

Blair HealthChoices Behavioral Health
81 Holliday Hills Drive
Hollidaysburg PA 16648

Blair HealthChoices Behavioral Health System

4th Quarter/Annual Report 2024

Consumer and Family (C/FST) Satisfaction & Outcomes: Survey Findings

Detailed Report of Survey Findings

January 2025

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.

Above 90% Benchmark - **Meets Expectations**

Between 85%-89% - **Satisfactory**

Below 85% - **Requires Action**

No chart information - **No Data this Quarter**

(Reference chart below)

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 85% benchmark. Please utilize the enclosed provider response template.

***Please note that no written response is required until 4th Quarter.**

Counts Break % Respondents	2021 YTD Total	What quarter is it?				
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr Jul.- -Sept.	4th Qtr Oct.--Dec.	
Neutral responses reduce total	93	93	-	-	-	
I feel like I was able to get the help I needed within an acceptable amount of time.						
Strongly Agree/Agree	89 95.7%	89 95.7%	- -	- -	- -	
Strongly Disagree/Disagree	4 4.3%	4 4.3%	- -	- -	- -	

95.7% of target rate Y-T-D

Meets Expectations

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

Introduction

The **Blair County 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 April for the January-March period and ending with a 4th Quarter produced in January 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 Provider Comment Section 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 (5) individuals interviewed.

The 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.

The Technical Notes section addresses target sample size, survey/interview processes, data analysis and reporting, benchmarking, and data limitations.

Adult Survey Findings

Blair County C/FST –4th Quarter/Annual (October – December) 2024

This 4th Quarter Blair County C/FST Report covers the period between October and December 2024 and provides detail on the 106 adults, 21 family and 19 youths (146 total) interviews that were completed for the 4th Quarter and the 388 adults, 102 family and 74 youth interviews (564) for calendar year 2024.

Adult Survey Process & Findings

Survey Results & Variations on Sample Characteristics

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

4th Quarter 2024 Adult Sample Characteristics versus 3rd Quarter 2024 Comparison:

1. Lower percentage of face-to-face – 24% (25 of 106) versus 61% (57 of 93).
2. Lower percentage of female respondents –53% (56 of 106) versus 65% (60 of 93).
3. Lower percentage of members between ages 35-54 - 50% (53 of 106) versus 57% (53 of 93).
4. Higher percentage MH services only –69% (73 of 106) versus 47% (44 of 93)
5. Higher mix of MH outpatient – 29% (31 of 106, excludes medication mgt) versus 24% (22 of 93).

The following are C/FST Findings and Recommendations based on the 106 adult surveys completed during the 4th Quarter of Calendar Year 2024 for the period from October to December 2024.

Note: *Treatment Experiences* and *Provider Recovery Orientation* have been combined, revised, and expanded into a new set of questions – *Recovery Oriented Treatment Experiences* (Questions Q26a to Q26e).

Findings Overview

1. Just 27% (29 of 106) adults interviewed reported they “*reviewed their insurance benefits and treatment options through Community Care*” during the 4th Quarter of 2024. This indicator is 28% year-to-date for calendar year 2024 compared to 32% for calendar year 2023.
2. 100% (10 of 10, excluding 96 n/a) of adult members interviewed during the 4th Quarter agreed that if they contacted Community Care in the previous 12 months, they “*were satisfied with the level of dignity and respect the staff conveyed.*” This indicator is 90% year-to-date for calendar year 2024 compared to 96% for calendar year 2023.
3. 36% (38 of 106) of interviewed adults were aware of the complaint or grievance through Community Care. This indicator is 33% year-to-date for calendar year 2024 compared to 52% for calendar year 2023. Note: The C/FST surveyor provides the member with contact information.
4. All three (3) indicators regarding **Access** to provider treatment continue to be good. 84%-99% of surveyed adults agreed with “*I get the right amount of help,*” and “*they were able to receive help in an acceptable amount of time,*” and “*(no) barriers prevented them from getting behavioral health care needs met.*”
5. This quarter, four of five satisfaction indicators under the combined, revised and expanded **Recovery Oriented Treatment Experiences** section were in the 94% to 97% range. These included “*My provider asked me questions about my physical health,*” “*I agree that the interventions offered me on my treatment plan are a good fit for me,*” “*My provider treated me with dignity and respect,*” and “*(I) as given a chance to make treatment decisions.*” The indicator “*My provider talks to me about my plan after treatment,*” decreased to 71% (75 of 106) during the 4th Quarter of 2024 down from a high of 80% in the 2nd Quarter of 2024.

6. The adult responses to **Treatment Outcomes** were 87% (92 of 106) during the 4th Quarter of 2024. Adult respondents agreed they *“feel a little to much better”* regarding the effect treatment has had on their overall quality of life. Only 4% (4 of 106) reported any issues or problems with their provider during the 4th Quarter of 2024.

7. Of the 3% (3 of 93) of adults surveyed in the 3rd quarter 2024 that indicated they had issues or problems with their provider. 50% (2 of 4) of the problems centered around poor communication. 50% (1 of those 2) reported being able to resolve the issues or problems with the provider. (See Page 25 for member literal comments regarding reasons).

Recommendations Overview

1. Just 27% (29 of 106) of interviewed adults indicated they had reviewed their insurance benefits and treatment options (available) through Community Care. This indicator has been historically low and is 28% year-to-date for calendar year 2024 and only 32% for calendar year 2023.

2. Adult survey question Q25 asks *“Are there any barriers that prevent you from getting your behavioral health needs met?”* 16% (17 of 106) answered “yes” and member literals regarding those barriers can be found on Page 22.

24% representing 8 of the 34 adults that provided comment reported having transportation problems as a barrier to treatment and 9% representing 3 of the 34 indicated that being homeless was a factor.

3. An overall summary question (Q32) asks *“Please share any additional compliments or concerns.”* 39% (41 of 106) adults interviewed answered “yes” and those literal responses are on Page 25.

Adult – Member Request for Assistance

Upon completing the survey, 0% (0 of 4, excluding 102 n/a) adult members surveyed expressed interest in having a provider or MCO concern or issue they shared during the interview referred for immediate handling by Blair HealthChoices. This represented 100% (4 of 4) of adults interviewed, which indicated issues or problems with a provider in Q29.

Quality Audits

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

During the 4th Quarter, 25 adult quality audits were performed. Three members did not remember doing the survey. 95% (21 of 22) adults felt the length of the survey and number of questions were satisfactory. 100% (22 of 22) adults were satisfied with the survey process and 95% (21 of 22) adults felt ok or good about being contacted.

Member comments,

“The person (surveyor) who did my survey was wonderful and nice.”

“Anything (doing the survey) to better services.”

“She (surveyor) did really good.”

“She (surveyor) is very sweet and well spoken.”

Demographics

*Question 5-Zip codes, please check your summary for a complete break out of your zip codes in your area.

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	388	96	93	93	106
Q6-What type of survey is it?					
Telephone	166 42.8%	25 26.0%	24 25.8%	36 38.7%	81 76.4%
Face to Face	222 57.2%	71 74.0%	69 74.2%	57 61.3%	25 23.6%

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	388	96	93	93	106
Q7-What is your gender?					
Male	197 50.8%	54 56.3%	61 65.6%	32 34.4%	50 47.2%
Female	190 49.0%	42 43.8%	32 34.4%	60 64.5%	56 52.8%
Does not identify with either gender	1 0.3%	-	-	1 1.1%	-
Refused to answer	-	-	-	-	-

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	388	96	93	93	106
Q8-How old are you?					
21--24 years	13 3.4%	1 1.0%	3 3.2%	6 6.5%	3 2.8%
25--34 years	94 24.2%	28 29.2%	13 14.0%	23 24.7%	30 28.3%
35--44 years	155 39.9%	32 33.3%	38 40.9%	45 48.4%	40 37.7%
45--54 years	85 21.9%	28 29.2%	35 37.6%	9 9.7%	13 12.3%
55--64 years	34 8.8%	7 7.3%	3 3.2%	10 10.8%	14 13.2%
65 and over	7 1.8%	-	1 1.1%	-	6 5.7%

Demographics

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	388	96	93	93	106
Q9-What do you consider your race to be?					
Caucasian	355 91.5%	81 84.4%	85 91.4%	91 97.8%	98 92.5%
African American	26 6.7%	11 11.5%	7 7.5%	1 1.1%	7 6.6%
Hispanic American	1 0.3%	1 1.0%	-	-	-
American Indian/ Alaskan Native	-	-	-	-	-
Asian American	-	-	-	-	-
Bi-racial	5 1.3%	3 3.1%	1 1.1%	-	1 0.9%
Other	1 0.3%	-	-	1 1.1%	-

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	388	96	93	93	106
Q10-Are you receiving services primary for:					
Mental Health	180 46.4%	39 40.6%	24 25.8%	44 47.3%	73 68.9%
Drug and Alcohol	188 48.5%	57 59.4%	67 72.0%	39 41.9%	25 23.6%
Both Mental Health and Drug and Alcohol	20 5.2%	-	2 2.2%	10 10.8%	8 7.5%

Adult Satisfaction with Community Care Analysis

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
NA responses reduce total	388	96	93	93	106
Q11-Community Care is your insurance for mental health and substance use services, have you reviewed your insurance benefits and treatment options through Community Care (CCBH)?					
Yes	108 27.8%	27 28.1%	21 22.6%	31 33.3%	29 27.4%
No	280 72.2%	69 71.9%	72 77.4%	62 66.7%	77 72.6%

Adult Satisfaction with Community Care Analysis

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	388	96	93	93	106
Q12-Do you know how to contact Community Care's member services if you have questions? (If no, offer them a card.)					
Yes	150 38.7%	35 36.5%	33 35.5%	43 46.2%	39 36.8%
No	238 61.3%	61 63.5%	60 64.5%	50 53.8%	67 63.2%

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
NA responses reduce total	49	21	10	8	10
Q13-If you had contact with Community Care (CCBH) in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?					
Yes	44 89.8%	16 76.2%	10 100.0%	8 100.0%	10 100.0%
No	5 10.2%	5 23.8%	- -	- -	- -

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	388	96	93	93	106
Q14-Are you aware of the Complaint and Grievance process through Community Care (CCBH)?					
Yes	129 33.2%	28 29.2%	28 30.1%	35 37.6%	38 35.8%
No	259 66.8%	68 70.8%	65 69.9%	58 62.4%	68 64.2%

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
NA responses reduce total	4	3	-	1	-
Q15-If you filed a complaint or grievance within the last 12 months, were you satisfied with how it was handled?					
Yes	1 25.0%	- -	- -	1 100.0%	- -
No	3 75.0%	3 100.0%	- -	- -	- -

Adult Providers Level Analysis

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	388	96	93	93	106
Q16-What is the name of your treatment provider?					
Primary Health Network	19 4.9%	3 3.1%	- -	8 8.6%	8 7.5%
UPMC Behavioral Health of Alleghenies (HNA)	17 4.4%	8 8.3%	1 1.1%	3 3.2%	5 4.7%
Nulton Diagnostic	34 8.8%	7 7.3%	9 9.7%	4 4.3%	14 13.2%
(ACRP) Alternative Community Resource Program	37 9.5%	8 8.3%	1 1.1%	2 2.2%	26 24.5%
Cove Forge	77 19.8%	12 12.5%	34 36.6%	16 17.2%	15 14.2%
Discovery House	1 0.3%	- -	- -	- -	1 0.9%
Dolminis	1 0.3%	1 1.0%	- -	- -	- -
Impact Counseling	1 0.3%	1 1.0%	- -	- -	- -
LaRocco Counseling	12 3.1%	1 1.0%	3 3.2%	6 6.5%	2 1.9%
Blair Family Solutions	44 11.3%	8 8.3%	5 5.4%	22 23.7%	9 8.5%
Pyramid HealthCare	104 26.8%	43 44.8%	29 31.2%	22 23.7%	10 9.4%
Cen-Clear Services	7 1.8%	- -	- -	1 1.1%	6 5.7%
Caring HealthCare Network	3 0.8%	- -	- -	- -	3 2.8%
Family Behavioral Resources (FBR)	2 0.5%	2 2.1%	- -	- -	- -
Path	3 0.8%	- -	3 3.2%	- -	- -
Other	26 6.7%	2 2.1%	8 8.6%	9 9.7%	7 6.6%

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	388	96	93	93	106
Q17-How did you hear about this provider?					
Community Care (CCBH)	3 0.8%	- -	- -	1 1.1%	2 1.9%
Referred by another provider	156 40.2%	33 34.4%	31 33.3%	42 45.2%	50 47.2%
Internet search	31 8.0%	6 6.3%	5 5.4%	5 5.4%	15 14.2%
Advertisement	2 0.5%	- -	- -	- -	2 1.9%
Word of mouth	162 41.8%	48 50.0%	40 43.0%	40 43.0%	34 32.1%
other	34 8.8%	9 9.4%	17 18.3%	5 5.4%	3 2.8%

Adult Providers Level Analysis

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
N/A responses reduce total	388	96	93	93	106
Q18-What services are you currently receiving or have you received from this provider?					
MH BCM (Blended Case Management)	26 6.7%	5 5.2%	1 1.1%	7 7.5%	13 12.3%
MH Outpatient therapy	83 21.4%	17 17.7%	13 14.0%	22 23.7%	31 29.2%
D&A Partial Hospitalization	33 8.5%	8 8.3%	10 10.8%	7 7.5%	8 7.5%
Peer Support Services	1 0.3%	- -	- -	1 1.1%	- -
D&A Outpatient therapy	4 1.0%	1 1.0%	1 1.1%	1 1.1%	1 0.9%
Halfway House	13 3.4%	3 3.1%	6 6.5%	4 4.3%	- -
D&A Intensive Outpatient	15 3.9%	4 4.2%	3 3.2%	6 6.5%	2 1.9%
IP/D&A Rehabilitation	81 20.9%	21 21.9%	30 32.3%	18 19.4%	12 11.3%
D&A Detox	33 8.5%	14 14.6%	12 12.9%	4 4.3%	3 2.8%
Suboxone Maintenance	13 3.4%	5 5.2%	6 6.5%	2 2.2%	- -
Methadone Maintenance	2 0.5%	1 1.0%	- -	- -	1 0.9%
Medication Management	83 21.4%	16 16.7%	11 11.8%	21 22.6%	35 33.0%
Other	1 0.3%	1 1.0%	- -	- -	- -

Adult Providers Level Analysis

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	388	96	93	93	106
Q19-How long have you been receiving services from (provider)?					
Less than 6 months	203 52.3%	62 64.6%	64 68.8%	52 55.9%	25 23.6%
6 months to 1 year	40 10.3%	9 9.4%	4 4.3%	6 6.5%	21 19.8%
1 to 2 years	44 11.3%	13 13.5%	6 6.5%	11 11.8%	14 13.2%
2 to 4 years	34 8.8%	5 5.2%	2 2.2%	9 9.7%	18 17.0%
4 + years	65 16.8%	7 7.3%	17 18.3%	15 16.1%	26 24.5%
Completed	2 0.5%	- -	- -	- -	2 1.9%

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	388	96	93	93	106
Q20-My provider made me aware of the treatment services available to best meet my needs.					
Yes	352 90.7%	86 89.6%	75 80.6%	88 94.6%	103 97.2%
No	36 9.3%	10 10.4%	18 19.4%	5 5.4%	3 2.8%

90.7% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
NA responses reduce total	386	95	93	93	105
Q21-I was made aware of the providers available for the treatment services that best meet my needs.					
Yes	331 85.8%	82 86.3%	71 76.3%	82 88.2%	96 91.4%
No	55 14.2%	13 13.7%	22 23.7%	11 11.8%	9 8.6%

85.8% of target rate Y-T-D

Satisfactory

Adult Providers Level Analysis

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	388	96	93	93	106
Q22-In the last twelve months, were you able to get the help you needed? (State question)					
Yes	327 84.3%	78 81.3%	78 83.9%	82 88.2%	89 84.0%
No	14 3.6%	7 7.3%	1 1.1%	5 5.4%	1 0.9%
Sometimes	47 12.1%	11 11.5%	14 15.1%	6 6.5%	16 15.1%

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	388	96	93	93	106
Q23-How long did you have to wait for services?					
Less than a week	244 62.9%	62 64.6%	67 72.0%	62 66.7%	53 50.0%
7-14 days	74 19.1%	18 18.8%	17 18.3%	14 15.1%	25 23.6%
14-30 days	47 12.1%	9 9.4%	6 6.5%	12 12.9%	20 18.9%
Longer than 30 days	23 5.9%	7 7.3%	3 3.2%	5 5.4%	8 7.5%

Adult Access to Services

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
NA responses reduce total	388	96	93	93	106
Q24A-I feel like I was able to get the help I needed within an acceptable amount of time.					
Yes	367 94.6%	91 94.8%	82 88.2%	89 95.7%	105 99.1%
No	21 5.4%	5 5.2%	11 11.8%	4 4.3%	1 0.9%

94.6% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	388	96	93	93	106
Q24B- I get the right amount of help.					
Yes	361 93.0%	91 94.8%	81 87.1%	85 91.4%	104 98.1%
No	27 7.0%	5 5.2%	12 12.9%	8 8.6%	2 1.9%

93.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
N/A responses reduce total	388	96	93	93	106
Q25-Are there any barriers that prevent you from getting your behavioral health needs met?					
Yes	46 11.9%	6 6.3%	16 17.2%	7 7.5%	17 16.0%
No	342 88.1%	90 93.8%	77 82.8%	86 92.5%	89 84.0%

Adult Recovery Oriented Treatment Experiences

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul--S...	4th Qtr Oct--Dec
Base	388	96	93	93	106
Q26A-The interventions offered to me on my treatment plan are a good fit for me.					
Strongly Agree/Agree	364 93.8%	92 95.8%	83 89.2%	86 92.5%	103 97.2%
Strongly Disagree/Disagree	19 4.9%	4 4.2%	9 9.7%	6 6.5%	- -
Neutral	5 1.3%	- -	1 1.1%	1 1.1%	3 2.8%

93.8% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	388	96	93	93	106
Q26B-My provider asked questions about my physical health.					
Strongly Agree/Agree	334 86.1%	78 81.3%	78 83.9%	78 83.9%	100 94.3%
Strongly Disagree/Disagree	48 12.4%	15 15.6%	15 16.1%	13 14.0%	5 4.7%
Neutral	6 1.5%	3 3.1%	- -	2 2.2%	1 0.9%

86.1% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	388	96	93	93	106
Q26C-My provider treated me with dignity and respect.					
Strongly Agree/Agree	367 94.6%	92 95.8%	84 90.3%	85 91.4%	106 100.0%
Strongly Disagree/Disagree	9 2.3%	4 4.2%	2 2.2%	3 3.2%	- -
Neutral	12 3.1%	- -	7 7.5%	5 5.4%	- -

94.6% of target rate Y-T-D

Meets Expectations

Adult Recovery Oriented Treatment Experiences

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	388	96	93	93	106
Q26D-My provider talks to me about my plan for after treatment.					
Strongly Agree/Agree	283 72.9%	66 68.8%	74 79.6%	68 73.1%	75 70.8%
Strongly Disagree/Disagree	84 21.6%	24 25.0%	18 19.4%	18 19.4%	24 22.6%
Neutral	21 5.4%	6 6.3%	1 1.1%	7 7.5%	7 6.6%

72.9% of target rate Y-T-D

Action Required

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	388	96	93	93	106
Q27-Were you given the chance to make treatment decisions? (State quetion)					
Yes	357 92.0%	86 89.6%	82 88.2%	88 94.6%	101 95.3%
No	5 1.3%	1 1.0%	3 3.2%	1 1.1%	- -
Sometimes	26 6.7%	9 9.4%	8 8.6%	4 4.3%	5 4.7%

Adult Outcomes

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	388	96	93	93	106
Q28-What effect has the treatment you've received had on the overall quality of your life? (State question)					
Much better	228 58.8%	53 55.2%	60 64.5%	49 52.7%	66 62.3%
A little better	110 28.4%	29 30.2%	25 26.9%	30 32.3%	26 24.5%
About the same	46 11.9%	14 14.6%	7 7.5%	13 14.0%	12 11.3%
A little worse	3 0.8%	-	-	1 1.1%	2 1.9%
Much worse	1 0.3%	-	1 1.1%	-	-

Adult Provider Issues

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	388	96	93	93	106
Q29-Have you had any issues or problems with (provider)?					
Yes	15 3.9%	3 3.1%	6 6.5%	3 3.2%	3 2.8%
No	373 96.1%	93 96.9%	87 93.5%	90 96.8%	103 97.2%

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
NA reponses reduce total	14	3	5	3	3
Q30-If yes, what were the issues or problems with services from (provider)?					
Lack of treatment planning and coordination	-	-	-	-	-
Poor Communication	8 57.1%	3 100.0%	4 80.0%	1 33.3%	-
Frequent Staff Changes	1 7.1%	-	-	-	1 33.3%
Frequent provider cancellations	-	-	-	-	-
Services not provided when I needed them	-	-	-	-	-
Other	5 35.7%	-	1 20.0%	2 66.7%	2 66.7%

Adult Provider Issues

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
NA responses reduce total	14	3	5	3	3
Q31-If yes, were you able to resolve these issues or problems with (provider)?					
Yes	4 28.6%	2 66.7%	1 20.0%	- -	1 33.3%
No	10 71.4%	1 33.3%	4 80.0%	3 100.0%	2 66.7%

Q32 Please share any additional compliments or concerns you have about the services you participate in with (provider)

This question can be found in the back with literal comments.

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
NA responses reduce total	10	2	5	3	-
Q33-If you shared problems about your provider or managed care company during this survey, are you interested in having your concerns addressed immediately by Blair HealthChoices?					
Yes	2 20.0%	- -	2 40.0%	- -	- -
No	8 80.0%	2 100.0%	3 60.0%	3 100.0%	- -

***Q33A-If you wish, I can forward your concerns directly to Blair HealthChoices, but I would need to include your name and information from the survey, which means your comments will no longer be anonymous. This may include discussing your specific concerns with your provider. If you do not wish to have this done all your answers will remain confidential. I encourage you to contact Blair HealthChoices yourself at any time to have your concerns addressed.**

Name release cannot be displayed due to HIPAA.

Adult Literal Comments

Q9A-What do you consider your race to be?

Q3- Native-American

Q16A-What is the name of your treatment provider?

Q1- Geisinger clinic

Q2- Clean Slate

Q2- Adara Healthcare

Q2- Alison Dunn-Davis

Q2- Alison Dunn-Davis

Q2- Alison Dunn-Davis

Q2- Abigail Peace

Q2- Sarah Krill

Q2- Sarah Krill

Q3- Kathy Hockenberry

Q3- Kris John

Q3- Oasis Lifecare

Q3- Adara Healthcare

Q3- Adara Healthcare

Q3- Adara Healthcare

Q3-Clean Slate

Q3- Adara Healthcare

Q3- Adara Healthcare

Q4- Adara

Q4- Change of Heart (Lawanda Barnett)

Q4- Oasis Lifecare

Jennifer Hartey

Q4- Caring Health Network.

Q4- Caring Health Network

Q4- Adara

Q17A-How did you hear about this provider?

Q1- Prior treatment, I was here before.

Q1- I started going with them before I got mentally ill.

Q1- I used to work here.

Q1- I used to work here.

Q1- I came here before.

Q1-I've been here before

Q2-I've been here before

Q2-I've been here before

Q2- I know about this provider because I live around here.

Q17A-How did you hear about this provider?

Q2- I followed her when she left another provider.

Q2- I live here so I know about them from being local, and I've been here before.

Q2- I followed my counselor here.

Q2- She is the only therapist who will take my insurance.

Q2- I've been here before.

Q2- I've been here before.

Q2- From being local.

Q2- I've been here before.

Q2- Parole sent me here.

Q2- From being local.

Q3- I called the back of my insurance card to see who I go to to for counseling.

Q3- I reached out in crisis.

Q3- It was through my insurance.

Q4- I think my mom got me involved when I was young.

Q4- It was through my insurance.

Q4- My oldest son is with them.

Q18A-What services are you currently receiving, or have you received from this provider?

Q1- Telepsychiatry

Q25A-Are there any barriers that prevent you from getting your behavioral health needs met? Literal comment

Q1- Their pharmacy would not fill my medicine. I have to ask them a ton of times for anything I need. It took two days for them to get me my medication and clean clothes. I had to sleep in my clothes until they got me new ones.

Q1- It's hard because they have us do so much in one day, we don't have time to do anything else.

Q1- Childcare

Q1- Just not wanting to do is all.

Q1- It has nothing to do with the techs or employees, other patients like to fight and argue. Because of that I don't like to ask for help.

Q1- Sometimes, some things take time.

Q2-I am homeless and I have to stay in my county.

Q2-They are not getting me mental health help. I need to be treated properly and talking to the doctor for 2 minutes is not going to help. I need to be properly diagnosed for my mental health.

Q2- There is a lot of fighting and drama here, makes it hard to get help around here.

Q2- Transportation is an issue for me.

Q2- I have an issue with changing counselors all the time.

Q2- It is hard to get transportation.

Q2- Sometimes I am out of town and they do not do treatment with me if I am out of state.

Q2- I need help for transportation to get there.

Q2- There are too many people here.

Q2- There are way too many people here and none of them care. The techs don't care what happens to anyone.

Q25A--Are there any barriers that prevent you from getting your behavioral health needs met? Literal comment

Q2- I am homeless, not working right now and they take it all for child support. It's kind of hard to do anything when you have no money and no place to live.

Q3- I am waiting to get on suboxone, I have not heard anything yet. I feel it should be done sooner.

Q3- Childcare issues.

Q3- My work schedule is interfering with my therapy and Blended Case Management appointments.

Q3- It is a little disorganized here.

Q3- My insurance was changed and I would like to go to a private counselor and not do IOP and share my business with a group of people. We should have the option to share what we want in groups.

Q3- I need to get approval to do or go anywhere and they don't answer right away and we could miss out on a job interview because of that.

Q4- Transportation issues

Q4- I can not find anywhere that offers dialectical behavior therapy.

Q4- I do not drive so I do most sessions telehealth.

Q4- Transportation is a problem sometimes.

Q4- The time availability.

Q4- Finding a babysitter.

Q4- Telephone problems every once in a while.

Q4- I am waiting on a psychiatrist.

Q4- Transportation issues.

Q4- Transportation is my issue.

Q4- Currently homeless so its hard to get behavioral health needs met.

Q26E--These statements are about Recovery Oriented Treatment Practices with (provider). Please indicate your level of agreement or disagreement with each statement.

Q1- I am supposed to talk to the counselor next week.

Q1- There is a lot of lack of care and concern. They are extremely rude and ignorant. I had covid and they treated me horribly.

Q1- No after treatment yet.

Q1- After treatment didn't come up yet.

Q1- Not yet but kind of.

Q1- He just asks how I am doing. I think I am always going to be in treatment

Q1- I think I am always going to be in treatment.

Q1- After treatment has not come up yet because I had to go to the hospital two times for a seizure. It pushes things back.

Q1- They do not do this. I still have a ways to go.

Q1- They do not really focus on this unless I bring it up.

Q1- Not yet.

Q1- They don't ask any questions about my physical health.

Q1-Not yet

Q1-Some techs are rude but overall they treat me with dignity and respect.

Q26E--These statements are about Recovery Oriented Treatment Practices with (provider). Please indicate your level of agreement or disagreement with each statement.

Q2-I am ready to go home because I have been here for 70 days. My counselor was going to sign my discharge but the clinical supervisors said no because I'm a repeater. This is the first time I've been in inpatient rehab, so that's a lie.

Q2-I tried to talk to my case manager about where I wanted to go when I am discharged and she flipped out on me telling me I wasn't going to get my completion certificate because I wasn't doing what she wanted me to do. I was only inquiring about a place to go to .

Q2-I need more mental health help.

Q2- My counselor is awesome, but the tech staff does not help.

Q2- I hate that everything we need to do to graduate or complete the program, has to be every little thing they make us do. Not everything works for everyone, and we shouldn't have to do everything.

Q2- I don't think that far ahead.

Q2- I dose in the morning and the tech got into an argument with me telling me I don't dose in the morning and was being very rude and told me he could have me kicked out a month ago. There was a glitch in the system not showing I get my dose in the morning, and he didn't even apologize when he found out I do dose in the morning.

Q2- I feel like I am not getting the services that I need. I keep getting in trouble for stupid stuff and I can't focus on my recovery.

Q2- After treatment did not come up yet.

Q2- There is no plan for after treatment right now.

Q2- We have not gotten that far yet.

Q2- They are not treating all of my conditions and I need more treatment. They are rude and say strange comments. We did not talk about an after treatment plan yet.

Q2- I still have the same ongoing problems.

Q2- No, she does not ask about my physical health and a plan for after treatment did not come up yet.

Q2- After treatment did not come up yet.

Q2- I feel like I am being rushed through everything, they are not actually listening to me. They want me to get through the program to get to the next money maker in a bed.

Q2- They label everyone and they think they all come from jail.

Q2- They treat you how they feel, if they are in a bad mood, they make it worse.

Q2- They don't ask questions about much, we pretty much do groups and other things, but they don't ask a lot of questions.

Q2- Not yet but we will be soon.

Q3- She doesn't really ask about my physical health.

Q3- After treatment did not come up yet.

Q3- They are trying to tell me they are short staffed and won't be able to release me in two weeks. How will they know if they will still be short staffed in two weeks and what does that have to do with me being discharged??

Q3- We are not there yet at all for after treatment.

Q3- It is a little too soon for after treatment.

Q3- We have not gotten that far yet.

Q3- We did not get to after treatment yet.

Q3- I am having issues with my legs swelling and no one is helping me figure out what is going on.

Q3- We are still working on a treatment plan.

Q26E--These statements are about Recovery Oriented Treatment Practices with (provider). Please indicate your level of agreement or disagreement with each statement.

Q3- I feel that some of the employees don't treat us with respect, they treat us like a number, and not a person.

Q3- They don't ask questions about my physical health.

Q3- I don't remember them asking me anything about my physical health.

Q3- I feel they should do more. The meetings are always the same and we barely go outside. Some of the employees treat me with respect and show they care, and others act like we are just a paycheck. No one talked to me about an after treatment plan yet.

Q3- The doctor did not listen and he talked about himself a lot. He did not help me with anything.

Q4- I still having problems.

Q4- After treatment did not come up yet.

Q4- They have never really brought up after treatment.

Q4- It is an on going thing.

Q4- I do not expect to be released.

Q4- They mainly focus on my medications.

Q4- My treatment is probably going to be on going for the rest of my life.

Q4- Did not come up yet for a after treatment plan.

Q4- We are not focused on any one thing.

Q4- They may have but I do not remember.

Q4- I was not here that long.

Q4- I do not feel like they are something I want to talk about. It is too soon to plan for after treatment. We are not getting real far.

Q4- After treatment did not come up yet.

Q4- They go by what they think is best for me.

Q4- Plan for after treatment has not come up yet.

Q4- Plan for after treatment did not come up yet.

Q4- They do not ask about my physical health. An after treatment plan did not come up yet.

Q4- After treatment has not come up yet.

Q4- Plan for after treatment did not come up yet.

Q4- After treatment did not come up yet.

Q4- Not there yet for a plan for after treatment.

Q4- We are not there yet for after treatment plan.

Q4- After treatment hasn't come up yet.

Q31A-If yes, were you able to resolve these issues or problems with (provider)

Q1- She will not have a normal quiet conversation with anyone. She puts us down and punishes everyone if one person does wrong.

Q2- I was told I could go home 27 days ago but I am still here. I can't leave because it's court ordered and I will go back to jail. Someone needs to help me get out of here.

Q2-I put in an on call slip and no one has talked to me yet.

Q2- They don't listen to the needs of the clients.

Q3- I have issues with poor communication and transportation, I didn't say anything because I feel nothing would get done.

Q3- My issues are lack of treatment planning, and coordination and poor communication. I did not resolve anything because I didn't say anything.

Q3- I missed too many appointments and was discharged.

Q4- It is a policy that probably will not change.

Q32-Please share any additional compliments or concerns you have about the services you participate in with (provider) Literal comment

Q1- I love this place!

Q1-They need to get more organized. They need to keep the meeting in the same place and they need to get it together.

Q1- They treat me really good here.

Q1- They are only here for a paycheck. The food is terrible and we get small portions.

Q1- They made a huge deal about me coming here if I didn't have an HIV test. But, in general the staff does care.

Q1- If I need something, I can just reach out to my therapist.

Q1- They give me space but they also question me to see if I'm ok.

Q1- They do a good job.

Q1- They need more passionate people who care more about us, not people here just for the paycheck.

Q1- They gave me a shot of insulin thinking I was someone else and my sugar dropped to 68. I had to sit in detox for another day because of that. They need to pay more attention to what they're doing.

Q1- It is way over populated here, we need a bigger space. I clean the bathroom and it's hard because there are 24 of us and there is always a line. Everyone gets in trouble for what other people do. They shouldn't punish everyone for one or two people getting in trouble.

Q1- We get in trouble for asking questions and the lead tech tells us she's tired, figure it out on our own, but we have to go through her for everything.

Q1- Don't kick people out for small stuff. Those people could die because they are homeless and have no where to go. We are all here to relearn things and it takes time to change.

Q1- I am very happy with my case manager and psychiatrist.

Q1- I am very happy with my case manager and psychiatrist.

Q1- We are able to analyze the topic within my treatment plan and help with my Tangents by helping me focus on my needs and the treatment plan.

Q1- The staff is very helpful, they are very nice.

Q1- I really enjoy working with them. They let me decide what course of action. I can take with my meds. I recommend this place to a lot of people.

Q1- I am very satisfied with the whole counseling staff. Everyone is very respectful.

Q1- The techs are very good, I get along with all of them, and they help us good as they can.

Q2-The counselors are really nice, they work with you really well. Some of the techs are awesome.

Q2-I am so grateful because it feels like they are really working with me.

Q32-Please share any additional compliments or concerns you have about the services you participate in with (provider) Literal comment

Q2-There are so many people here and not enough staff. The staff that is here need to be trained on how to treat other people. We are here to get help and a lot of them, mostly women, do nothing but yell at us and are rude.

Q2-My counselor has been phenomenal and techs are amazing. The overall atmosphere is good with the other consumers.

Q2- I am a diabetic and have an abscess on my leg, they are not helping with it. They took blood work and mess my arm up pretty bad, and it took them until the next day to get me an ice pack. I feel like they don't care to help.

Q2- Why don't they make a garden and have us tend to it while we are here, and use it in the kitchen or let us eat it as a snack, or sell it. We could use the money towards items to help consumers in here personally.

Q2- I am very, very happy with all of them.

Q2- I am really glad the receptionist is back. They bumped me to 2 weeks for no reason. The doctor told me it is the rules and regulations, that everyone is two weeks, but I know that is a lie.

Q2- This company is tenacious because of everyone leaving on no notice and they keep the company going with who they have.

Q2- It's great! They help you a lot here, most of them do. You can see who is here to really help and who is not.

Q2- They need to keep consumers in the know about their status and what they are going to be doing. This is day 30 for me and I am supposed to leave and go to a halfway house. I have no idea what is going on or when I am leaving.

Q2- The techs are really here to help, you can tell who wants to be here to help and who does not. The ones here for a paycheck need to realize they are hurting the consumers, not helping them!!

Q2- I accidentally took my phone to group two times because I just got done talking to my sponsor. Instead of talking to me about it, they immediately took my phone away from me. There was a glitch in the computer system and it showed that I did not take my medicine three times. I know I took them because I would get severely ill if I didn't. I got in trouble for that too and that was out of my control and in no way my fault.

Q2- I am on suboxone and I have an appointment the day I run out. If I don't have the correct count on the day of my appointment, I will get in trouble. I did talk to the tech and they know it's their fault, so I am not going to get in to trouble. The point is, it's all about accountability. They hold us accountable for every little thing we do so they need to be held accountable for not having my appointment on time!

Q2- They treated my mother poorly, but other wise, they were ok.

Q2- I am very happy with my therapist, she went above and beyond to help me.

Q2- They help me to be more productive in life.

Q2- She is absolutely amazing! I hope she never leaves!!

Q2- She is absolutely AMAZING!!

Q2- I need counseling to address my other mental health issues.

Q2- He really likes working with her.

Q2- I can't thank the staff and Cove Forge enough for everything they have done for me!

Q2- I feel most of them are only here for a pay check. They show it too. I strongly recommend the HOPE program here. I feel at peace when I am done doing that program. The HUMOR group is good also.

Q2- We had group the other day and the clients ran the group. We get nothing achieved that way. My counselor and case manager are great! They don't force people to go to group. Groups are being paid for so they make them mandatory.

Q2- Covid is going around and it's scary. They need to quarantine the people that have it and not let them go all over the place.

Q2- My counselor is great!

Q2- My counselor was amazing and I feel that makes a difference.

Q32-Please share any additional compliments or concerns you have about the services you participate in with (provider) Literal comment

Q2- It is a good program. The counselors are fabulous!

Q2- It is a great place so far.

Q3- She is awesome! Very caring and compassionate! She helps me think things through.

Q3- She really cares about me!

Q3- So far everything has been great!

Q3- I chose to come here and I've chosen this place in the past. I like it here, they are good with the programs.

Q3- My counselor is one of the best things that ever happened to me. She is so compassionate, understanding and helpful!

Q3- Communication between the front staff and the counselors could be better.

Q3- I told them my sugar was low and I needed to go to breakfast as soon as possible and they told me I had to wait. I ended up having a seizure because my sugar was low, it was 26!! They need to have special meals and snacks for diabetics and get their insulin to them when they need it.

Q3- This girl accused me of touching her butt and they allowed her to call the police. She is lying and I am getting charges pressed against me for a lie. She causes a lot of trouble and uses up resources that someone who needs them could be using them. She shares make-up and we are not allowed to do that.

Q3- I am not on drugs or alcohol and I should not be here. The hospital sent me here because I am homeless. This system is messed up because this is definitely not a place for someone who is not on drugs or alcohol.

Q3- Everyone here is great!

Q3- I like my experience here, it was a good experience. I would come back if I needed to.

Q3- They are very helpful.

Q3- Some people are here for severe mental health issues and they need more care than they are getting here. Two people were messing around sexually, and had their hands in each other's pants and the counselor didn't tell them to stop or do anything about it. She saw them doing it and didn't remove them either. She did tell someone after group, but she is supposed to stop it immediately. There is also a lot of fighting here.

Q3- The staff is really great!!

Q3- They need more smoke breaks here, the techs smoke all the time. Why can't we go and smoke with them when they go out to smoke. They vape in the building, so why can't we vape in the building.

Q3- My Blended Case Management is great! He has helped me out a lot, he is fabulous!!

Q3- I can't eat solid foods and they let me go a week with out my Glucerna. I am diabetic and I had to drink regular milk all week. They need to have a diabetic menu and not let patients go without things they need to live.

Q3- I work and my morning meds make me tired, I asked to have them switched to night time and they haven't changed them or helped me. We have meetings all day and no time to take any of the information in. We don't have time to take anything in.

Q3- There is no "house phone" we can use. We can't use their phone unless they are there and it's hard to look for a job or a place to live if you don't have a phone number to give them, to call you back.

Q3- We don't have meetings outside and the guys do. Nothing is how I was told it was going to be. We do the same meetings over and over. We should do more stuff outside. The guys also get to go swimming and they do nothing like that with the girls. We are not going to get better if they keep doing the same things over and over. This is not helping anyone, that is why most of us come back.

Q3- They are really great!

Q3- They are very good. They help me out a lot.

Q3- He did not listen to what I was telling him.

Q3- They are a really good group.

Q3- She's amazing and easy to talk to. She listens well.

Q4- The counselor and case manager work well together for me.

Q32-Please share any additional compliments or concerns you have about the services you participate in with (provider) Literal comment

Q4- I have money on my bank card but I have to have cash to buy anything.

Q4- I am very happy with them. They have been good to me. They allow me to make my own decisions.

Q4- I would highly advise people to come here. They are very nice and good people.

Q4- They have been fine, I like my counselor. She is straight to the point, and does not put up with any nonsense from anyone.

Q4- They are awesome and I like my doctor, he's very cool.

Q4- I really like my counselor. She is very good at what she does.

Q4- I like them and my counselor is very helpful and I appreciate their help. Their psychiatrist I used to see is worthless.

Q4- The doctor needs to watch how he speaks to people and what he says to them.

Q4- I highly recommend them.

Q4- I am pretty pleased with them.

Q4- The staff has been wonderful and the check in process is incredibly streamlined.

Q4- 10 out of 10 would recommend

Q4- They are great here.

Q4- The doctor is great, everyone is great.

Q4- They are good and I would recommend who I work with here.

Q4- I do not like going out in public areas due to my anxiety and I am tired when I get therapy.

Q4- On a scale of 1 to 10 for satisfaction, I would give them a 10.

Q4- The case manager in partial needs help, she manages 60 people all by herself. Everyone has been great though.

Q4- My case manager in inpatient is amazing. My case worker in partial needs better bedside manner. She needs to work on how she talks to people.

Q4- Waiting for a halfway house is ridiculous, it's taking so long.

Q4- If someone comes in here with mental health issues and their issues are severe and cause a lot of problems; nothing happens and everyone around them get in trouble and they stay. I think most of the staff really care and that's great.

Q4- Should be able to use the phone more if we are here for more then a month, we should get one free day or half a day a week.

Q4- I would recommend this place to anyone.

Q4- I feel like the staff goes above and beyond.

Q4- I wish I had more time with my counselor and that she would talk more. I am only on telehealth a little bit with her.

Q4- They won't give me an ESA for my cats, if my provider can't do that legally, no providers should. I really like my therapist, we have a really good relationship.

Q4- My counselor is amazing.

Q4- I am very satisfied, they are very helpful.

Q4- It would be great if they had more people like my therapist.

Q4- My therapist is very good, and my old therapist was too.

Q4- I am happy with them.

Q4- It's a very good organization and they help me in my recovery and help me stay clean.

Q4- I am doing good with them.

Q4- Wonderful! I'm alive because of him.

Q32-Please share any additional compliments or concerns you have about the services you participate in with (provider) Literal comment

Q4- The staff is very understanding and patient. They are kind to me. I have gotten so much help here.
Q4- Wonderful work, staff listens to everything I have to say. They work very well with me.
Q4- The doctor needs to speak louder.
Q4- They are doing a good job.
Q4- My blended case manager is very likable.
Q4- They are really good here at Nulton Diagnostics.

Family Survey Finding

Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 21 family surveys completed during the 4th Quarter of 2024 for the period from October to December 2024 and for calendar year 2024.

Survey Results

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

4th Quarter 2024 Family Sample Characteristics versus 3rd Quarter 2024 Comparison:

1. Less face-to-face interviews/surveys with 0% (0 of 21) versus 30% (8 of 27).
2. Lower ratio of male caregivers – 14% (3 of 21) versus 19% (5 of 27).
3. Higher percentage of child members aged 8 and under – 43% (9 of 21) versus 33% (9 of 27).
4. Lower percent of foster/step/adoptive/caregiver – 14% (3 of 21) versus 18% (5 of 27).
5. Lower ratio of male member service recipients – 67% (14 of 21) versus 70% (19 of 27).
6. Fewer youths' members receiving IBHS – 5% (1 of 21) versus 11%. (3 of 27).
7. Fewer members, 43% (9 of 21) versus 44% (12 of 27) receiving services from providers for less than one (1) year.

Note: *Treatment Experiences* and *Provider Recovery Orientation* have been combined, revised, and expanded into a new set of questions – *Recovery Oriented Treatment Experiences* (Question 26a – 26e).

Findings Overview

1. 50% (10 of 20, excluding 1 n/a) family/caregivers interviewed reported they *“reviewed their child’s insurance benefits and treatment options through Community Care”* during the 4th Quarter of 2024 and is 58% year-to-date for calendar year 2024. This represents a material improvement compared to 50% for calendar year 2023.
2. Just 20% (1 of 5, excluding 16 n/a) of family/caregivers interviewed during the 4th Quarter of 2024 reported they contacted Community Care in the past 12 months, and *“were satisfied with the level of dignity and respect the staff conveyed.”* This indicator is 71% for calendar year 2024.
3. 38% (8 of 21) family/caregivers interviewed during the 4th Quarter of 2024 were aware they could file a complaint or grievance if they needed to. This indicator is 65% year-to-date for calendar year 2024 compared to 71% for calendar year 2023.
4. Family/caregivers are generally pleased with **Access** to provider treatment services with 81% (17 of 21) having a positive perception of *‘ability to receive help in an acceptable amount of time.’* 71% (15 of 21) believed *“their child gets the right amount of help,”* and 14% (3 of 21) family/caregivers reported *“... barriers prevented their child from getting his/her behavioral needs met.”*

14% (3 of 21) of family/caregivers interviewed reported having to wait *“less than a week for child services”* during the 3rd Quarter of 2024. This indicator 34% year-to-date for calendar year 2024 compared to 32% for calendar year 2023.
5. This quarter, three of five satisfaction indicators under the combined, revised, and expanded **Recovery Oriented Treatment Experiences** section were 86% to 95% (18-20 of 21). The exception was *“(Provider) talks to me and my child about my child’s plan for after treatment”* at 24% (5 of 21). This indicator is generally low and is just 35% for calendar year 2024 compared to 31% for calendar year 2023.

The indicator, *“My provider asks questions about my child’s physical health”* dropped to just 67% (14 of 21) in the 4th Quarter, down from 85% in the 3rd Quarter but is still a respectable 87% for all of calendar year 2024.

6. Family/caregivers satisfaction with **Treatment Outcomes** during the 4th Quarter of 2024 was 71% (15 of 21) agreeing that treatment had improved the overall quality of their child’s life *“a little”* to *“much better.”* This indicator is 88% (90 of 102) for all of calendar year 2024.

7. 95% (20 of 21) family/caregivers reported they and their child being given a chance to make treatment decisions during the 4th Quarter of 2024 and this indicator is 96% for calendar year 2024 compared to 96% for calendar year 2023.

8. 19% (4 of 21) family/caregivers reported issues or problems with their provider during the 4th Quarter of 2024. This indicator is 10% (10 of 102) year-to-date for calendar year 2024 compared to 6% for calendar year 2023.

Recommendations Overview

1. The lowest indicator regarding family/caregivers’ perception of satisfaction continues to be *“Provider talks to me and my child about my child’s plan for after treatment”* at 24% (5 of 21) in the 4th Quarter. This indicator is 35% for calendar year 2024 compared to 31% for calendar year 2023.

This indicator fluctuates but has not been higher than 44% over the past 16 quarters. More provider review and discussion are needed to determine what overall improvement can be achieved in this indicator given its importance in recovery and resiliency.

2. An overall summary question (Q32) asks *“Please share any additional compliments or concerns you have about the services your child participates in with...(provider).”* 76% (16 of 21) family/caregivers interviewed answered “yes.” The reader is asked to review the many positive family/caregivers’ responses on Page 48.

Member Request for Assistance

Upon completing the survey 0% (0 of 21) family/caregiver members surveyed, during the 4th Quarter expressed interest in having a provider or MCO concern or issue they shared during the interview referred for immediate handling by Blair HealthChoices.

Quality Audits

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

During the 4th Quarter, 14 family quality audits were performed. One member did not remember doing the survey. 92% (12 of 13) family/caregivers felt the length of the survey and number of questions were satisfactory. 100% (13 of 13) family/caregivers were satisfied with the survey process and 77% (10 of 13) family/caregivers felt ok or good about being contacted.

Member Comments:

“I don’t mind giving feedback.”

“She (surveyor) conducted the interview well. She was very thorough in explaining things.”

“It doesn’t bother me to be contacted.”

“It (being contacted) doesn’t bother or annoy me.”

“I do not mind being contacted.”

“I was happy to know that we (the C/FST) follow up on that kind of thing.”

“I think it (the survey) is a waste of time.”

Demographics

*Question 5 Zip Codes, please check your summary for complete break out of your zip codes in your area.

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
	102	27	27	27	21
Q6-What type of survey is it?					
Telephone	93 91.2%	27 100.0%	26 96.3%	19 70.4%	21 100.0%
Face to Face	9 8.8%	-	1 3.7%	8 29.6%	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
	102	27	27	27	21
Q7-What is your gender?					
Female	87 85.3%	25 92.6%	22 81.5%	22 81.5%	18 85.7%
Male	15 14.7%	2 7.4%	5 18.5%	5 18.5%	3 14.3%
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
	102	27	27	27	21
Q8-What is your child's gender?					
Male	74 72.5%	17 63.0%	24 88.9%	19 70.4%	14 66.7%
Female	28 27.5%	10 37.0%	3 11.1%	8 29.6%	7 33.3%
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Demographics

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
	102	27	27	27	21
Q9-How old is the child receiving services?					
5 or under	3 2.9%	- -	- -	2 7.4%	1 4.8%
6-8 years	40 39.2%	16 59.3%	9 33.3%	7 25.9%	8 38.1%
9-13 years	59 57.8%	11 40.7%	18 66.7%	18 66.7%	12 57.1%
14 and older	- -	- -	- -	- -	- -

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q10-What is your relationship to the child?					
Parent	90 88.2%	25 92.6%	25 92.6%	22 81.5%	18 85.7%
Grandparent	5 4.9%	- -	1 3.7%	1 3.7%	3 14.3%
Aunt/Uncle	6 5.9%	2 7.4%	1 3.7%	3 11.1%	- -
Brother/Sister	- -	- -	- -	- -	- -
Foster Parent	- -	- -	- -	- -	- -
Adoptive Parent	- -	- -	- -	- -	- -
Stepparent	- -	- -	- -	- -	- -
Legal Guardian	1 1.0%	- -	- -	1 3.7%	- -
Other	- -	- -	- -	- -	- -

Demographics

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q11-What do you consider the child's race to be?					
Caucasian	84 82.4%	18 66.7%	27 100.0%	24 88.9%	15 71.4%
African American	4 3.9%	2 7.4%	- -	- -	2 9.5%
Hispanic American	3 2.9%	- -	- -	3 11.1%	- -
Asian/ Pacific Island	- -	- -	- -	- -	- -
Bi-Racial	11 10.8%	7 25.9%	- -	- -	4 19.0%
American Indian/Alaskan Native	- -	- -	- -	- -	- -
Other	- -	- -	- -	- -	- -

Family Satisfaction with Community Care

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
NA responses reduce total	99	25	27	27	20
Q12-Community Care is your child's insurance for mental health and substance use services. Have you reviewed your child's insurance benefits and treatment options through Community Care (CCBH)?					
Yes	57 57.6%	12 48.0%	16 59.3%	19 70.4%	10 50.0%
No	42 42.4%	13 52.0%	11 40.7%	8 29.6%	10 50.0%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
NA responses reduce total	98	25	27	27	19
Q13-Do you know how to contact Community Care's member services if you have a question? (If no offer them a card.)					
Yes	71 72.4%	23 92.0%	17 63.0%	20 74.1%	11 57.9%
No	27 27.6%	2 8.0%	10 37.0%	7 25.9%	8 42.1%

Family Satisfaction with Community Care

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
NA responses reduce total	17	5	1	6	5
Q14-If you contacted Community Care (CCBH) in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?					
Yes	12 70.6%	5 100.0%	1 100.0%	5 83.3%	1 20.0%
No	5 29.4%	-	-	1 16.7%	4 80.0%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q15-Are you aware of the Complaint and Grievance process through Community Care (CCBH)?					
Yes	66 64.7%	24 88.9%	17 63.0%	17 63.0%	8 38.1%
No	36 35.3%	3 11.1%	10 37.0%	10 37.0%	13 61.9%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
NA responses reduce total	5	-	-	1	4
Q16-If you filed a Complaint or Grievance within the last 12 months, were you satisfied with how it was handled?					
Yes	-	-	-	-	-
No	5 100.0%	-	-	1 100.0%	4 100.0%

Family Provider Level Analysis

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q17-What is the name of your child's treatment provider?					
ACRP (Alternative Community Resource Program)	18 17.6%	3 11.1%	4 14.8%	10 37.0%	1 4.8%
Blair Family Solutions	38 37.3%	10 37.0%	6 22.2%	4 14.8%	18 85.7%
CBH (Children's Behavioral Health)	4 3.9%	3 11.1%	1 3.7%	- -	- -
Cen-Clear Child Services	4 3.9%	1 3.7%	1 3.7%	1 3.7%	1 4.8%
UPMC Behavioral Health of Alleghenies (HNA)	12 11.8%	2 7.4%	4 14.8%	6 22.2%	- -
Nulton Diagnostic	7 6.9%	5 18.5%	- -	2 7.4%	- -
SunPointe Health	1 1.0%	1 3.7%	- -	- -	- -
Impact Counseling	3 2.9%	1 3.7%	2 7.4%	- -	- -
Primary Health Network	8 7.8%	1 3.7%	4 14.8%	3 11.1%	- -
Journey Center	1 1.0%	- -	1 3.7%	- -	- -
Other	6 5.9%	- -	4 14.8%	1 3.7%	1 4.8%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q18-How did you hear about this provider?					
Community Care (CCBH)	1 1.0%	1 3.7%	- -	- -	- -
Referred by another provider	52 51.0%	14 51.9%	20 74.1%	9 33.3%	9 42.9%
Internet Search	3 2.9%	- -	1 3.7%	1 3.7%	1 4.8%
Word of mouth	25 24.5%	8 29.6%	6 22.2%	8 29.6%	3 14.3%
Other	21 20.6%	4 14.8%	- -	9 33.3%	8 38.1%

Family Provider Level Analysis

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q19-What services does your child currently receive, or has your child received from this provider?					
IBHS/ Wrap Around (BHT, MT, BC)	15 14.7%	7 25.9%	4 14.8%	3 11.1%	1 4.8%
Maintaining Strengths	- -	- -	- -	- -	- -
Blended Case Management (BCM)	8 7.8%	2 7.4%	3 11.1%	2 7.4%	1 4.8%
Resource Coordination (RC)	- -	- -	- -	- -	- -
Family Based MH Services	3 2.9%	- -	- -	- -	3 14.3%
D&A Detox	- -	- -	- -	- -	- -
D&A Rehab	- -	- -	- -	- -	- -
MH Outpatient Therapy	44 43.1%	8 29.6%	14 51.9%	13 48.1%	9 42.9%
MST (Multi-Systemic Therapy)	- -	- -	- -	- -	- -
Community School Based Behavioral Health (CSBBH)	5 4.9%	2 7.4%	- -	- -	3 14.3%
MH Inpatient	- -	- -	- -	- -	- -
PCIT (Parent Child Interaction Therapy)	- -	- -	- -	- -	- -
D&A Outpatient	- -	- -	- -	- -	- -
RTF (Residential Treatment Facility)	- -	- -	- -	- -	- -
Medication Management	22 21.6%	7 25.9%	5 18.5%	8 29.6%	2 9.5%
School Based Therapeutic Services for Children and Families (SBTS@AASD)	1 1.0%	1 3.7%	- -	- -	- -
Crisis	- -	- -	- -	- -	- -
Not Sure	1 1.0%	- -	- -	- -	1 4.8%
Other	3 2.9%	- -	1 3.7%	1 3.7%	1 4.8%

Family Provider Level Analysis

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q20-How long has your child been receiving services from provider?					
Less than 6 months	9 8.8%	2 7.4%	3 11.1%	4 14.8%	- -
6 months to 1 year	36 35.3%	9 33.3%	10 37.0%	8 29.6%	9 42.9%
1 to 2 years	14 13.7%	3 11.1%	3 11.1%	6 22.2%	2 9.5%
2 to 3 years	17 16.7%	11 40.7%	2 7.4%	1 3.7%	3 14.3%
3 to 4 years	9 8.8%	- -	3 11.1%	3 11.1%	3 14.3%
4+ years	17 16.7%	2 7.4%	6 22.2%	5 18.5%	4 19.0%
Completed	- -	- -	- -	- -	- -

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q21-My child's provider made me aware of the different treatment services available to best meet my child's needs.					
Yes	94 92.2%	26 96.3%	27 100.0%	23 85.2%	18 85.7%
No	8 7.8%	1 3.7%	- -	4 14.8%	3 14.3%

92.2% of target rate Y-T-D

Meets Expectations

Family Provider Level Analysis

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
N/A responses reduce total	101	27	27	26	21
Q22-I was made aware of the providers available for the treatment services that best meet my child's needs.					
Yes	94 93.1%	27 100.0%	24 88.9%	24 92.3%	19 90.5%
No	7 6.9%	- -	3 11.1%	2 7.7%	2 9.5%

93.1% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q23-In the last twelve months, did you or your child have problems getting the help your child needed? (State Question)					
Yes	6 5.9%	- -	1 3.7%	4 14.8%	1 4.8%
No	90 88.2%	27 100.0%	22 81.5%	23 85.2%	18 85.7%
Sometimes	6 5.9%	- -	4 14.8%	- -	2 9.5%

Family Access to Services

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q24-How long did you have to wait for you child's services?					
Less than a week	35 34.3%	5 18.5%	14 51.9%	13 48.1%	3 14.3%
7-14 days	31 30.4%	7 25.9%	7 25.9%	5 18.5%	12 57.1%
14-30 days	25 24.5%	11 40.7%	5 18.5%	6 22.2%	3 14.3%
longer than 30 days	11 10.8%	4 14.8%	1 3.7%	3 11.1%	3 14.3%

Family Access to Services

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q25A-I feel like my child was able to get the help he/she needed within an acceptable amount of time.					
Yes	92 90.2%	26 96.3%	25 92.6%	24 88.9%	17 81.0%
No	10 9.8%	1 3.7%	2 7.4%	3 11.1%	4 19.0%

90.2% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q25B-I believe my child gets the right amount of help.					
Yes	90 88.2%	26 96.3%	25 92.6%	24 88.9%	15 71.4%
No	12 11.8%	1 3.7%	2 7.4%	3 11.1%	6 28.6%

88.2% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q25C-Are there any barriers that prevent your child from getting his/her behavioral needs met?					
Yes	7 6.9%	1 3.7%	1 3.7%	2 7.4%	3 14.3%
No	95 93.1%	26 96.3%	26 96.3%	25 92.6%	18 85.7%

93.1% of target rate Y-T-D

Meets Expectations

Family Recovery Oriented Treatment Experiences

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q26A-The interventions offered to my child on my child's treatment plan are a good fit for my child and family.					
Strongly Agree/Agree	91 89.2%	26 96.3%	25 92.6%	22 81.5%	18 85.7%
Strongly Disagree/Disagree	8 7.8%	1 3.7%	2 7.4%	3 11.1%	2 9.5%
Neutral	3 2.9%	-	-	2 7.4%	1 4.8%

89.2% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q26B-My provider asks questions about my child's physical health.					
Strongly Agree/Agree	89 87.3%	27 100.0%	25 92.6%	23 85.2%	14 66.7%
Strongly Disagree/Disagree	6 5.9%	-	2 7.4%	1 3.7%	3 14.3%
Neutral	7 6.9%	-	-	3 11.1%	4 19.0%

87.3% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q26C-My provider treated my family with dignity and respect.					
Strongly Agree/Agree	98 96.1%	26 96.3%	27 100.0%	26 96.3%	19 90.5%
Strongly Disagree/Disagree	3 2.9%	1 3.7%	-	1 3.7%	1 4.8%
Neutral	1 1.0%	-	-	-	1 4.8%

96.1% of target rate Y-T-D

Meets Expectations

Family Recovery Oriented Treatment Experiences

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q26D-My provider talked to me and my child about my child's plan for after treatment.					
Strongly Agree/Agree	36 35.3%	12 44.4%	10 37.0%	9 33.3%	5 23.8%
Strongly Disagree/Disagree	58 56.9%	14 51.9%	17 63.0%	15 55.6%	12 57.1%
Neutral	8 7.8%	1 3.7%	-	3 11.1%	4 19.0%

35.3% of target rate Y-T-D

Action Required

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q27-Were you and your child given a chance to make treatment decisions? (State Question)					
Yes	98 96.1%	26 96.3%	27 100.0%	25 92.6%	20 95.2%
No	3 2.9%	1 3.7%	-	2 7.4%	-
Sometimes	1 1.0%	-	-	-	1 4.8%

Family Outcomes

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q28-What effect has the treatment received had on the overall quality of your child's life? (State question)					
Much better	49 48.0%	17 63.0%	16 59.3%	8 29.6%	8 38.1%
A little better	41 40.2%	10 37.0%	9 33.3%	15 55.6%	7 33.3%
About the same	5 4.9%	-	2 7.4%	1 3.7%	2 9.5%
A little worse	2 2.0%	-	-	1 3.7%	1 4.8%
Much worse	5 4.9%	-	-	2 7.4%	3 14.3%

Family Issues and Problems

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
Base	102	27	27	27	21
Q29-Have you had any issues or problems with (provider)?					
Yes	10 9.8%	2 7.4%	1 3.7%	3 11.1%	4 19.0%
No	92 90.2%	25 92.6%	26 96.3%	24 88.9%	17 81.0%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
NA responses reduce total	10	2	1	3	4
Q30-If you had issues or problems with (provider), what were they?					
Lack of treatment planning and coordination	2 20.0%	- -	1 100.0%	1 33.3%	- -
Poor Communication	3 30.0%	2 100.0%	- -	1 33.3%	- -
Frequent Staff Changes	1 10.0%	- -	- -	- -	1 25.0%
Frequent provider cancellations	- -	- -	- -	- -	- -
Services not available when I needed them.	- -	- -	- -	- -	- -
Other	4 40.0%	- -	- -	1 33.3%	3 75.0%

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
NA responses reduce total	10	2	1	3	4
Q31-If yes, were you able to resolve these issues with (provider)?					
Yes	1 10.0%	- -	- -	- -	1 25.0%
No	9 90.0%	2 100.0%	1 100.0%	3 100.0%	3 75.0%

Family Issues and Problems

Q32 Please share any additional compliments or concerns you have about the services your child participates in with provider.
This question can be found in the back with other literal comments.

Counts Break % Respondents	2024 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
NA responses reduce total	7	2	-	3	2
Q33-If you have shared problems about your provider or managed care company during this survey, are you interested in having your concerns addressed immediately by Blair HealthChoices?					
Yes	-	-	-	-	-
No	7 100.0%	2 100.0%	-	3 100.0%	2 100.0%

Q34-If you wish, I can forward your concerns directly to Blair HealthChoices, but I would need to include your name and information from this survey. This means your comments would no longer be anonymous. This may include discussing your specific concerns with your provider. If you do not wish to have this done, all your answers will remain anonymous. I encourage you to contact Blair HealthChoices yourself at any time to have your concerns addressed.
Name release not displayed due to HIPAA.

Family Literal Comments

Q10A-What is your relationship to the child?

Q11A-What do you consider the child's race to be?

Q17A-What is the name of your child's treatment provider?

Q1- Craig Feaster

Q2-Benadette Thompson

Q2-Footsteps Psychological Services

Q3-Alison Dunn-Davis

Q3-Alison Dunn-Davis

Q3-Abigail Peace

Clinical Homes

Q18A-How did you hear about this provider?

Q1-Parent was a client.

Q1- Parent is a client.

Q3 - I got services here

Q3 - Referred by another person

Q3- Crisis Center

Q3 - Headstart

Q3- Headstart

Q3- I was seen there and so was my father.

Q3- I went there as a child.

Q4- Through the school, they called me.

Q4- I work for them.

Q4- Heard about them through the school.

Q4- Through counselors down the line.

Q4- Had them when she was younger.

Q4- Heard about them through the school.

Q4- Heard about them through the school.

Q4- Heard of them through the school.

Q19A-What service does your child currently receive, or has you child received from this provider.

Q2-Psychiatric Evaluation

Q3 - Someone to sit with him at school.

Clinical Homes

Q26E-These next statements are about the child's Recovery Oriented Treatment Experiences.

Q1- He was rude and dismissive.

Q2- They mainly focus on his mental health and not his physical health.

Q2- We are waiting for more services.

Q2- We did not talk about an after treatment plan yet.

Q2- They do not ask questions about his physical health. I don't believe we have talked about an after treatment plan because he still needs help and it never came up.

Q2-Not yet

Q2- A plan for after treatment never came up.

Q3- Not yet.

Q3 - We haven't gotten to that point yet

Q3 - Haven't discussed this yet

Q3- Not yet, since we just started.

Q3- We haven't reached that point yet in his treatment.

Q3 - Not really sure what was asked during the appointments.

Q3- They are more suitable for his needs more then my family. We are not there yet for plans after treatment.

Q3- We are not there yet; Appointments are quick just to see how the medicines are going for her and then we reschedule.

Q4- Not there yet to make a plan for after treatment.

Q4- Her treatment plan is designed for her. Everything we do is for her, it's what works best for her.

Q4- Haven't reached the point for after treatment plan.

Q4- Discussed an after treatment plan briefly.

Q4- Not quite there yet to set up a plan for after treatment.

Q4- Have a feeling we will be in treatment for a while.

Q4- They asked about her health at the beginning but nothing recent.

Q4- We haven't gotten that far to figure out after treatment.

Q4- Not sure if they ask about physical health. Not there yet to bring up a plan for after treatment.

Q4- Not looking to get out anytime soon so after treatment has not been brought up.

Q4- They reward for bad behavior. They don't want to help, just want to be friends. Too far away from ending.

Q4- Still in the process to get him squeezed into her schedule. His therapist is well.

Family Literal Comments

Q30A-If you had issues or problems with (provider), what were they?

Q1- He didn't listen to me about my child's symptoms. He just kept changing doses and switching medications.

Q1- Office staff is very rude, no one answers the phone or returns calls and appointments are scheduled too close together. (Every 3 weeks)

Q2-BHT doesn't intervene much during visits, doesn't correct negative behaviors.

Q3- His Behavioral Counselor would not answer her phone and text messages. Her voice mail is always full so I'm not able to leave voice mails for her to contact me.

Q3- Refused to listen; Blamed me for my sons behavior; Referred me to services that we were already involved with.

Q4- Therapist stop treatment without noticed.

Q4- Have had many run-in's with in home therapists, issues with her doctor. School help is very limited.

Q4- Not actually helping with his behavior. He knows if he acts up he gets to play chess, gets Sheetz, etc.

Q31A-If yes, were you able to resolve these issues with (provider)?

Q1- We changed providers.

Q1- They are good, very helpful.

Q2-We got him into emotional support.

Q3- Kept saying no one is there to provide services.

Q3 - I told them to discharge him since they were not doing anything for him.

Q3- We left and went somewhere else

Q4- Wanted to be friends instead of fixing the Problems.

Q4- Every time I suggest to have a meeting with them and my son they agree to it but have not done it yet.

Q32-Please share any additional compliments or concerns you have about the services your child participates in with (provider).

Q1- I feel that the doctor does not truly care about the patients well being. He seems to just want you in and out.

Q1- So far everything is going well. They actually listen to me about what is going on.

Q1- Counselor is wonderful.

Q1- Our BCM is amazing, they have helped so much!

Q1- We love the therapist.

Q1- BHT is phenomenal.

Q1- The turnover with TSS's was very frustrating.

Q1- They were very good.

Q2- Everyone is great, especially the nurse on the children side.

Q2- Everyone has been very nice and helpful. They wanted to meet three days a week at our house, but that was impossible to do. Now we are on a waiting list for other services and I haven't heard from them in a couple months.

Q2- I addressed concerns about him getting evaluated because he is wetting the bed and I received a phone call for him to be discharged. I don't know what happened as to why they did not get back to me to evaluate him. Someone somewhere did not put it through, but we are working on it now. The counselor is amazing!!

Q2-Staff was wonderful!

Q2-They do really well with him.

Q32-Please share any additional compliments or concerns you have about the services your child participates in with (provider).

Q2-Communication could have been better.

Q2- She is amazing! I love her, she is just so wonderful and reliable.

Q2- She's phenomenal!! I would recommend her to anyone and everyone, especially for children. She's fantastic!!

Q2-They are amazing!

Q2-I appreciate the services that they offer to my child.

Q3- She's been wonderful! Life changing!

Q3- Case manager is amazing! They do a great job!

Q3 - She makes him comfortable enough to open up.

Q3 - His counselor is amazing to meet on his level

Q3- I'm very satisfied with the services my son gets. CHIP doesn't have much help around here due to doctors offices do not accept the CHIP insurance.

Q3 - They say they do not have anyone to give the services he needs. Support person felt like he was too much for her so she stopped services. They made him feel unwanted. Felt like nobody could handle him.

Q3 - They need to work on communications between their Behavioral Counselors and Behavioral Health Therapist.

Q3- They need to reevaluate their employees.

Q3- They are absolutely wonderful, I have zero complaints.

Q4- They are wonderful.

Q4- They did very well until she stopped participating in sessions. It was nothing Blair Family did, they did everything they could to help.

Q4- Just explaining to me what it will look like after services. Very helpful with the treatment that he is getting.

Q4- They are awesome, also help me address any problems I have with my son immediately.

Q4- Best thing to ever happen to us.

Q4- Case worker is wonderful with everything she does.

Q4- They are really great and professional.

Q4- There is no guidance. Doctor is retiring and they have no one to replace his spot to get the help we need for her, and then her therapist quit.

Q4- They are all fantastic. They are always in contact.

Q4- They need more help; We are getting ready to redo her treatment plan.

Q4- Need someone at home to help get him to calm down and stay calm without yelling and screaming at me for no reason.

Q4- Very friendly, and if they were new they didn't know how to engage with her.

Q4- The therapist never scheduled his next appointment. Felt like he was getting thrown out. Case Manager is wonderful. It's a blessing.

Q4- They are doing a good job. They keep me informed.

Q4- They need to help him and not reward him for his behavior. They don't take him seriously when he makes threats to harm other people.

Q4- His therapist is very great with my son. She has been able to get him to open up.

Youth Survey Findings

Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 19 youth surveys completed during the 4th Quarter of 2024 for the period from October to December 2024 and Calendar year 2024.

Survey Results

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

4th Quarter 2024 Youth Sample Characteristics compared to 3rd Quarter 2024

1. Fewer youth members received services four or more years, 21% (4 of 19) versus 33% (6 of 18)
2. Higher ratio of female treatment recipients – 74% (14 of 19) versus 56% (10 of 18).
3. Lower percentage of youth members under age 17 – 58% (11 of 19) versus 89%. (16 of 18).
4. Higher number of youth members receiving Medication Mgt – 47% (9 of 19) versus 33% (6 of 18).
5. Higher percentage of youth respondents reporting issues/problems with provider 11% (2 of 19) versus 0% (0 of 18).

Note: *Treatment Experiences* and *Provider Recovery Orientation* have been combined, revised, and expanded into a new set of questions – *Recovery Oriented Treatment Experiences* (Questions 27a-27d).

Findings Overview

1. 32% (6 of 19) youths interviewed reported they “*reviewed their insurance benefits and treatment options through Community Care*” during the 4th Quarter 2024, This indicator is 28% year-to-date for calendar year 2024 compared to 34% for calendar year 2023.

2. 16% (3 of 19) of youths interviewed during the 4th Quarter had the need to contact Community Care in the past 12 months and 67% (2 of 3) were pleased with the level of respect and dignity shown them.

63% (12 of 19) of youths acknowledge they were aware they could file a complaint or grievance with CCBHO during the 4th Quarter of 2024. This indicator is 51% year-to-date for calendar year 2024 compared to 51% for calendar year 2023.

3. Youths surveyed were satisfied with **Access** to provider treatment services with all four indicators: 100% (19 of 19) felt they were “*getting the help within an acceptable amount of time.*” and 62% (12 of 19) felt “*there were no barriers that prevented them from getting their behavioral health care needs met.*”

84% (16 of 19) of interviewed youths felt they were *getting the right amount of help* and 26% (5 of 19) of youths reported waiting less than a week to receive service. 84% (16 of 19) youths reported “*no problems in getting the help they needed during the past twelve months.*”

4. Youth perceptions of **Recovery Oriented Treatment Experiences** are generally good, having 79% to 94% (15-18 of 19) in four of five indicators of satisfaction. These include, “*The interventions offered me on my treatment plan are a good fit for me,*” “*My provider treated me with dignity and respect,*” “*My provider asked questions about my physical health,*” and “*Were you given a chance to make treatment decisions?*”

“*My provider talks to me about my plan for after treatment*” was 58% (11 of 19) and is 64% for year-to-date 2024.

5. Youth perceptions of **Treatment Outcomes** and satisfaction was 84% (16 of 19) for the indicator “*Effect treatment has had on the overall quality of your life is a little to much better.*”

6. 11% (2 of 19) youths surveyed during the 4th Quarter 2024 reported having issues or problems with their provider and is 3% for calendar year 2024 compared to 3% year-to-date for calendar year 2023.

Recommendations Overview

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 ROSI and CCISC indicators, developing treatment plans with respect to the member's specific needs and asking the member what goals would help achieve a happy life.

1. The lowest rated indicator for the 4th Quarter of calendar year 2024 is 32% (6 of 19) of youths in Q27d reported they have not *"reviewed their insurance benefits and treatment options through Community Care."*

2. An overall summary question (Q33) asks *"Please share any additional compliments or concerns."* 42% (9 of 19) youths interviewed answered "yes" during the 4th Quarter 2024. Comments are found on page 66.

Member Request for Assistance

Upon completing the survey 0% (0 of 19) youths surveyed expressed interest in having a provider or MCO concern or issue they shared during the interview referred for immediate handling by Blair HealthChoices.

Quality Audits

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

During the 4th Quarter, 1 youth quality audit was performed. 100% (1 of 1) of youth felt the length of the survey and number of questions were satisfactory. 100% (1 of 1) youth were satisfied with the survey process and 0% (0 of 1) youths felt ok or good about being contacted.

Member Comments:

"None."

Demographics

*Question 5 Zip Code, please check your summary for complete break out of your zip codes in your area.

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	74	19	18	18	19
Q6-What type of survey is it?					
Telephone	71 95.9%	19 100.0%	16 88.9%	17 94.4%	19 100.0%
Face to Face	3 4.1%	- -	2 11.1%	1 5.6%	- -

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	74	19	18	18	19
Q7-What is your gender?					
Female	49 66.2%	12 63.2%	13 72.2%	10 55.6%	14 73.7%
Male	21 28.4%	5 26.3%	5 27.8%	8 44.4%	3 15.8%
Does not identify with either gender	4 5.4%	2 10.5%	- -	- -	2 10.5%
Refused to answer	- -	- -	- -	- -	- -

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	74	19	18	18	19
Q8-How old are you?					
14--15 years	29 39.2%	9 47.4%	5 27.8%	6 33.3%	9 47.4%
16--17 years	15 20.3%	1 5.3%	2 11.1%	10 55.6%	2 10.5%
18--20 years	30 40.5%	9 47.4%	11 61.1%	2 11.1%	8 42.1%
Over 20 years	- -	- -	- -	- -	- -

Demographics

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	74	19	18	18	19
Q9-What do you consider your race to be?					
Caucasian	63 85.1%	14 73.7%	16 88.9%	17 94.4%	16 84.2%
African American	2 2.7%	1 5.3%	-	1 5.6%	-
Hispanic American	1 1.4%	1 5.3%	-	-	-
Asian/ Pacific Island	-	-	-	-	-
Bi-Racial	8 10.8%	3 15.8%	2 11.1%	-	3 15.8%
American Indian/Alaskan Native	-	-	-	-	-
Other	-	-	-	-	-

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	74	19	18	18	19
Q10-Are you receiving services primary for:					
Mental Health	73 98.6%	19 100.0%	17 94.4%	18 100.0%	19 100.0%
Drug and Alcohol	1 1.4%	-	1 5.6%	-	-
Both Mental Health and Drug and Alcohol	-	-	-	-	-

Youth Satisfaction with Community Care (CCBH)

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	74	19	18	18	19
Q11-Community Care is your insurance for mental health and substance use services, have you reviewed your insurance benefits and treatment options through Community Care (CCBH)?					
Yes	22 29.7%	5 26.3%	5 27.8%	6 33.3%	6 31.6%
No	52 70.3%	14 73.7%	13 72.2%	12 66.7%	13 68.4%

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	74	19	18	18	19
Q12-Do you know how to contact Community Care's member service if you have a question?					
Yes	38 51.4%	10 52.6%	8 44.4%	9 50.0%	11 57.9%
No	36 48.6%	9 47.4%	10 55.6%	9 50.0%	8 42.1%

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
NA reponses reduce toal	10	6	-	1	3
Q13-If you had contact with Community Care (CCBH) in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?					
Yes	9 90.0%	6 100.0%	-	1 100.0%	2 66.7%
No	1 10.0%	-	-	-	1 33.3%

Youth Satisfaction with Community Care (CCBH)

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	74	19	18	18	19
Q14-Are you aware of the complaint and grievance process through Community Care (CCBH)?					
Yes	40 54.1%	11 57.9%	8 44.4%	9 50.0%	12 63.2%
No	34 45.9%	8 42.1%	10 55.6%	9 50.0%	7 36.8%

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr-Jun	3rd Qtr Jul- -S...	4th Qtr Oct-Dec
NA reponses reduce toal	-	-	-	-	-
Q15-If you filed a complaint or grievance within the last 12 months, were you satisfied with how it was handled?					
Yes	- -	- -	- -	- -	- -
No	- -	- -	- -	- -	- -

- No Data this quarter

Youth Provider Level Analysis

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul--S...	4th Qtr Oct--Dec
Base	74	19	18	18	19
Q16-What is the name of your treatment provider?					
ACRP (Alternative Community Resource Program)	4 5.4%	1 5.3%	-	3 16.7%	-
Adelphoi Village	-	-	-	-	-
UPMC Altoona	-	-	-	-	-
Blair Family Solutions	20 27.0%	4 21.1%	5 27.8%	4 22.2%	7 36.8%
CBH (Children's Behavioral Health)	2 2.7%	-	-	2 11.1%	-
Cen-Clear Child Services	9 12.2%	5 26.3%	-	-	4 21.1%
Meadows	-	-	-	-	-
UPMC Behavioral Health of Alleghenies (HNA)	9 12.2%	4 21.1%	3 16.7%	2 11.1%	-
Merakey	-	-	-	-	-
Nulton Diagnostic	7 9.5%	-	2 11.1%	3 16.7%	2 10.5%
Family Behavioral Resources (FBR)	-	-	-	-	-
Evolution Counseling Services	2 2.7%	1 5.3%	-	-	1 5.3%
Primary Health Network	13 17.6%	3 15.8%	3 16.7%	4 22.2%	3 15.8%
Pyramid HealthCare	-	-	-	-	-
Discovery House	-	-	-	-	-
Anthony Pater	-	-	-	-	-
Blair County Drug and Alcohol Partnership	-	-	-	-	-
Cove Forge	-	-	-	-	-
SunPointe Health	-	-	-	-	-
Skills	-	-	-	-	-
Dolminis	-	-	-	-	-
Impact Counseling	1 1.4%	-	1 5.6%	-	-
LaRocco Counseling	-	-	-	-	-
Journey Center	-	-	-	-	-
Other	7 9.5%	1 5.3%	4 22.2%	-	2 10.5%

Youth Provider Level Analysis

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	74	19	18	18	19
Q17-How did you hear about this provider?					
Referred by another provider	34 45.9%	11 57.9%	8 44.4%	5 27.8%	10 52.6%
Internet search	3 4.1%	1 5.3%	- -	- -	2 10.5%
Advertisement	2 2.7%	2 10.5%	- -	- -	- -
Word of mouth	24 32.4%	3 15.8%	8 44.4%	9 50.0%	4 21.1%
other	11 14.9%	2 10.5%	2 11.1%	4 22.2%	3 15.8%

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
N/A responses reduce total	74	19	18	18	19
Q18-What services are you currently receiving, or have received from this provider?					
IBHS/ Wrap Around (BHT, MT, BC)	2 2.7%	- -	- -	2 11.1%	- -
Blended Case Management (BCM)	4 5.4%	2 10.5%	- -	- -	2 10.5%
Outpatient Therapy (individual therapy, and/or group therapy)	35 47.3%	8 42.1%	10 55.6%	9 50.0%	8 42.1%
Medication Management	30 40.5%	8 42.1%	7 38.9%	6 33.3%	9 47.4%
Community School Based Behavioral Health (CSBBH)	2 2.7%	1 5.3%	- -	1 5.6%	- -
School Based Therapeutic Services for Children & Families (SBTS@AASD)	1 1.4%	- -	1 5.6%	- -	- -

Youth Provider Level Analysis

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
N/A responses reduce total	74	19	18	18	19
Q19-How long have you been recieving services from (provider)?					
Less than 6 months	8 10.8%	1 5.3%	-	2 11.1%	5 26.3%
6 months to 1 year	18 24.3%	5 26.3%	8 44.4%	3 16.7%	2 10.5%
1 to 2 years	15 20.3%	3 15.8%	5 27.8%	4 22.2%	3 15.8%
2 to 4 years	15 20.3%	5 26.3%	4 22.2%	3 16.7%	3 15.8%
4+ years	15 20.3%	4 21.1%	1 5.6%	6 33.3%	4 21.1%
Completed	3 4.1%	1 5.3%	-	-	2 10.5%

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	74	19	18	18	19
Q20-My provider made me aware of different treatment services available to best meet my needs.					
Yes	68 91.9%	19 100.0%	15 83.3%	18 100.0%	16 84.2%
No	6 8.1%	-	3 16.7%	-	3 15.8%

91.9% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	74	19	18	18	19
Q21-I was made aware of the providers available for the treatment services that best meet my needs.					
Yes	65 87.8%	19 100.0%	14 77.8%	16 88.9%	16 84.2%
No	9 12.2%	-	4 22.2%	2 11.1%	3 15.8%

87.8% of target rate Y-T-D

Satisfactory

Youth Access to Services

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	74	19	18	18	19
Q22-In the last twelve months, did you have problems getting the help you needed? (State Question)					
Yes	5 6.8%	- -	3 16.7%	1 5.6%	1 5.3%
No	61 82.4%	15 78.9%	13 72.2%	17 94.4%	16 84.2%
Sometimes	8 10.8%	4 21.1%	2 11.1%	- -	2 10.5%

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	74	19	18	18	19
Q23-How long did you have to wait for services?					
Less than a week	28 37.8%	7 36.8%	7 38.9%	9 50.0%	5 26.3%
7-14 days	30 40.5%	10 52.6%	3 16.7%	7 38.9%	10 52.6%
14-30 days	11 14.9%	- -	7 38.9%	2 11.1%	2 10.5%
Longer than 30 days	5 6.8%	2 10.5%	1 5.6%	- -	2 10.5%

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	74	19	18	18	19
Q24-I feel I am able to get the help I need within an acceptable amount of time.					
Yes	74 100.0%	19 100.0%	18 100.0%	18 100.0%	19 100.0%
No	- -	- -	- -	- -	- -

100.0% of target rate Y-T-D

Meets Expectations

Youth Access to Services

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	74	19	18	18	19
Q25-I get the right amount of help.					
Yes	71 95.9%	19 100.0%	18 100.0%	18 100.0%	16 84.2%
No	3 4.1%	- -	- -	- -	3 15.8%

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	74	19	18	18	19
Q26-Are there any barriers that prevent you from getting your behavioral health needs met?					
Yes	16 21.6%	4 21.1%	3 16.7%	2 11.1%	7 36.8%
No	58 78.4%	15 78.9%	15 83.3%	16 88.9%	12 63.2%

Youth Recovery Oriented Treatment Experience

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	74	19	18	18	19
Q27A-The interventions offered to me on my treatment plan are a good fit to me.					
Strongly Agree/Agree	69 93.2%	19 100.0%	18 100.0%	16 88.9%	16 84.2%
Strongly Disagree/Disagree	1 1.4%	- -	- -	- -	1 5.3%
Neutral	4 5.4%	- -	- -	2 11.1%	2 10.5%

93.2% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
N/A responses reduce total	74	19	18	18	19
Q27B-My provider asked questions about my physical health.					
Strongly Agree/Agree	65 87.8%	19 100.0%	15 83.3%	15 83.3%	16 84.2%
Strongly Disagree/Disagree	3 4.1%	- -	1 5.6%	1 5.6%	1 5.3%
Neutral	6 8.1%	- -	2 11.1%	2 11.1%	2 10.5%

87.8% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	74	19	18	18	19
Q27C-My provider treated me with dignity and respect.					
Strongly Agree/Agree	73 98.6%	19 100.0%	18 100.0%	18 100.0%	18 94.7%
Strongly Disagree/Disagree	- -	- -	- -	- -	- -
Neutral	1 1.4%	- -	- -	- -	1 5.3%

98.6% of target rate Y-T-D

Meets Expectations

Youth Recovery Oriented Treatment Experience

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	74	19	18	18	19
Q27D-My provider talks to me about my plan for after treatment.					
Strongly Agree/Agree	47 63.5%	14 73.7%	10 55.6%	12 66.7%	11 57.9%
Strongly Disagree/Disagree	8 10.8%	1 5.3%	4 22.2%	1 5.6%	2 10.5%
Neutral	19 25.7%	4 21.1%	4 22.2%	5 27.8%	6 31.6%

63.5% of target rate Y-T-D

Action Required

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	74	19	18	18	19
Q28-Were you given a chance to make treatment decisions? (State Question)					
Yes	63 85.1%	17 89.5%	14 77.8%	17 94.4%	15 78.9%
No	3 4.1%	- -	- -	- -	3 15.8%
Sometimes	8 10.8%	2 10.5%	4 22.2%	1 5.6%	1 5.3%

Youth Outcomes

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	74	19	18	18	19
Q29-What effect has the treatment you've received had on the overall quality of your life? (State question)					
Much better	43 58.1%	10 52.6%	11 61.1%	12 66.7%	10 52.6%
A little better	21 28.4%	5 26.3%	5 27.8%	5 27.8%	6 31.6%
About the same	9 12.2%	4 21.1%	2 11.1%	1 5.6%	2 10.5%
A little worse	- -	- -	- -	- -	- -
Much worse	1 1.4%	- -	- -	- -	1 5.3%

Youth Behavioral Health Provider Issues

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	Base	74	19	18	18
Q30-Have you had any issues or problems with provider?					
	Yes	2 2.7%	-	-	2 10.5%
	No	72 97.3%	19 100.0%	18 100.0%	17 89.5%

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	NA responses reduce total	3	-	1	2
Q31-If you had issues or problems with provider. what were they?					
	Lack of treatment planning and coordination	-	-	-	-
	Poor Communication	1 33.3%	-	-	1 50.0%
	Frequent Staff Changes	-	-	-	-
	Frequent provider cancellations	-	-	-	-
	Services not available when I needed them.	-	-	-	-
	Other	2 66.7%	1 100.0%	-	1 50.0%

Youth Behavioral Health Provider Issues

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
NA responses reduce total	2	-	-	-	2
Q32-If yes, were you able to resolve these issues with provider?					
Yes	-	-	-	-	-
No	2 100.0%	-	-	-	2 100.0%

Q33-Please share additional compliments or concerns you have about the services you participate in with the provider?

This question can be found in the back with other literal questions.

Counts Break % Respondents	2024 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
NA responses reduce total	2	-	-	-	2
Q34-If you have shared problems about your provider or managed care company during this survey are you interested in having your concerns addressed immediately by Blair HealthChoices?					
Yes	-	-	-	-	-
No	2 100.0%	-	-	-	2 100.0%

***Q35-If you wish, I can forward your concerns directly to Blair HealthChoices, but I would need to include your name and information from this survey. This means your comments would no longer be anonymous. This may include discussing your specific concerns with your provider. If you do not wish to have this done, all your answers will remain anonymous. I encourage you to contact Blair HealthChoices yourself at any time to have your concerns addressed.**

Name release cannot be displayed due to HIPAA.

Youth Literal Comments

Q9A-What do you consider your race to be?

Q15A-If you filed a compliant or grievance within the last 12 months, were you satisfied with how it was handled?

Q16A-What is the name of your treatment provider?

- Q1- Bedford DBHS
- Q2- Alison Dunn-Davis
- Q2-Sarah Krill
- Q2-Kathy Hockenberry
- Q2-Kathy Hockenberry
- Q4- Y Counseling
- Q4- Conemaugh Physican Practices.

Q17A-How did you hear about this provider?

- Q1- Through my school.
- Q1- Through my school and the court.
- Q2-We followed the CRNP from PHN.
- Q2- We met her in church and found out she was a counselor and now I see her.
- Q3 - Guardian received services here.
- Q3- My mom goes there.
- Q3- I was taken there by my parent.
- Q4- I used to go there in the past and it was close by.
- Q4- It was through her school.

Q18A-What service are you currently receiving, or have received from this provider?

Q26A-Are there any barriers that prevent you from getting your behavioral health needs met?

Q1- My communication. I can not really express what I need.

Q1- Transportation.

Q2-I was supposed to have an appointment today but something was all messed up and I don't. I'm trying to get on medicine to help me.

Q2-My doctor is only in the office on Thursdays and when he is not there it is hard to get meds refilled.

Q2- Sometimes our schedules don't work

Q3 - A long distance drive

Q4- Lately it has been my insurance and them not taking it.

Q4- I am pregnant right now.

Q4- Her Autism has gotten worse over the years.

Q4- There are transportation issues.

Q4- Her mother is not cooperating and playing the system.

Q4- Some of her behaviors get in the way and make us late.

Q27E-These statements are about the Recovery Oriented Treatment Experiences with provider.

Q1- We have never discussed my after treatment plan, we are not done yet.

Q1- I do not think we do this and it has not been brought up. We focus on current things.

Q2-We mainly focus on my mental health. I feel like I am still getting better with treatment.

Q2-He did not talk to me about my physical health or after treatment.

Q2-Not yet.

Q2- We did not talk about a plan for after treatment yet

Q2- No, not yet, but I'm sure it's coming up soon

Q3 - I tend to have a different habit that occur which makes treatment hard. They do not do this much.

Q3- We do not see him, not needing services yet.

Q3 - They do not for my physical health

Q3- My treatment is not going to end soon.

Q4- I pretty much just started with this service.

Q4- We feel a new evaluation is needed periodically for his medicine. They are still working on a plan for after treatment.

Q4- I just started.

Q4- It is an on going thing.

Q4- Once in a while they ask about physical health.

Q4- They have not brought up after treatment yet.

Q4- They wanted me to meet at sheetz to do counseling or other places.

Q4- They do not seem to fit me very well. They have not talked about a plan for when I'm done with current treatment plan.

Q4- I am in long term care.

Q4- Not really because my medicine is kind of life long.

Q31A-If you had issues or problems with (provider), what were they?

Q4- I have asked for documents and they do not like writting things.

Q32A-If yes, were you able to resolve these issues with (provider)?**Q33-Please share any additional compliments or concerns you have about the services you participate in with (provider).**

Q1- I think they are great!

Q1- They are good.

Q1- They are a good company. They are helpful and cooperative.

Q1- I think the doctor is an all around amazing doctor.

Q1- They are a good place. My therapist is very good.

Q2-There are no problems at all and I would highly recommend it.

Q2-The hospital and the MH facility they sent me to are rude. They don't know how to treat patients. They need to have more compassion for people and what they are going through.

Q2- It is a very nice place and the workers are very nice.

Q2- She is really nice and I have always felt comfortable with her

Q2- She's really nice and helps me work things out.

Q2- She's really understanding and really calming. So kudos to her!!

Q3 - I feel like it is a good thing I have.

Q3- They have been wonderful

Q3- They have been amazing.

Q4- My thearpist is the best I have ever had.

Q4- The behavioral health team is excellent.

Q4- She is a good counselor. I would recommend her.

Q4- Her blended case manager has been an asset in her life.

Q4- It is a great place.

Q4- They shouldn't treat people the way they do. They need to be more helpful.

Q4- Everyone there is absolutely amazing.

Q4- I am overall satisfied.

Provider Responses

Provider Responses to 3rd Quarter 2024 (July – September) C/FST Data

Blair HealthChoices appreciates the support and ongoing cooperation providers have demonstrated in working with the Blair County Consumer/Family Satisfaction Team (C/FST). All participating providers have access to the comprehensive quarterly Blair County C/FST Report and its accompanying Public Document through the Blair HealthChoices website.

Providers also receive quarterly individual summary counts and response percentages relevant to any adult, family and youth surveys completed during the quarter.

The C/FST is extremely impressed and pleased with the time, effort, and quality of provider responses to the C/FST data. It is recognized that providers necessarily contend with a host of regulatory, clinical, and operational issues and we value both their time and commitment.

No provider responses were due for the 3rdQuarter 2024 C/FST Data

MCO Responses

Community Care Response to 3rd Quarter 2024 (July – September) C/FST Data

Community Care reviews the quarterly C/FST data in several ways and responds, if applicable. The first review is directed toward questions that are related to Community Care while the second review looks at the systemic performance of their network of participating providers.

No CommunityCare response was due for the 3rd Quarter 2024 C/FST Data.

Technical Notes

Technical Notes

A. Projected Surveys – January 1, 2024 – December 31, 2024

The Center for Behavioral Health Data Research, Inc. has been contracted by Blair HealthChoices to conduct 462 general-purpose and 100 special focus surveys between January 1, 2024, and December 31, 2024.

The targeted surveys for the calendar year 2024 are 462 general-purpose and 100 special focus surveys between January 1, 2024, and December 31, 2024. This represents approximately 2.4% of Blair County's HealthChoices membership and approximately 13.8% of individuals receiving behavioral health services.

B. Focus

The survey activity includes 462 general purpose surveys (304 adult, 70 youth and 88 families) in addition to 100 special focus surveys. Any special focus surveys not completed will be added back into the general-purpose survey numbers to ensure that a minimum of 562 surveys are completed. The Blair County C/FST will continue achieving a representative sampling of all service levels, age groupings, and providers

C. C/FST Survey Process

The Center for Behavioral Health Data Research, Inc. (CBHDR) was contracted by Blair HealthChoices to provide Consumer and Family Satisfaction Team (C/FST) administration and evaluation services using surveys to assess member satisfaction and outcomes of mental health and drug and alcohol treatment services provided by Community Care's participating providers. The process includes conducting telephone and face-to-face interviews, collecting and analyzing the survey data, and the distribution of findings. The Center for Behavioral Health Data Research does not provide treatment services and thus is able to provide unbiased data collection and analysis.

The survey instruments were developed under the guidance and direction of a **Blair County C/FST Advisory Committee** consistent with the requirements and guidelines of *DHS's Appendix L*. The Committee is comprised of individuals representing Community Care adult, parent/family, and youth membership, and staff members of Blair HealthChoices, Community Care, and The Center for Behavioral Health Data Research, Inc. including the Blair County C/FST Program Director.

Please note that adult, family and youth survey questions are reviewed and evaluated for their relevance and effectiveness by the Advisory Committee and Blair HealthChoices; additions, deletions and changes are usually made to the questionnaires at the start of a new calendar year in January.

Surveys are completed via two methods. The first method involved surveyors making visits to service area providers to conduct surveys with any Community Care members who happened to be at the provider during that time and who wished to participate in the survey. The second method involved calling Community Care 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 Community Care (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. The C/FST added questions from ROSI that address community support and infrastructure including those under: *Community Integration, Social Relationships, Basic Life Resources, and Peer Support & Self-Help*.

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

Members receiving mental health services are contacted using a call list provided by Blair HealthChoices. Members receiving drug & alcohol treatment are interviewed on a face-to-face basis at provider offices when they volunteer for such interviews. Both Mental Health and D&A service recipients are interviewed at provider sites.

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

The C/FST Advisory Committee identified an appropriate benchmark system to highlight positive findings and better recognize areas requiring improvement – see following percentage ranges for member responses.

At or above 90% Benchmark – **Satisfactory**

Between 85%-90% - **Monitoring**

Below 85% - **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:

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.

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.

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.

Quarterly Provider Report: 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 three significant limitations experienced during the administration process.

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.

Survey data obtained from members may be for service(s) rendered in a different time period 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.

C/FST Program Member Assistance & Reporting

1. Monthly Status & Problem Resolution

Consistent with the requirements of DHS's Appendix L, Blair HealthChoices, Community Care, and the C/FST Program Director 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 Blair HealthChoices, the Blair County 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 Blair HealthChoices.

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 Blair HealthChoices in cases where the surveyor believes Blair HealthChoices 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.

1. Potential participants are assured of the confidentiality of their opinions.
2. Potential participants are also assured their opinions will not negatively affect the services they are currently receiving.
3. 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.
4. 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.
5. 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 Blair HealthChoices.
6. 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 Blair HealthChoices