduce totals	56	21	15	20	-	-	
My provider explained all side effects of the medications prescribed to me.							
Strongly Agree/Agree	50 89.3%	21 100.0%	10 66.7%	19 95.0%	-	-	80%
Strongly Disagree/Disagree	4 7.1%	-	3 20.0%	1 5.0%	-	-	-
Neutral	2 3.6%	-	2 13.3%	-	-	-	-

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

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?					Bench mark
		1st Q Jul-Sept.	2nd Q Oct.-Dec.	3rd Q Jan.-Mar.	4th Q Apr.-Jun.		
*(N/A) responses reduce totals	56	21	15	20	-	-	
I feel the person who prescribes my medication, listens and responds to my concerns.							
Strongly Agree/Agree	56 100.0%	21 100.0%	15 100.0%	20 100.0%	-	-	80%
Strongly Disagree/Disagree	-	-	-	-	-	-	-
Neutral	-	-	-	-	-	-	-

Youth Satisfaction With Behavioral Health Medications

Youth Difficulty in Obtaining Medications Q38

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Se...	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
(N/A) responses reduce total	56	21	15	20	-
Are you having any trouble getting the medications that work for you?					
Yes	-	-	-	-	-
No	56 100.0%	21 100.0%	15 100.0%	20 100.0%	-

Youth Discharge Related to Compliance Issues Q39

Counts Break % Respondents	2018/2019 YTD Total	What quarter is it?			
		1st Quarter- July to Sept.	2nd Quarte- r-Oct. to D...	3rd Quarter- Jan. to Mar.	4th Quarter- Apr. to Jun.
Base	59	22	17	20	-
Have you ever been discharged in the past because you had trouble following your treatment plan, or you relapsed?					
Yes	-	-	-	-	-
No	59 100.0%	22 100.0%	17 100.0%	20 100.0%	-

Youth Members Interested In Having Concerns Addressed

Interested in having concerns addressed Q40

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

Provider Responses

Provider Responses to 2nd Quarter (October-December 2018)– C/FST Report

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

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

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

What are your overall impressions of the Survey?

“Community Services Group welcomes feedback from clients as an opportunity for continuous improvement. However, it does seem that individuals may misunderstand questions at times.”

“Overall, we have found that the survey results to have been helpful. The survey results have assisted the clinic team to gain better insight into the specific needs of the communities we serve and where we may improve to better meet those needs.”

Did you find the survey results helpful?

“Yes, in that they can be utilized with our internal quality assurance and survey results to inform our quality improvement activities.”

“The survey results are generally helpful, as supplement to our internal patient satisfaction survey, to help identify areas for our improvement – particularly related to advocacy, recovery and resiliency.”

Were there trends identified that you were not aware of?

“Yes, the response to the question, “Are you given a chance to make treatment decisions,” was surprising as OP staff are consistently targeting services toward goals identified by the individual. The other areas below benchmark regarding WRAP and MHAD were less surprising. We complete individualized safety/de-escalation plans for each individual in service and review these at a minimum at each treatment plan review. We also ask each individual in service if they have a MHAD.”

“We were not aware of the low level of understanding / education regarding the MHAD; particularly as we have information available at the clinic for consumers.”

Does the survey reflect existing performance improvement areas?

“We consistently strive to ensure individuals are feeling that they are engaged in making treatment decisions and this is part of our internal survey process as well.”

“The survey results have assisted to identify that remedial staff education regarding the WRAP and MHAD is appropriate at this time; as well as need to adjust our internal procedures to ensure these two topics are reviewed at time of assessment and initial treatment plan, but also at time of re-assessment or treatment plan update. “

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

“Practice Manager will review with staff the availability of WRAP services through (Provider’s) Peer Support Services and encourage discussion of WRAP with individuals as appropriate. (Provider) Lycoming/Clinton leadership will discuss ways to increase education about and access to WRAP and MHAD services.”

“Remedial education to the WRAP and MHAD, and the usefulness to those we serve, for clinicians.”

“Clinician change in practice: to visit/revisit benefit of WRAP and MHAD with their clients during such opportunities as intake, treatment planning and update/review sessions to increase awareness, allow for information exchange, or be of assistance in event one should change their mind and want to create a WRAP or MHAD.”

“Decision support center to provide abbreviated educational material/flyer for posting, insert, or lobby literature to build awareness to WRAP and MHAD for those visiting the clinic”

Other Provider Comments:

“None”

“Thank you for this opportunity to improve the quality of our service and to better meet the needs of those we serve.”

Previous Quarter Comment – Repeated for Information Purposes:

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

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

MCO Responses

Community Care Behavioral Health's Response to C/FST 1st Quarter (July-September 2018) Report

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

No response was due.

Technical Notes

Technical Notes

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

The Center for Behavioral Health Data Research, Inc. has been contracted by Lycoming-Clinton Joinder Board HealthChoices to conduct 540 surveys between July 1, 2018 and June 30, 2019. This represents approximately 2.8% of the Lycoming-Clinton Joinder Board HealthChoices membership and approximately 7.1% of individuals receiving behavioral health services.

B. Focus

The survey activity includes 415 Lycoming and 125 Clinton C/FST surveys. The sub-targets by member category include 371 adult, 54 youth, and 115 families with individual sub-targets for each of those categories for each county. Additionally, CBHDR will achieve a representative sampling of all service levels, age groupings, gender, zip code and providers.

C. C/FST Survey Process

The survey instruments were developed under the guidance and direction of LCJB and the **Lycoming-Clinton C/FST Program Manager** consistent with the requirements and guidelines of *DPW's Appendix L*. The CBHDR has also worked with LCJB to develop a Lycoming-Clinton C/FST Advisory Committee comprised of individuals representing CCBHO adult, parent/family, and youth membership, staff members of LCJB, CCBHO, and The Center for Behavioral Health Data Research, Inc.

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

Surveys were completed via two methods. The first method involved surveyors making visits to service area providers to conduct surveys with any CCBHO members who happened to be at the provider during that time and who wished to participate in the survey. The second method involved calling CCBHO members and offering to do face-to-face or phone surveys with them.

The interview questions are designed to determine member satisfaction and perceptions of CCBHO (the MCO), provider access, treatment experiences, recovery-oriented practices and outcomes. Care has been taken to ensure that collection and analysis is standardized, accurate and provides formative reliable data on critical system indicators that can be used to drive change and improvement.

Many of the questions incorporate the Recovery Oriented System Indicators (ROSI), including those under: *Validated Personhood, Person Centered Decision Making & Choice, Self-Care, Wellness & Meaning, Rights & Informed Consent, and Treatment Options* as these primarily relate to the managed care organization and provider practices. ROSI questions that address community support and infrastructure including those under: *Community Integration, Social Relationships, Basic Life Resources, and Peer Support & Self-Help*. The C/FST also added questions from the Comprehensive, Continuous, and Integrated System of Care (CCISC) model.

The member responses and results of the survey process are shared with the MCO and providers on a quarterly basis with each provider receiving its own specific member responses (in the aggregate) in addition to the overall report. The C/FST information is to become part of operational and clinical processes, assist in decision-making, and help drive performance and quality. A key to this outcome is MCO and provider acknowledgement of, and response to, the process.

D. Survey Methodology Population/Sampling

The overall sample size of 540 represents approximately 7.1% of CCBHO's Lycoming-Clinton Counties behavioral health membership and yields a 95% confidence level with a plus/minus 4.6% margin of error when divided by the membership in Lycoming and Clinton counties. The overall target sample of 540 is then divided by a specific provider's percent of CCBHO's membership to arrive at a target sample size for each individual provider. This is defined as a proportional-stratified sample for each provider.

A comprehensive analysis was also conducted of CCBHO's membership/behavioral health service recipients in order to ensure completed surveys encompassed a representative sampling within specific service levels and age groups. The survey population consists of CCBHO members for whom claims were received through May 2017. The sample was stratified by age, service level, zip code and provider. Service levels for adults included inpatient, outpatient, partial hospitalization, mobile mental health treatment, case management services, and substance abuse services. Service levels for youth included residential services; behavioral health rehabilitation services (BHRS), inpatient, partial hospitalization, outpatient services, and case management.

Some members receiving mental health services are contacted using a call list provided by LCJB while other members are offered the opportunity for a face to face interview at a provider site.

E. Data Analysis and Reporting

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

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

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

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

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

Below 70% - **Requires Action**

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

- 1. Quarter-to-Quarter Analysis:** It is difficult to draw any conclusions from a single quarter which represents a "snapshot" in time. Thus, a quarter-to-quarter comparison was added so that member responses can be tracked over time.
- 2. Face-to-Face Variations:** The collected data can be sorted and analyzed by source of interview including that collected by telephone compared to that data collected in face-to-face interview. These summaries are provided along with the general report, if requested.

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

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

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

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

F. Limitations

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

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

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

G. C/FST Program Member Assistance & Reporting

1. Monthly Status & Problem Resolution

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

2. Member Request for Assistance

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

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

Anonymous Member Concern(s)

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

Critical Incident Reporting

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

H. Confidentiality, Consent and Protection of Participant Information

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

Potential participants are assured of the confidentiality of their opinions.

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

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

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

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

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

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

	Start page	End page
1 Youth Type of Survey Q4	82	82
2 Youth County Q5	82	82
3 Youth Zip Code Q6	82	82
4 Youth Zip Code Literals Q6A	82	82
5 Youth Gender Q7	83	83
6 Youth Age Q8	83	83
7 Youth Race Q9	83	83
8 Youth Race Literals Q9A	83	83
9 Youth Primary Service Q10	84	84
10 Youth First Diagnosed Q11	84	84
11 Community Care authorized the right services for you...Q12A	85	85
12 Do you think Community Care authorized enough time to meet...Q12B	85	85
13 Do you know you can call them if you have any questions Q12C	86	86
14 I have called Community Care member service...Q12D	86	86
15 I know how to file a complaint with Community Care....Q12E	87	87
16 Youth Satisfaction With Community Care Literals Q12F	87	87
17 Youth Provider Q13	88	88
18 Youth Provider Literals Q13A	88	88
19 Youth Provider Service Q14	89	89
20 Youth Provider Service Literals Q14A	89	89
21 Did you choose to go to this provider Q16	90	90
22 We meet at places that are easy for me to get to Q17A	91	91
23 We meet at times that are convenient to me Q17B	91	91
24 I have been given clear information on who to contact if I need immediate help between appointments Q17C	92	92
25 Youth Access to Services Literals Q17D	92	92
26 I understand why I am receiving services Q18A	92	92
27 I believe the staff listens to me Q18B	93	93
28 I feel free to express my opinions Q18C	93	93
29 I get the right amount of help Q18D	93	93
30 I feel I am benefiting from treatment Q18E	94	94
31 Staff helped me develop my treatment goals Q18F	94	94
32 I believe my treatment plan is easy to understand Q18G	94	94
33 My provider has talked with me about community supports....Q18H	95	95
34 Youth Treatment Experiences Literals 18I	95	95
35 Staff focus on what I do well Q19A	96	96
36 Staff helped me be successful in meeting treatment goals Q19B	96	96
37 Youth Recovery Oriented Practices Literals Q19C	96	96
38 I handle day to day problems better Q20A	97	97
39 I manage my strong feelings, like anger, better Q20B	97	97
40 I don't get in trouble as often as I did before treatment Q20C	97	97
41 I think good things are going to happen more often to me Q20D	98	98
42 I feel good more often than before I participated in treatment Q20E	98	98
43 I feel like treatment is working because I am able to apply...Q20F	98	98
44 Youth Outcomes Literals Q20G	99	99
45 Youth Additional Compliments or Concerns Q21	99	99
46 Youth Knowledge of Provider's Complaint/Grievance Q22	99	99
47 Youth Satisfaction With Provider Complaint Outcome Q23	100	100
48 Do you know how to file a grievance against your provider...Q24	100	100
49 If you filed a grievance, were you pleased with the outcome Q25	101	101
50 Youth Provider Issues or Problems Q26	101	101
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