

CHARACTERISTICS OF ADULT RESPONDENTS

Gender:	Male	39%
	Female	61%
Age:	21 - 24	3%
	25 - 34	28%
	35 - 44	20%
	45 - 54	19%
	55 - 64	25%
Race:	65 & Over	4%
	White/Caucasian	91%
	Black/African American	4%
Services	Other	5%
	Mental Health	57%
	Drug & Alcohol	16%
	Mental Health and Drug & Alcohol	27%

CHARACTERISTICS OF PARENT/FAMILY RESPONDENTS

Gender:	Male	0%
	Female	100%
M. Age:	5 or under	19%
	6 - 8	42%
	9 - 13	36%
	14 & Over	3%
Race:	White/Caucasian	97%
	Bi-Racial	3%
	Hispanic/American	0%
	Other	0%
Services	Mental Health	100%

CHARACTERISTICS OF YOUTH RESPONDENTS

Gender:	Male	54%
	Female	46%
Age:	14 - 15	23%
	16-17	54%
	18-20	23%
	20 & Over	0%
Race:	White/Caucasian	85%
	Black/African American	15%
	Bi-racial	0%
Services	Mental Health	92%
	Drug & Alcohol	0%
	Mental Health and Drug & Alcohol	8%

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Blair County Recipients Rate Their Behavioral Health Services

July-September 2015 Consumer and Family
 Satisfaction and Outcomes Survey Findings

October 2015

BACKGROUND

The Office of Mental Health and Substance Abuse Services (OMHSAS) of the Pennsylvania Department of Welfare requires counties to assess member satisfaction with, and outcomes of, publicly funded behavioral health services provided through participating providers of the Community Behavioral Healthcare Network of Pennsylvania. A total of 134 adults, adolescents and parent/family caregivers participated in the survey process during July to September 2015.

RATING TREATMENT SUCCESS

Adolescents between 14 and 20 years of age were asked how they had improved as a direct result of the behavioral health services they received. Percentages below represent those respondents who “strongly agreed” or “agreed” with the following statements: They were also asked their opinion regarding the treatment they received from their provider. N=12

92%	I was able to get the help I needed.
92%	I can count on provider to be there when I need them.
92%	I am asked what I think I need to work on.
100%	I believe my treatment plan is easy to understand.
100%	I get the right amount of help, not too much or too little.
77%	I apply what I learn at home and school.
69%	I was helped to create a plan to avoid going into crisis.
77%	I am aware of community support groups and hotlines.
85%	Know someone who shares my experiences & supports me.
77%	Provider teaches me on how to stay healthy after treatment.
62%	Provider helps prepare me for adulthood.
77%	I make better choices.
52%	I am able to apply what I learn in public places
85%	I feel better.
15%	I feel treatment team is blaming me when setbacks occur. (<10%)

RATING SATISFACTION WITH SERVICES

Adult and parent/family caregivers were asked to rate their overall satisfaction with the behavioral health services they received for themselves or their child. Percentages below represent those respondents who “strongly agreed” or “agreed” with the following statements. The questions covered the member’s perception of treatment, outcomes, treatment by the provider and staff of Community Care Behavioral Healthcare. The parent/family caregivers interviewed responded on behalf of their child under 14 years of age. The table below shows survey findings, where percentages represent respondents who “strongly agreed” or “agreed” with each item, using a 5– point scale.

ADULT SATISFACTION WITH SERVICES	AGREE	PARENT/FAMILY SATISFACTION WITH SERVICES	AGREE
	N = 91		N= 31
I was made aware of different providers and given a choice	75%	We were made aware of and given provider choice for service.	81%
I was made aware of different services and given a choice.	71%	We were made aware of and given a choice of different services.	87%
I was able to get help within an acceptable amount of time.	93%	Able to get help needed within an acceptable amount of time.	84%
I was able to get the help I need easily.	92%	I feel like I was able to get the help I needed easily.	81%
Provider sought my input on goals to achieve a happy life.	90%	I can count on my treatment provider to be there when I needed.	87%
Provider is teaching me skills that are helpful to me.	86%	I was actively involved in developing my child’s treatment goals.	94%
Provider acknowledges/rewards me for even small steps toward my goals.	85%	I believe my child’s treatment plan is easy to understand.	97%
My family gets educated and/or supports they need to be helpful to me.	58%	I believe my child’s treatment plan is easy to put into action.	87%
Provider helped develop a crisis prevention plan.	58%	My child is receiving all the services he/she needs.	81%
Provider helps me connect/reconnect to community & natural supports.	65%	Child is able to apply treatment experiences at home, school, etc.	74%
Providers encouraged me to use consumer-run programs.	75%	Feel provider blames me for treatment setbacks. (<10% target)	23%
Provider encouraged me to develop a Wellness Action Recovery Plan	37%	Aware of where to go or call in community for support.	68%
Provider recommended I do a Mental Health Advance Directive.	26%	Provider acknowledges even small steps toward child’s goals.	77%
Staff believes I can grow, change and recover.	92%	Provider talks to me/child on how to stay well after treatment.	74%
Provider led me to be more dependent, not independent. (<10% Target)	4%	I know someone else who shares my experiences and supports me	84%
Provider helped me get or keep employment.	35%	My child deals more effectively with daily problems.	68%
I deal more effectively with daily problems.	76%	M child’s behavioral health is improving.	78%
I feel more hopeful about the future.	81%	My child’s social skills are improving.	71%
I believe I am recovering.	73%	If I interacted with Community Care it was helpful.	87%
I feel that treatment is working.	92%	Have you ever wanted to file a grievance with CCBHO but didn’t?	3%