

Blair HealthChoices Behavioral Health
81 Holliday Hills Drive
Hollidaysburg PA 16648

Blair HealthChoices Behavioral Health System

4th Quarter October-December 2025/Annual Report for 2025

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

Detailed Report of Survey Findings

January 2026

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 (October – December) 2025

This 4th Quarter Blair County C/FST Report covers the period between October and December 2025 and provides detail on the 103 adults, 27 family and 18 youths (148 total) interviews that were completed for the 4th Quarter of calendar year 2025.

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 2025 Adult Sample Characteristics versus 3rd Quarter 2025 Comparison:

1. Higher percentage of face-to-face – 72% (74 of 103) versus 25% (24 of 96).
2. Lower percentage of female respondents – 58% (60 of 103) versus 69% (66 of 96).
3. Higher percentage of members between 35-54 - 53% (54 of 103) versus 45% (43 of 96).
4. Lower percentage MH services only – 59% (61 of 103) versus 100% (96 of 96)
5. Lower mix of MH outpatient – 26% (27 of 103, excludes medication mgt) versus 42% (40 of 96).

The following are C/FST Findings and Recommendations based on the 103 adult surveys completed during the 4th Quarter of Calendar Year 2025 for the period from October to December 2025.

Note: *Treatment Experiences* and *Provider Recovery Orientation* have been combined, revised, and expanded into a new set of questions – *Recovery Oriented Treatment Experiences* (Questions Q29a to Q29e).

Findings Overview

1. Just 34% (35 of 103) adults interviewed reported they “*reviewed their insurance benefits and treatment options through Community Care*” during the 4th Quarter of 2025. This indicator is 26% (102 of 392) for the calendar year 2025 compared to 28% year-to-date for calendar year 2024.

2. 100% (11 of 11, excluding 92 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 95% (40 of 42) for the calendar year 2025 compared to 90% for calendar year 2024.

3. 45% (46 of 103) of adults interviewed were aware of the complaint or grievance through Community Care. This indicator is 39% (152 of 392) for the calendar year 2025 compared to 33% for the calendar year 2024.

Note: The C/FST surveyor provides the member with contact information.

4. Indicators regarding **Access** to provider treatment continue to be good. 88% (91 of 103) of surveyed adults agreed with “*I get the right amount of help,*” and 92% (95 of 103) “*they were able to receive help in an acceptable amount of time,*”

31% (32 of 103) of adults interviewed were receiving their treatment services through telehealth and 88% (29 of 32) of those were satisfied with their telehealth experience.

Just 13% (13 of 103) reported having barriers that prevented them from getting behavioral health services and 14% (14 of 103) reported having reading or writing barriers.

5. This quarter, three of six satisfaction indicators under the combined, revised and expanded **Recovery Oriented Treatment Experiences** section were in the 82% to 98% (82-101 of 103) range. These included *“The interventions offered me on my treatment plan are a good fit for me,” “My provider treated me with dignity and respect,”* and *“My provider asked me questions about my physical health.”*

The indicator *“My provider talks to me about my plan after treatment,”* rose from 58% (56 of 96) during the 3rd quarter to 78% (80 of 103) for the 4th quarter. The indicator *“(I) was given a chance to make treatment decisions”* is 84% (86 of 103).

The new indicator for 2025, *“Based on the help I received, I am likely to recommend (provider) to others,”* is 90% (93 of 103) for the 4th quarter and is 90% (354 of 392) for the calendar year 2025.

6. The adult responses to **Treatment Outcomes** were 88% to 92% (91-95 of 103) during the 4th Quarter of 2025 in all four indicators. Adult respondents agreed that *“Treatment received improved the quality of their life a little to much better,” “As a result of treatment, they feel more hopeful,” “They feel they can function better in daily life,”* and *they “deal with problems better” regarding the effect treatment has had on their life.*

7. 4% (4 of 103) report issues or problems with their provider during the 4th Quarter of 2025 and is 5% (20 of 392) for the calendar year 2025.

8. See Pages 23-33 for member literal comments regarding access, barriers, treatment, issues, or additional compliments or concerns.

Observations Overview

1. Just 34% (35 of 103) 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 26% (102 of 392) for the calendar year 2025 compared to 28% for calendar year 2024.

2. Adult survey question Q27 asks *“Are there any barriers that prevent you from getting your behavioral health needs met?”* 13% (13 of 103) answered “yes” and member literals regarding those barriers can be found on Page 24. Also, 14% (14 of 103) adults who reported having barriers themselves or within their family were associated with reading or writing.

3. An overall summary question (Q38) asks *“Please share any additional compliments or concerns.”* 26% (27 of 103) adults interviewed answered “yes” and those literal responses start on Page 31.

Adult – Member Request for Assistance

Upon completing the survey, 0% (0 of 4 excluding 99 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.

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 2025, 15 adult quality audits were performed. One (1) adult member did not remember doing the survey. 100% (14 of 14) adults felt the length of the survey and number of questions were satisfactory. 100% (14 of 14) adults were satisfied with the survey process and 100% (14 of 14) adults felt ok or good about being contacted.

Member comments,

"She (surveyor) was polite."

"I view being contacted as an extension of my health care."

"Keep up the good work."

"I wondered if I was the only person doing surveys."

"I'm not worried at all about being contacted."

"The surveyor was really nice."

"(Provider), where I go, has a great group of people."

"(Provider), all the people down there are very respectful and nice; (staff)."

Demographics

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

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	392	97	96	96	103
Q6-What type of survey is it?					
Telephone	185 47.2%	9 9.3%	75 78.1%	72 75.0%	29 28.2%
Face to Face	207 52.8%	88 90.7%	21 21.9%	24 25.0%	74 71.8%

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	392	97	96	96	103
Q7-What is your gender?					
Male	173 44.1%	55 56.7%	47 49.0%	28 29.2%	43 41.7%
Female	214 54.6%	40 41.2%	48 50.0%	66 68.8%	60 58.3%
Does not identify with either gender	5 1.3%	2 2.1%	1 1.0%	2 2.1%	- -
Refused to answer	- -	- -	- -	- -	- -

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	392	97	96	96	103
Q8-How old are you?					
21--24 years	43 11.0%	10 10.3%	13 13.5%	10 10.4%	10 9.7%
25--34 years	83 21.2%	20 20.6%	22 22.9%	18 18.8%	23 22.3%
35--44 years	96 24.5%	19 19.6%	26 27.1%	19 19.8%	32 31.1%
45--54 years	92 23.5%	34 35.1%	27 28.1%	9 9.4%	22 21.4%
55--64 years	64 16.3%	10 10.3%	8 8.3%	34 35.4%	12 11.7%
65 and over	14 3.6%	4 4.1%	- -	6 6.3%	4 3.9%

Demographics

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	392	97	96	96	103
Q9-What do you consider your race to be?					
Caucasian	361 92.1%	87 89.7%	88 91.7%	95 99.0%	91 88.3%
African American	19 4.8%	10 10.3%	2 2.1%	1 1.0%	6 5.8%
Hispanic American	1 0.3%	-	-	-	1 1.0%
American Indian/ Alaskan Native	-	-	-	-	-
Asian American	-	-	-	-	-
Bi-racial	7 1.8%	-	2 2.1%	-	5 4.9%
Other	4 1.0%	-	4 4.2%	-	-

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	392	97	96	96	103
Q10-Are you receiving services primary for:					
Mental Health	251 64.0%	15 15.5%	79 82.3%	96 100.0%	61 59.2%
Drug and Alcohol	95 24.2%	52 53.6%	9 9.4%	-	34 33.0%
Both Mental Health and Drug and Alcohol	46 11.7%	30 30.9%	8 8.3%	-	8 7.8%

Adult Satisfaction with Community Care Analysis

Counts Break % Respondents	2025 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	392	97	96	96	103
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	102 26.0%	20 20.6%	22 22.9%	25 26.0%	35 34.0%
No	290 74.0%	77 79.4%	74 77.1%	71 74.0%	68 66.0%

Adult Satisfaction with Community Care Analysis

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	392	97	96	96	103
Q12-Do you know how to contact Community Care's member services if you have questions? (If no, offer them a card.)					
Yes	149 38.0%	26 26.8%	33 34.4%	44 45.8%	46 44.7%
No	243 62.0%	71 73.2%	63 65.6%	52 54.2%	57 55.3%

Counts Break % Respondents	2025 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	42	12	4	15	11
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	40 95.2%	12 100.0%	4 100.0%	13 86.7%	11 100.0%
No	2 4.8%	- -	- -	2 13.3%	- -

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	392	97	96	96	103
Q14-Are you aware of the Complaint and Grievance process through Community Care (CCBH)?					
Yes	152 38.8%	36 37.1%	30 31.3%	40 41.7%	46 44.7%
No	240 61.2%	61 62.9%	66 68.8%	56 58.3%	57 55.3%

Counts Break % Respondents	2025 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
Q15-If you filed a complaint or grievance within the last 12 months, were you satisfied with how it was handled?					
Yes	1 33.3%	-	1 100.0%	-	-
No	2 66.7%	-	-	-	2 100.0%

Adult Providers Level Analysis

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	392	97	96	96	103
Q16-What is the name of your treatment provider?					
Primary Health Network	46 11.7%	8 8.2%	14 14.6%	17 17.7%	7 6.8%
UPMC Behavioral Health of Alleghenies (HNA)	71 18.1%	13 13.4%	21 21.9%	9 9.4%	28 27.2%
Nulton Diagnostic	47 12.0%	7 7.2%	15 15.6%	22 22.9%	3 2.9%
(ACRP) Alternative Community Resource Program	47 12.0%	3 3.1%	7 7.3%	15 15.6%	22 21.4%
Cove Forge	48 12.2%	22 22.7%	10 10.4%	- -	16 15.5%
Discovery House	2 0.5%	2 2.1%	- -	- -	- -
LaRocco Counseling	13 3.3%	- -	10 10.4%	3 3.1%	- -
PeerStar	1 0.3%	- -	1 1.0%	- -	- -
Blair Family Solutions	30 7.7%	- -	8 8.3%	16 16.7%	6 5.8%
Pyramid HealthCare	56 14.3%	37 38.1%	- -	- -	19 18.4%
Gen-Clear Services	7 1.8%	2 2.1%	3 3.1%	2 2.1%	- -
Caring HealthCare Network	7 1.8%	- -	4 4.2%	2 2.1%	1 1.0%
PATH	3 0.8%	2 2.1%	1 1.0%	- -	- -
UPMC Western Psychiatric Crisis	2 0.5%	- -	- -	2 2.1%	- -
Other	12 3.1%	1 1.0%	2 2.1%	8 8.3%	1 1.0%

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	392	97	96	96	103
Q17-How did you hear about this provider?					
Community Care (CCBH)	4 1.0%	- -	2 2.1%	- -	2 1.9%
Referred by another provider	166 42.3%	41 42.3%	33 34.4%	49 51.0%	43 41.7%
Internet search	19 4.8%	4 4.1%	6 6.3%	5 5.2%	4 3.9%
Advertisement	4 1.0%	- -	3 3.1%	1 1.0%	- -
Word of mouth	186 47.4%	48 49.5%	52 54.2%	39 40.6%	47 45.6%
other	13 3.3%	4 4.1%	- -	2 2.1%	7 6.8%

Adult Providers Level Analysis

Counts Break % Respondents	2025 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	392	97	96	96	103
Q18-What services are you currently receiving or have you received from this provider?					
MH Blended Case Management (BCM)	34 8.7%	4 4.1%	5 5.2%	14 14.6%	11 10.7%
Peer Support Services	3 0.8%	- -	1 1.0%	1 1.0%	1 1.0%
D&A partial Hospitalization	12 3.1%	5 5.2%	2 2.1%	- -	5 4.9%
D&A Rehabilitations	61 15.6%	32 33.0%	6 6.3%	- -	23 22.3%
MH Mobile Therapy	1 0.3%	1 1.0%	- -	- -	- -
D&A Detox	22 5.6%	13 13.4%	2 2.1%	- -	7 6.8%
MH Outpatient Therapy	125 31.9%	15 15.5%	43 44.8%	40 41.7%	27 26.2%
Methadone Maintenance	2 0.5%	2 2.1%	- -	- -	- -
D&A Intensive Outpatient (IOP)	6 1.5%	4 4.1%	1 1.0%	- -	1 1.0%
Medication Management	114 29.1%	13 13.4%	33 34.4%	41 42.7%	27 26.2%
D&A Outpatient Therapy	12 3.1%	8 8.2%	3 3.1%	- -	1 1.0%

Adult Providers Level Analysis

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	392	97	96	96	103
Q19-How long have you been receiving services from (provider)?					
Less than 6 months	137 34.9%	65 67.0%	18 18.8%	11 11.5%	43 41.7%
6 months to 1 year	49 12.5%	4 4.1%	18 18.8%	18 18.8%	9 8.7%
1 to 2 years	49 12.5%	6 6.2%	18 18.8%	17 17.7%	8 7.8%
2 to 4 years	42 10.7%	6 6.2%	16 16.7%	8 8.3%	12 11.7%
4 + years	115 29.3%	16 16.5%	26 27.1%	42 43.8%	31 30.1%
Completed	-	-	-	-	-

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	392	97	96	96	103
Q20-My provider made me aware of the different treatment services available to best meet my needs.					
Yes	352 89.8%	80 82.5%	93 96.9%	89 92.7%	90 87.4%
No	40 10.2%	17 17.5%	3 3.1%	7 7.3%	13 12.6%

89.8% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2025 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	392	97	96	96	103
Q21-I was made aware of the different providers available for the treatment services that best meet my needs.					
Yes	305 77.8%	60 61.9%	89 92.7%	74 77.1%	82 79.6%
No	87 22.2%	37 38.1%	7 7.3%	22 22.9%	21 20.4%

77.8% of target rate Y-T-D

Action Required

Adult Providers Level Analysis

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	392	97	96	96	103
Q22-In the last twelve months, were you able to get the help you needed? (State question)					
Yes	323 82.4%	67 69.1%	91 94.8%	86 89.6%	79 76.7%
Sometimes	52 13.3%	21 21.6%	5 5.2%	6 6.3%	20 19.4%
Never	17 4.3%	9 9.3%	-	4 4.2%	4 3.9%

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	392	97	96	96	103
Q23-How long did you have to wait for services?					
Less than a week	211 53.8%	75 77.3%	41 42.7%	29 30.2%	66 64.1%
1-2 weeks	106 27.0%	9 9.3%	31 32.3%	39 40.6%	27 26.2%
3-4 weeks	39 9.9%	7 7.2%	10 10.4%	18 18.8%	4 3.9%
Longer than a month	36 9.2%	6 6.2%	14 14.6%	10 10.4%	6 5.8%

Adult Access to Services

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	392	97	96	96	103
Q24A-I feel like I was able to get the help I needed within an acceptable amount of time.					
Yes	361 92.1%	82 84.5%	93 96.9%	91 94.8%	95 92.2%
No	31 7.9%	15 15.5%	3 3.1%	5 5.2%	8 7.8%

92.1% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	392	97	96	96	103
Q24B- I get the right amount of help.					
Yes	353 90.1%	77 79.4%	94 97.9%	91 94.8%	91 88.3%
No	39 9.9%	20 20.6%	2 2.1%	5 5.2%	12 11.7%

90.1% of target rate Y-T-D

Meets Expectations

Adult Access to Services

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	392	97	96	96	103
Q25-Did you receive any of your treatment services through telehealth?					
Yes	220 56.1%	74 76.3%	58 60.4%	56 58.3%	32 31.1%
No	172 43.9%	23 23.7%	38 39.6%	40 41.7%	71 68.9%

Counts Break % Respondents	2025 Y-T-D Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
NA's reduce totals	220	74	58	56	32
Q26-If yes, were you satisfied with your telehealth experience?					
Yes	192 87.3%	56 75.7%	58 100.0%	49 87.5%	29 90.6%
No	28 12.7%	18 24.3%	-	7 12.5%	3 9.4%

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	392	97	96	96	103
Q27-Are there any barriers that prevent you from getting your behavioral health needs met?					
Yes	58 14.8%	16 16.5%	17 17.7%	12 12.5%	13 12.6%
No	334 85.2%	81 83.5%	79 82.3%	84 87.5%	90 87.4%

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	392	97	96	96	103
Q28-Are there any barriers that you or your family are experiencing with reading or writing?					
Yes	39 9.9%	1 1.0%	15 15.6%	9 9.4%	14 13.6%
No	353 90.1%	96 99.0%	81 84.4%	87 90.6%	89 86.4%

Adult Recovery Oriented Treatment Experiences

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	392	97	96	96	103
Q29A-The interventions offered to me on my treatment plan are a good fit for me.					
Strongly Agree/Agree	371 94.6%	84 86.6%	95 99.0%	94 97.9%	98 95.1%
Strongly Disagree/Disagree	19 4.8%	12 12.4%	- -	2 2.1%	5 4.9%
Neutral	2 0.5%	1 1.0%	1 1.0%	- -	- -

94.6% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	392	97	96	96	103
Q29B-My provider asked questions about my physical health.					
Strongly Agree/Agree	322 82.1%	65 67.0%	88 91.7%	85 88.5%	84 81.6%
Strongly Disagree/Disagree	62 15.8%	32 33.0%	8 8.3%	8 8.3%	14 13.6%
Neutral	8 2.0%	- -	- -	3 3.1%	5 4.9%

82.1% of target rate Y-T-D

Action Required

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	392	97	96	96	103
Q29C-My provider treated me with dignity and respect.					
Strongly Agree/Agree	373 95.2%	83 85.6%	96 100.0%	93 96.9%	101 98.1%
Strongly Disagree/Disagree	10 2.6%	5 5.2%	- -	3 3.1%	2 1.9%
Neutral	9 2.3%	9 9.3%	- -	- -	- -

95.2% of target rate Y-T-D

Meets Expectations

Adult Recovery Oriented Treatment Experiences

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	392	97	96	96	103
Q29D-My provider talks to me about my plan for after treatment.					
Strongly Agree/Agree	270 68.9%	82 84.5%	52 54.2%	56 58.3%	80 77.7%
Strongly Disagree/Disagree	82 20.9%	15 15.5%	23 24.0%	28 29.2%	16 15.5%
Neutral	40 10.2%	- -	21 21.9%	12 12.5%	7 6.8%

68.9% of target rate Y-T-D

Action Required

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	392	97	96	96	103
Q29E-Based on the help I received, I am likely to recommend (provider) to others.					
Strongly Agree/Agree	354 90.3%	72 74.2%	96 100.0%	93 96.9%	93 90.3%
Strongly Disagree/Disagree	24 6.1%	15 15.5%	- -	3 3.1%	6 5.8%
Neutral	14 3.6%	10 10.3%	- -	- -	4 3.9%

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	392	97	96	96	103
Q30-Were you given the chance to make treatment decisions? (State question)					
Yes	342 87.2%	76 78.4%	89 92.7%	91 94.8%	86 83.5%
No	19 4.8%	9 9.3%	2 2.1%	3 3.1%	5 4.9%
Sometimes	31 7.9%	12 12.4%	5 5.2%	2 2.1%	12 11.7%

Adult Outcomes

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	392	97	96	96	103
Q31-What effect has the treatment you've received had on the quality of your life? (State question)					
Much better	229 58.4%	44 45.4%	63 65.6%	54 56.3%	68 66.0%
A little better	122 31.1%	40 41.2%	31 32.3%	27 28.1%	24 23.3%
About the same	39 9.9%	13 13.4%	2 2.1%	13 13.5%	11 10.7%
A little worse	-	-	-	-	-
Much worse	2 0.5%	-	-	2 2.1%	-

Counts Break % Respondents	2025 Y-T-D Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	392	97	96	96	103
Q32-As a result of treatment, I feel more hopeful.					
Much better	234 59.7%	59 60.8%	60 62.5%	57 59.4%	58 56.3%
A little better	127 32.4%	26 26.8%	32 33.3%	35 36.5%	34 33.0%
About the same	22 5.6%	8 8.2%	4 4.2%	2 2.1%	8 7.8%
A little worse	7 1.8%	4 4.1%	-	-	3 2.9%
Much worse	2 0.5%	-	-	2 2.1%	-

Adult Outcomes

Counts Break % Respondents	2025 Y-T-D Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	392	97	96	96	103
Q33-As a result of treatment, I feel like I can function better in my daily life.					
Much better	238 60.7%	58 59.8%	60 62.5%	53 55.2%	67 65.0%
A little better	111 28.3%	24 24.7%	27 28.1%	32 33.3%	28 27.2%
About the same	34 8.7%	10 10.3%	9 9.4%	7 7.3%	8 7.8%
A little worse	7 1.8%	5 5.2%	-	2 2.1%	-
Much worse	2 0.5%	-	-	2 2.1%	-

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	392	97	96	96	103
Q34-As a result of treatment, I feel I can deal with problems better.					
Much better	212 54.1%	48 49.5%	56 58.3%	46 47.9%	62 60.2%
A little better	137 34.9%	33 34.0%	33 34.4%	42 43.8%	29 28.2%
About the same	34 8.7%	16 16.5%	4 4.2%	4 4.2%	10 9.7%
A little worse	5 1.3%	-	1 1.0%	2 2.1%	2 1.9%
Much worse	4 1.0%	-	2 2.1%	2 2.1%	-

Adult Provider Issues

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	392	97	96	96	103
Q35-Have you had any issues or problems with (provider)?					
Yes	20 5.1%	8 8.2%	1 1.0%	7 7.3%	4 3.9%
No	372 94.9%	89 91.8%	95 99.0%	89 92.7%	99 96.1%

Counts Break % Respondents	2025 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	392	97	96	96	103
Q36-If yes, what were the issues or problems with services from (provider)?					
Lack of treatment planning and coordination	- -	- -	- -	- -	- -
Poor Communication	2 0.5%	- -	- -	- -	2 1.9%
Frequent Staff Changes	1 0.3%	- -	- -	1 1.0%	- -
Frequent provider cancellations	1 0.3%	- -	- -	- -	1 1.0%
Services not provided when I needed them	4 1.0%	2 2.1%	- -	2 2.1%	- -
Other	12 3.1%	6 6.2%	1 1.0%	4 4.2%	1 1.0%
Not Applicable	372 94.9%	89 91.8%	95 99.0%	89 92.7%	99 96.1%

Adult Provider Issues

Counts Break % Respondents	2025 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	20	8	1	7	4
Q37-If yes, were you able to resolve these issues or problems with (provider)?					
Yes	4 20.0%	1 12.5%	- -	2 28.6%	1 25.0%
No	16 80.0%	7 87.5%	1 100.0%	5 71.4%	3 75.0%

Question 38-Please share any additional compliments or concerns you have about the services you participate in with (provider)

Question 38 can be found in the back with literal comments.

Counts Break % Respondents	2025 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	392	97	96	96	103
Q39-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	3 0.8%	2 2.1%	- -	1 1.0%	- -
No	18 4.6%	7 7.2%	1 1.0%	6 6.3%	4 3.9%
N/A	371 94.6%	88 90.7%	95 99.0%	89 92.7%	99 96.1%

***Question 39A-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?

Q2- Multi-racial.
Q2- Multi-racial.
Q2- South Korean.
Q2= South Korean
African/Latina
Q4- African/Latina
Q4- African/Latina

Q16A-What is the name of your treatment provider?

Q1- Evolution Counseling
Q2- Adara
Q2- Adara
Q3- Community Guidance Center
Q3- Community Guidance Center
Q3- Crystal Moon Counseling
Q3- Kathryn Hockenberry
Q3- Adara
Q3- Kathryn Hockenberry
Q3- Adara
Q3- Kathryn Hockenberry
Q4- New Beginnings Christian Counseling

Q17A-How did you hear about this provider?

Q1- My father got me set up with them.
Q1- We followed my nurse practitioner from Primary Health Network.
Q3- My daughter goes there through the school.
Q3- I also called around to see who all took my insurance
Q3- An insurance agency helped me find them
Q3- I followed the nurse practitioner from a different provider
Q4- I can't remember, I have been going there for way too many years
Q4- I drove by the building

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

Q24C Literal Comment-These statements are about your Access to services with provider.

- Q1- They rush everything and it's all about how long the insurance is going to pay.
- Q1- They seem to be running into problems getting me on MAT. I don't think the psychiatrist listens. He doesn't acknowledge you and we are on for a minute or two.
- Q1- They are short staffed and it's hard to get an appointment.
- Q1- It took awhile to get the help I needed.
- Q1- Some counselors give you more help while others do not.
- Q1- It's a dual diagnostic facility - there is only one or the other. There is not a counselor for Mental Health and Drug and Alcohol separately.
- Q1- I wish it was more focused on the 12 Step Program.
- Q1- They won't let me go to the hospital or see a doctor.
- Q1- I had to wait eight days to get my medicine and they they lost it twice.
- Q1- They don't care what happens to you.
- Q2- I need more help than what a regular case manager can provide.
- Q2- I feel like I am not getting anywhere in my treatment.
- Q3- I struggle with my psychiatrist because he does not listen to me. He refuses to let me take the gene site test to see what medications would work best for me based on my genetics, instead he wants to continue increasing the dosage even though the ones already prescribed to me are not working.
- Q3- I had to wait three months to start seeing my doctor again. My insurance through my employer prevented me from getting in regularly
- Q3- I need a therapist but my insurance is not accepted at many offices or they are not accepting new patients
- Q3- It took a while to get in here. I feel like I need more services
- Q4- My psychiatrist keeps canceling, therefore I don't feel like I get the right amount of help
- Q4- They don't have much mental health treatment here and you are only with the psychiatrist for about five minutes
- Q4- They are very disorganized
- Q4- They should have sent me to be properly detoxed
- Q4- They go over the same thing over and over again, we need different stuff to keep us focused and engaged
- Q4- I get the right amount of help but they lowered my methadone dose too much
- Q4- They are very disorganized and they have favoritism

Q27A-Are there any barriers that prevent you from getting your behavioral health needs met? Literal comment

- Q1- The issue I have is transportation.
- Q1- There is no access to the counselors and whoever I need to talk to, to get the help.
- Q1- You see psych on Tuesday, and maybe three days later your medication will be changed. It should be done ASAP.
- Q1- Transportation is a barrier I face.
- Q1- The medical staff is not fully equipped to meet some of the health care needs.
- Q1- There's not enough help, they don't have the right staff.
- Q1- Them losing my medications prevents me from getting my needs met.
- Q1- My main barrier is myself because of my anxiety.
- Q2- They don't prescribe the medications I need.
- Q2- A past injury caused issues with walking and transporting myself to appointments.

Q27A-Are there any barriers that prevent you from getting your behavioral health needs met? Literal comment

- Q2- No one in the community knows how to counsel pain management in therapy.
- Q2- Sometimes the weather is a barrier.
- Q2- Transportation is a barrier I face.
- Q2- Transportation and conflicts with my job schedule are barriers I face.
- Q2- We are having trouble with transportation.
- Q2- I have physical health issues which are a barrier for me.
- Q2- I have severe social anxiety and aggression problems related to PTSD.
- Q2- I have transportation issues which require me to walk; in inclement weather I have trouble getting there.
- Q3- The insurance company is denying me access to my provider
- Q3- Transportation issues
- Q3- It's hard to find transportation
- Q3- I need help getting a place to live and it's hard to get transportation
- Q3- Insurance and myself sometimes
- Q3- I am physically disabled and struggle remembering things due to my PTSD
- Q3- Transportation
- Q3- Transportation is an issue
- Q3- I am homeless and I have a car that needs repaired often
- Q4- I need to get my license back, it's hard to get transportation
- Q4- I have issues getting transportation, but I get rides through Blair Senior Services
- Q4- Getting transportation is an issue
- Q4- The right amount of services aren't provided here
- Q4- Transportation has been an issue
- Q4- I feel the doctor does not listen when I bring up medications
- Q4- They don't fully help here, just want to medicate, not talk

Q26A-Are there any barriers you or your family are experiencing with reading or writing? Literal Comments

- Q2- I am dyslexic and my youngest son is too.
- Q2- I have a learning disability that affects my reading and writing, which my dad also has.
- Q2- I have dyslexia and experience trouble with writing.
- Q2- I have trouble understanding some things.
- Q2- I have dyslexia.
- Q2- I have a reading and spelling disability.
- Q2- I have to read things out loud to comprehend them.
- Q2- I can't see to read because I need glasses but they are too expensive. My medical insurance doesn't cover much either.
- Q2- I have trouble with reading and writing
- Q2- I have some problems, but not a lot
- Q3- Sometimes I have problems processing information
- Q3- I can't read or write well, or understand what I am reading
- Q3- My family struggles with comprehending what we read
- Q3- I am dyslexic and I do not comprehend well or remember well
- Q4- I have a problem with reading and writing
- Q4- I can't comprehend what I read and I don't understand most of it
- Q4- My youngest has issues with reading and writing
- Q4- My spelling sucks
- Q4- I can't retain information without seeing it or hearing it
- Q4- I have to see or hear the information to understand it, I can't comprehend anything just by reading it

Q29F--These statements are about Recovery Oriented Treatment Practices with (provider). Please indicate your level of agreement or disagreement with each statement.

- Q1- I would not recommend this place in the winter because we have to walk to different buildings.
- Q1- I would recommend them because going from one building to another, I don't feel like I am stuck in one place.
- Q1- The case manager does a good job.
- Q1- I like it here, it's nice.
- Q1- I researched this place and the reviews are bad and when I came in the reviews are all lies.
- Q1- I like the program, it's a good program.
- Q1- I would recommend them to other people because you get the help you need.
- Q1- I asked to go to the hospital because of my hip and she said I was drug seeking, which I'm not. I would not recommend them to anyone because they don't help.
- Q1- They don't ask about my physical health, just mental health.
- Q1- They are on time with everything. They treat me good.
- Q1- It depends on what you are coming here for.
- Q1- I have to ask for everything. Not everyone has the mental awareness or capacity to advocate for themselves.
- Q1- I would recommend them because I feel they treat you fairly.
- Q1- I would recommend them because the treatment staff tries to help you as best as they can and they are knowledgeable.
- Q1- They have a good program here compared to other places.

Q29F--These statements are about Recovery Oriented Treatment Practices with (provider). Please indicate your level of agreement or disagreement with each statement.

Q1- It's amazing here.

Q1- I made a bond with other people here and I like that.

Q1- I like my counselor, she's cool.

Q1- I would recommend them because the staff is kind.

Q1- Med-line is over an hour but I would recommend Cove Forge because the counselors care.

Q1- I don't know if I would recommend them because their case management sucks.

Q1- I have been here for 37 days and they have not given me a discharge date yet. Also, it is very dysfunctional here. Mental Health patients and Drug and Alcohol patients should not be mixed together. It's very unstable here and not a good fit for anyone.

Q1- They are so disorganized here, they need help and to be retrained. No one knows what they are doing.

Q1- The after treatment plan never came up.

Q1- They told me I was done with counseling but made me start over. It is not managed well at all.

Q1- I recommend them because they help you get off drugs.

Q1- I do not recall an after treatment plan coming up.

Q1- I am treated really well here.

Q1- Because they help people get off street drugs.

Q1- They are really sweet.

Q1- There are much better facilities out there. They need to care about their employees more.

Q1- The treatment plan is a little generic, we need more talking and less packet work. The after treatment plan did not come up yet. Also, there is not enough positive reinforcement.

Q1- They said I have to stay 45 days and I don't like that. They are repetitive with the program and it depends on the person for how long you stay here.

Q1- I'd recommend them because of the professionalism I've received here and the level of care.

Q1- They don't do what they need to do if you get sick.

Q1- They actually work with you here.

Q1- They are always nice and supportive.

Q1- They can be good when they want to be.

Q2- Most of the stuff that goes on is positive so I would recommend them.

Q2- They have been very helpful.

Q2- The program is good but they have not asked about my physical health.

Q2- I feel they treat you like a person and do not rush you through the program.

Q2- There is no need for an after treatment plan, I feel I will be on meds for the rest of my life.

Q2- An after treatment plans has not come up yet.

Q2- An after treatment plan has never come up but they are a great facility.

Q2- Covid and Long Covid resources are not shared with professionals to distribute to clients like me.

Q2- I do not feel after treatment plans are in my future.

Q2- We have not discussed an after treatment plan yet.

Q2- After treatment plans haven't come up yet.

Q2- We are nowhere close to even think about an after treatment plan.

Q2- I do not feel there will be after treatment plans for medication.

Q2- An after treatment plan has not come up yet.

Q29F--These statements are about Recovery Oriented Treatment Practices with (provider). Please indicate your level of agreement or disagreement with each statement.

Q2- After treatment plans have not come up yet.

Q2- After treatment plans haven't come up yet.

Q2- We have not gotten to the point of even talking about after treatment plans.

Q2- After treatment plans have not come up yet.

Q2- After treatment plans have not come up yet.

Q2- After treatment plans have not come up yet.

Q2- We are not ready to discuss after treatment plans yet.

Q2- We do not have an after treatment plan yet.

Q2- An after treatment plan has not come up yet.

Q2- They don't ask about my physical health nor did they talk to me about an after treatment plan.

Q2- The staff is friendly, caring, and respectful

Q2- They are very welcoming and kind. I feel comfortable going there

Q2- My therapist is amazing! They don't really ask questions. They did not talk to me about an after treatment plan yet

Q2- We did not talk about an after treatment plan yet. They are friendly and I love my counselor

Q2- My therapist is excellent, very knowledgeable

Q2- After treatment did not come up yet

Q2- They do not ask my about my physical health

Q2- After treatment did not come up yet

Q2- The staff is very friendly and attentive

Q2- The counselors helped me a lot

Q2- After treatment did not come up yet. They are reliable and honest

Q2- We did not talk about an after treatment plan. I would recommend them because they actually listen to what I have to say

Q2- My therapist is my best friend, she has helped me a lot. More than she will ever know!!

Q2- After treatment did not come up. I would recommend them because they listen and ask me for input

Q3- We have not yet talked about an after treatment plan.

Q3- We have not talked about an after treatment plan yet.

Q3- I do not feel respected by my doctor, nor would I recommend him to anyone else. We have not talked about a treatment plan either.

Q3- We have not talked about an after treatment plan.

Q3- After treatment did not come up yet. They are good people and help me a lot, so yes I would recommend them to other people

Q3- We don't really talk about a plan for after treatment, I really need them

Q3- After treatment did not come up yet

Q3- We have not talked about after treatment

Q3- After treatment did not come up yet

Q3- They may have gone over after treatment, but I don't remember

Q3- I am not sure if he went over a plan for after treatment or not

Q3- We did not talk about an after treatment plan yet

Q3- I don't think after treatment came up yet

Q29F--These statements are about Recovery Oriented Treatment Practices with (provider). Please indicate your level of agreement or disagreement with each statement.

Q3- We did not talk about an after treatment plan. I would recommend them because they have the cleanest office space and bathroom out of anywhere I have been. I feel rich going in there.

Q3- I would recommend them because I had good experiences with everyone and they accommodate my needs

Q3- I would recommend them because they help where other have not

Q3- My BCM is awesome, I highly recommend her

Q3- When I first started there, they asked about my health but have not since. We have not talked about an after treatment plan yet.

Q3- Every time I went in for an appointment, my therapist called crisis so my treatment plan constantly changed. They never asked about my physical health, otherwise they would have known I lost 20-30 pounds

Q3- I would recommend for medication management but not for therapy

Q3- If she asked about my physical health, I don't remember since it's been so long

Q3- She does not ask about my physical health

Q3- With the few questions they asked me, I do not recall one about my physical health. We have not talked about an after treatment plan either

Q3- After treatment did not come up yet

Q3- After treatment did not come up

Q3- I don't think we talked about after treatment, but my treatment will be on going

Q4- Once I get my SSI I won't get my BCM anymore

Q4- I would recommend them because they help people and there are no quacks there like the other doctor's office

Q4- They have been good with me so far

Q4- They are very good to me

Q4- I like it here a lot

Q4- I will always be with a psychiatrist. I really like them and have recommended them to other people

Q4- We haven't discussed an after treatment plan yet. I would recommend the provider because she's phenomenal and knowledgeable

Q4- I would recommend them because they listen and really help me

Q4- We did not talk about an after treatment plan. I like them and have told other people to come here

Q4- A plan for after treatment hasn't been discussed yet. They are discreet and very effective

Q4- I like my nurse practitioner and counselor

Q4- I recommend the people I work with because they are good, I'm unsure if they ask about my physical health

Q4- I recommend them because they are nice

Q4- I recommend them because I get along with my doctor

Q4- They don't discuss my physical health with me

Q4- Their acceptance of people, they seem to want to help everyone

Q4- They have helped me more than they know

Q4- The veterans counselor is amazing

Q4- I would recommend them for drug and alcohol treatment but not mental health treatment. They're not good for mental health services

Q4- I'm likely to recommend them based on their location and being able to go outside

Q4- I would recommend them because it's a 28 day program and they offer family visits

Q29F--These statements are about Recovery Oriented Treatment Practices with (provider). Please indicate your level of agreement or disagreement with each statement.

Q4- Their strategies are effective

Q4- I'm not ready for after treatment yet

Q4- I do not like it here and I want to leave

Q4- They need more staff

Q4- It's a good place to go to

Q4- They set up good after care

Q4- The staff is amazing

Q4- The staff is loving and kind

Q4- I would recommend them because it's better than dying, but I would recommend another rehab before this one

Q4- The staff genuinely cares if you are making progress or not

Q4- It's a good facility and what you make of it

Q4- I don't plan on going anywhere else

Q4- They don't really give us the tools to keep going, they teach you so much and that's it

Q4- It's beneficial to come here, they help a lot

Q4- They don't ask about my physical health. I am getting all the help I need in a short period of time

Q4- They've really helped me work on myself

Q4- The staff is very involved with you in your recovery

Q4- They try to help me deal with any issues I have going on

Q4- I've had a really good experience being my first rehab

Q4- They don't bring up my after treatment plan

Q4- My treatment plan is good, they just need different subjects for group. I won't recommend them because I've been here multiple time and it's worse and worse each time

Q4- The individual counselors have been on the other side like us and can relate

Q4- They don't ask about your physical health. The staff is nice

Q4- Not yet, any rehab is a good place to start

Q4- I've been here for 20 days and I don't know my treatment plan. I don't qualify for a halfway house because this is my first time at a rehab, that should not be a rule just to get help. I do not recommend because your needs are not met

Q4- They change at your pace to allow you to grow to get your sobriety back

Q36A-If yes. what were the issues or problems with services from (provider)?

Q1- Lack of treatment planning and coordination and poor communication.

Q1- Lack of treatment planning and coordination, poor communication, frequent staff changes.

Q1- I have scheduling problems and problems with the psychiatrist.

Q1- Lack of treatment planning and coordination and poor communication; they didn't answer my sick call and it's been three weeks.

Q1- Being unaware about the program and how many days you're going to be here. They lie and tell you one thing to get you here and add more days once you are here.

Q1- I put in four med sheets to go to the walk-in clinic and they refuse to take me.

Q1- They said I could bring my medicine from home and that they'd look at them to see if I could use them. Then they lost them twice.

Q2- Judgement on my medication nurse, she thinks I am abusing them and I am not. She says stuff to me all the time

Q3- Poor communication, the last doctor I had did not share my concern for one of my diagnoses because she didn't understand it

Q3- I only get to see them every 2-3 months

Q3- Lack of treatment planning. There was no continuity of care, they did nothing to help me after transferring to their facility

Q3- Services were not provided when I needed them. I lost my job and I lost my insurance through them, but my provider says I still have it and won't see me because they don't accept that insurance anymore

Q4- I am missing property and they can't find it

Q4- I spoke with the MAT nurse and asked her to increase my MAT. I asked the med nurse about it and she asked the MAT nurse and she lied and said she didn't talk to me

Q4- They took five days to get my medications in

Q37A-If yes, were you able to resolve these issues or problems with (provider)

Q1- No one listens.

Q1- I got the meds I needed.

Q1- I was not able to resolve the problem with the psychiatrist.

Q1- I feel that nobody is going to do anything.

Q1- They will not send me to the hospital or let me see the doctor.

Q1- They did not find them.

Q1- They just let it go instead of resolving them.

Q2- She says things to me about abusing medication and I don't like it. It doesn't matter if I tell her I don't like what she is saying to me or not.

Q3- I've tried talking to him about it but he doesn't listen to me.

Q3- I tried calling to get information on my service plan and was told they could not give me that information. I wanted to know what the nurse practitioner did in my file because she misquoted me during that call

Q3- I am still in the process of fixing it. I contacted HR at my old job to verify it was terminated and have them provide something so I have proof that it was terminated

Q3- Community Health said they could not do anything about it and that was the end of it

Q4- It's out of their control, the provider gets called to the hospital

Q4- They said they are looking into it

Q4- They did eventually come up with them

Q38-Please share any additional compliments or concerns you have about the services you participate in with (provider) Literal comment

Q1- The counselors are really good people, you can tell they care.

Q1- The heat isn't working good. Hopefully the maintenance man fixes it today.

Q1- I love the staff here, they are very nice here and they handle themselves very well.

Q1- They don't really let us know where to go with all the buildings they have here, the first day or two.

Q1- There is no soap, lotion, or anything to use in the shower, no shower shoes, or razor. There is one tech to 50 people.

Q1- If I need something I get in touch with what I need to. I am here to get the help I need.

Q1- Short staff. We are on shut down and have been for 30 days, as a punishment of some people. Everyone gets punished for the few that are doing something wrong.

Q1- It's a great program. They should make a map on all the building and name them so we don't get lost.

Q1- They won't give you stimulants here and I need one to stay awake.

Q1- If we are here more than a week then we should get visits from family.

Q1- I put an on-call slip in for the med-line so I could get a different time. I have severe anxiety and being in line with a bunch of people does not help. I want a different time and they haven't talked to me yet, it's been four days.

Q1- It's not a bad place, they've helped me.

Q1- My case manager and housing coordinator were amazing and helped my life positively.

Q1- They have Mental Health patients here and we are taking care of them, two have autism and they are not caring for them at all. We gave the one girl clothes and hygiene products. This place needs help. They are short staffed and the food is cold - the employees get their food before us so they run out of food for us patients. The staff runs late for breakfast and lunch which makes us late for everything.

Q1- The website says 28 but they tell us it's 45 days. That's false advertisement. They need to separate Mental Health patients and Drug and Alcohol patients and then have their own counselors.

Q1- I like it, this is what I needed.

Q1- I like my counselor.

Q1- They have no experience in Drug and Alcohol at all. They need someone that has knowledge in that area.

Q1- Everything is good here, they treat me well.

Q1- My counselor was great. She is very easy to talk to and lets me know when I am wrong in a nice way.

Q1- My counselor is a pretty good person, he's willing to discuss anything with you.

Q1- It's a really good program to be in. Do what you have to do and you'll be good.

Q1- They help me and listen to what I have to say.

Q1- They need people with more empathy. Some techs go by the book on rules and some don't. One tech even flirts with the consumers.

Q1- They shouldn't make you stay 45 days, it used to be 28-30. Pay the techs more, they care about us. Also we need bigger food portions and they should give us outside activities for once.

Q1- It would be nice to have one-on-one sessions with my counselor. They didn't bring me any personal belongings for ten days; I didn't have new underwear, bras or socks. They also lost my wallet and the money inside.

Q1- It's a lot better compared to two years ago, especially with the staff.

Q2- It really is a great facility that I highly recommend.

Q2- I wish we could interact with the opposite sex but I understand why they do not let us.

Q2- I feel I am moving in the right direction with my services. I got a new diagnosis for things going on in my life and everything feels like it's on track. I am satisfied and recommend them.

Q2- I love my therapist. I have been with him for four years and have no plan of changing.

Q2- They were really good with getting me set up with a new counselor when I needed one.

Q38-Please share any additional compliments or concerns you have about the services you participate in with (provider) Literal comment

Q2- I am content with my services. I am grateful to have someone at my side to give me the help I need. They saved my life.

Q2- I really like my therapist, they listen to me vent.

Q2- My therapist was very accommodating, respectful and genuine.

Q2- Overall I am happy with the staff. They work with me and I feel I have come a long way in my treatment.

Q2- I enjoy everybody and love my therapist.

Q2- I feel like they genuinely care about me and want to see me get better.

Q2- They are very accommodating; they work with me on scheduling for when it's convenient for me to go in.

Q2- I would like to compliment my therapist with her skill set, it's been a positive experience. I can't say enough good things about her

Q2- I love my counselor

Q2- My psychiatrist is amazing and the best they have

Q2- It's a good place to go to

Q2- I absolutely love it here

Q2- They are all so nice and amazing! I have been changing for the better and I would not be able to do it without my therapist

Q2- I love my provider, she is wonderful!

Q3- They have been absolutely fabulous and they are complete game changers for me. I do not know what I would do without their services.

Q3- Everyone there is really understanding. Despite being a relatively small operation, they are really kind and respectful.

Q3- They've done a wonderful job.

Q3- I loved coming here, they helped me out a lot

Q3- I wish my one case manager could come more often

Q3- They have been quick to address concerns when needed

Q3- So far I have been pleased with everything

Q3- Very fast to quick to get medicine changed when needed

Q3- I can not get counseling with her, due to Medicare not doing their job properly

Q3- I started seeing a new therapist recently, and it is going well

Q3- I love my therapist, she is the best counselor I have had in years

Q3- I know I am on the right medication and that they have my best interest at heart

Q3- She has been a real blessing

Q3- The staff is amazing

Q3- They have made things a lot easier for me through telehealth sessions

Q3- Everything is fine, they keep me healthy

Q3- They do a very good job

Q3- People at the front desk are very friendly

Q3- They can keep up the good work, they are helping me get my kids back. I am very grateful for them

Q3- I click very well with my therapist

Q3- My therapist is great!

Q3- The people there are lovely and very helpful. My therapist is a big support to me

Q3- I just wish there was less of a wait time and that insurances would actually pay

Q38-Please share any additional compliments or concerns you have about the services you participate in with (provider) Literal comment

Q3- She is very receptive and always fits me into her schedule if I need an appointment

Q3- The people have helped me a lot, they've been very kind

Q3- I wish there were more services available for things outside of just mental health but still affect it. I needed help paying my rent but Community Care could not help with that which stressed me out even more

Q3- They are very friendly and I would like to have more one on one time

Q4- These people are very caring and sweet. They really care about their patients and are very personable but in a professional way

Q4- I have seasonal depression and it's hard to deal with that. I am glad I have everyone here to help me

Q4- I always compliment them, I just love my psychiatrist. I have been with them for more than 20 years and I love them

Q4- She's non-judgemental, compassionate, and has helped my family out a lot. She's very understanding

Q4- My psychologist is amazing, she takes the time to listen to me and that means a lot

Q4- The staff is nice, it's just frustrating the provider keeps canceling

Q4- Case management is going to put in a referral, I'm waiting for them to do that

Q4- The veterans counselor is AMAZING!!!!!!!

Q4- The psychiatrist didn't really ask much, they asked what medications I wanted to be put on

Q4- The family coordinator does very good work. She applies recovery in our family visits and that's nice

Q4- The one counselor in here is very compassionate and cares about people so much. Some of the staff is excellent, they deserve a pay raise

Q4- The nursing staff is efficient

Q4- My counselor always cancels on me, it's been 7 weeks since I've seen her

Q4- I just want to get back to Phoenix and get to where I belong

Q4- They can't find my Balenciago slippers and they are very expensive

Q4- I like my counselors a lot, they seem to care

Q4- They are amazing here

Q4- Everyone is very friendly

Q4- The staff is very respectful. I really enjoy coming here during the day

Q4- They do not have my married name down on any of my paperwork. I feel they are taking away my dignity and life by having my maiden name; I feel it defects my character. I am completely done with my mental health side of my recovery and want to leave before the 28 days. If we do what we are supposed to we should be able to leave sooner

Q4- They fulfill someone's wants and needs all the time and help you with your mental health

Q4- They are doing great

Q4- They only give us one phone call a week, I feel they should give you more

Q4- There is no structure. If you ask someone for something you have to ask multiple people to get it. It took 2-3 days for them to give me stuff my gram brought me. Everyone you ask a question to, they tell you to ask someone else, they pass you along to whoever

Q4- It's a good program, they give you all the tools, it's up to you to use them

Q4- The techs are awesome. There is a major mold problem. The drop ceilings are moldy, it's in the cafeteria and the bathrooms, and there's mouse traps in every room

Q4- They seem to have the best interest in the client. They try to make groups fun so it's not so boring

Family Survey Findings

Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 27 family surveys completed during the 4th Quarter of 2025 for the period from October to December 2025.

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 2025 Family Sample Characteristics versus 3rd Quarter 2025 Comparison:

1. Lower face-to-face interviews with – 19% (5 of 27) versus 22% (6 of 27).
2. Lower ratio of male caregivers – 4% (1 of 27) versus 26% (7 of 27).
3. Higher percentage of child members aged 8 and under – 63% (17 of 27) versus 52% (14 of 27).
4. Lower percent of foster/step/adoptive/caregiver – 0% (0 of 27) versus 4% (1 of 27).
5. Equivalent ratio of male member service recipients – 63% (17 of 27) versus 63% (17 of 27).
6. Lower percent of youths' members receiving IBHS – 4% (1 of 27) versus 7% (2 of 27).
7. More members, 44% (12 of 27) versus 41% (11 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 30a – 30e).

Findings Overview

1. 22% (6 of 27) family/caregivers interviewed reported they “*reviewed their child’s insurance benefits and treatment options through Community Care*” during the 4th Quarter and is 38% (41 of 108) for the calendar year 2025 compared to 58% for calendar year 2024.

24% (1 of 27) of family/caregivers interviewed during the 4th Quarter of 2025 reported they contacted Community Care in the past 12 months, and 100% (1 of 1) “*were satisfied with the level of dignity and respect the staff conveyed.*” This indicator is 73% (8 of 11) for the calendar year 2025 compared to 71% for calendar year 2024.

2. 30% (8 of 27) family/caregivers interviewed during the 4th Quarter of 2025 were aware they could file a complaint or grievance if they needed to. This indicator is 42% (45 of 108) for the calendar year 2025 compared to 65% for calendar year 2024.

3. Family/caregivers are generally pleased with **Access** to provider treatment services with 89% (24 of 27) having a positive perception of “*ability to receive help in an acceptable amount of time.*” 85% (23 of 27) believed “their child gets the right amount of help.”

7% (2 of 27) family/caregivers reported “*... barriers prevented their child from getting his/her behavioral needs met.*” 7% (2 of 27) of family/caregivers interviewed reported they or their family were experiencing barriers with reading and writing. See Page 49 for member literal comments.

11% (3 of 27) of family/caregivers interviewed reported having to wait “*less than a week for child services*” during the 4th Quarter of 2025. This indicator is 14% (15 of 108) for the calendar year 2025 compared to 34% for calendar year 2024.

4% (1 of 27) of family/caregivers interviewed reported receiving their child’s treatment services through telehealth and 100% (1 of 1) were “*...satisfied with their child’s telehealth experience.*”

4. This quarter, five of six satisfaction indicators under the combined, revised, and expanded **Recovery Oriented Treatment Experiences** section were 93% to 96% (25-26 of 27). These include; *"The interventions offered to my child on my child's treatment plan are a good fit for my child and family," "My provider ask questions about my child's physical health," "My provider treats my family with dignity and respect," "Based on the help my family received, I am likely to recommend (provider) to others,"* and *"..were given a chance to make treatment decisions."*

The exception was *"(Provider) talks to me and my child about my child's plan for after treatment"* at 48% (13 of 27). This indicator is generally low and is 44% (47 of 108) for calendar year 2025 compared to 35% for calendar year 2024.

5. Family/caregivers satisfaction with **Treatment Outcomes** during the 4th Quarter of 2025 are: 78%(21 of 27) agreeing that *"treatment had improved the overall quality of their child's life a little to much better,"* 52% (14 of 27) agreed that *"as a result of treatment, I feel my child is more hopeful,"* and 67% (18 of 27) stated *"as a result of treatment, I feel my child can function better in their daily life."*

The indicator *"As a result of treatment, I feel my child can deal with problems better"* continues to decrease to 56% (15 of 27) in the 4th Quarter of 2025 from 63% (17 of 27) in the 3rd Quarter of 2025. This indicator is 69% (74 of 108) for the calendar year 2025.

6. 4% (1 of 27) family/caregivers reported issues or problems with their provider during the 4th Quarter of 2025. This indicator is 5% (5 of 108) for the calendar year 2025 compared to 10% for calendar year 2024.

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 48% (13 of 27) in the 4th Quarter. This indicator is 44% (47 of 108) for the calendar year 2025 compared to 35% for calendar year 2024.

This indicator fluctuates but has not been higher than 48% over the past 3 years. 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 (Q39) asks "Please share any additional compliments or concerns you have about the services your child participates in with...(provider)." 33% (9 of 27) family/caregivers interviewed answered "yes." The reader is asked to review the many positive family/caregivers' responses on Page 51.

Member Request for Assistance

Upon completing the survey 4% (1 of 27) 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 2025, 10 family quality audits were performed. 100% (8 of 8) family/caregivers felt the length of the survey and number of questions were satisfactory. Two family/caregivers did not remember taking the survey. 100% (8 of 8) family/caregivers were satisfied with the survey process and 100% (8 of 8) family/caregivers felt ok or good about being contacted.

Member Comments:

"It was good doing the survey with her (surveyor)."

"She (surveyor) was very professional and made me feel comfortable."

"I didn't mind being contacted."

"The person I spoke with was very nice."

Demographics

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

Counts Break % Respondents	2025 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.
	108	27	27	27	27
Q6-What type of survey is it?					
Telephone	86 79.6%	23 85.2%	20 74.1%	21 77.8%	22 81.5%
Face to Face	22 20.4%	4 14.8%	7 25.9%	6 22.2%	5 18.5%

Counts Break % Respondents	2025 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.
	108	27	27	27	27
Q7-What is your gender?					
Female	95 88.0%	26 96.3%	23 85.2%	20 74.1%	26 96.3%
Male	13 12.0%	1 3.7%	4 14.8%	7 25.9%	1 3.7%
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Counts Break % Respondents	2025 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.
	108	27	27	27	27
Q8-What is your child's gender?					
Male	70 64.8%	20 74.1%	16 59.3%	17 63.0%	17 63.0%
Female	38 35.2%	7 25.9%	11 40.7%	10 37.0%	10 37.0%
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Demographics

Counts Break % Respondents	2025 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.
	108	27	27	27	27
Q9-How old is the child receiving services?					
5 or under	17 15.7%	6 22.2%	- -	6 22.2%	5 18.5%
6-8 years	31 28.7%	11 40.7%	- -	8 29.6%	12 44.4%
9-13 years	59 54.6%	10 37.0%	26 96.3%	13 48.1%	10 37.0%
14 and older	1 0.9%	- -	1 3.7%	- -	- -

Counts Break % Respondents	2025 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	108	27	27	27	27
Q10-What is your relationship to the child?					
Parent	96 88.9%	24 88.9%	25 92.6%	25 92.6%	22 81.5%
Grandparent	8 7.4%	- -	2 7.4%	1 3.7%	5 18.5%
Aunt/Uncle	3 2.8%	3 11.1%	- -	- -	- -
Brother/Sister	- -	- -	- -	- -	- -
Foster Parent	- -	- -	- -	- -	- -
Adoptive Parent	- -	- -	- -	- -	- -
Stepparent	- -	- -	- -	- -	- -
Legal Guardian	1 0.9%	- -	- -	1 3.7%	- -
Other	- -	- -	- -	- -	- -

Demographics

Counts Break % Respondents	2025 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	108	27	27	27	27
Q11-What do you consider the child's race to be?					
Caucasian	100 92.6%	25 92.6%	27 100.0%	26 96.3%	22 81.5%
African American	5 4.6%	1 3.7%	-	1 3.7%	3 11.1%
Hispanic American	-	-	-	-	-
Asian/ Pacific Island	2 1.9%	1 3.7%	-	-	1 3.7%
Bi-Racial	1 0.9%	-	-	-	1 3.7%
American Indian/Alaskan Native	-	-	-	-	-
Other	-	-	-	-	-

Family Satisfaction with Community Care

Counts Break % Respondents	2025 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	108	27	27	27	27
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	41 38.0%	19 70.4%	9 33.3%	7 25.9%	6 22.2%
No	67 62.0%	8 29.6%	18 66.7%	20 74.1%	21 77.8%

Counts Break % Respondents	2025 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	108	27	27	27	27
Q13-Do you know how to contact Community Care's member services if you have a question? (If no offer them a card.)					
Yes	49 45.4%	15 55.6%	17 63.0%	7 25.9%	10 37.0%
No	59 54.6%	12 44.4%	10 37.0%	20 74.1%	17 63.0%

Family Satisfaction with Community Care

Counts Break % Respondents	2025 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	11	-	9	1	1
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	8 72.7%	-	6 66.7%	1 100.0%	1 100.0%
No	3 27.3%	-	3 33.3%	-	-

Counts Break % Respondents	2025 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	108	27	27	27	27
Q15-Are you aware of the Complaint and Grievance process through Community Care (CCBH)?					
Yes	45 41.7%	12 44.4%	17 63.0%	8 29.6%	8 29.6%
No	63 58.3%	15 55.6%	10 37.0%	19 70.4%	19 70.4%

Counts Break % Respondents	2025 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	-	-	-	-	-
Q16-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

Family Provider Level Analysis

Counts Break % Respondents	2025 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	108	27	27	27	27
Q17-What is the name of your child's treatment provider?					
ACRP (Alternative Community Resource Program)	19 17.6%	5 18.5%	10 37.0%	2 7.4%	2 7.4%
Blair Family Solutions	28 25.9%	5 18.5%	7 25.9%	8 29.6%	8 29.6%
Clarvida (CBH) Family Behavioral Resources (FBR)	3 2.8%	1 3.7%	-	1 3.7%	1 3.7%
Cen-Clear Child Services	8 7.4%	8 29.6%	-	-	-
UPMC Behavioral Health of Alleghenies (HNA)	12 11.1%	5 18.5%	1 3.7%	-	6 22.2%
Nulton Diagnostic	18 16.7%	-	5 18.5%	6 22.2%	7 25.9%
Primary Health Network	12 11.1%	2 7.4%	4 14.8%	5 18.5%	1 3.7%
Honeycomb ABA	3 2.8%	-	-	1 3.7%	2 7.4%
Journey Center	2 1.9%	1 3.7%	-	1 3.7%	-
Other	3 2.8%	-	-	3 11.1%	-

Counts Break % Respondents	2025 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	108	27	27	27	27
Q18-How did you hear about this provider?					
Community Care (CCBH)	-	-	-	-	-
Referred by another provider	43 39.8%	9 33.3%	9 33.3%	5 18.5%	20 74.1%
Internet Search	4 3.7%	-	1 3.7%	2 7.4%	1 3.7%
Advertisement	-	-	-	-	-
Word of mouth	53 49.1%	10 37.0%	17 63.0%	20 74.1%	6 22.2%
Other	8 7.4%	8 29.6%	-	-	-

Family Provider Level Analysis

Counts Break % Respondents	2025 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	108	27	27	27	27
Q19-What services does your child currently receive, or has your child received from this provider?					
Blended Case Management (BCM)	5 4.6%	1 3.7%	1 3.7%	- -	3 11.1%
Family Based MH Services	6 5.6%	1 3.7%	- -	2 7.4%	3 11.1%
Parent child Interaction Therapy (PCIT)	1 0.9%	- -	- -	1 3.7%	- -
IBHS (BHT, MT, BC)	7 6.5%	2 7.4%	2 7.4%	2 7.4%	1 3.7%
MH Outpatient Therapy	41 38.0%	15 55.6%	9 33.3%	7 25.9%	10 37.0%
Community School Based Behavioral Health (CSBBH)	6 5.6%	- -	1 3.7%	5 18.5%	- -
Medication Management	41 38.0%	8 29.6%	14 51.9%	10 37.0%	9 33.3%
Not Sure	1 0.9%	- -	- -	- -	1 3.7%

Family Provider Level Analysis

Counts Break % Respondents	2025 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	108	27	27	27	27
Q20-How long has your child been receiving services from provider?					
Less than 6 months	14 13.0%	6 22.2%	- -	2 7.4%	6 22.2%
6 months to 1 year	23 21.3%	5 18.5%	3 11.1%	9 33.3%	6 22.2%
1 to 2 years	30 27.8%	7 25.9%	8 29.6%	5 18.5%	10 37.0%
2 to 3 years	17 15.7%	4 14.8%	3 11.1%	7 25.9%	3 11.1%
3 to 4 years	5 4.6%	1 3.7%	1 3.7%	3 11.1%	- -
4+ years	18 16.7%	4 14.8%	12 44.4%	1 3.7%	1 3.7%
Completed	1 0.9%	- -	- -	- -	1 3.7%

Counts Break % Respondents	2025 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	108	27	27	27	27
Q21-My child's provider made me aware of the different treatment services available to best meet my child's needs.					
Yes	95 88.0%	22 81.5%	27 100.0%	23 85.2%	23 85.2%
No	13 12.0%	5 18.5%	- -	4 14.8%	4 14.8%

88.0% of target rate Y-T-D

Satisfactory

Family Provider Level Analysis

Counts Break % Respondents	2025 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	107	26	27	27	27
Q22-I was made aware of the providers available for the treatment services that best meet my child's needs.					
Yes	88 82.2%	19 73.1%	25 92.6%	19 70.4%	25 92.6%
No	19 17.8%	7 26.9%	2 7.4%	8 29.6%	2 7.4%

82.2% of target rate Y-T-D

Action Required

Counts Break % Respondents	2025 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	108	27	27	27	27
Q23-In the last twelve months, was your child able to get the help they needed? (State Question)					
Yes	85 78.7%	19 70.4%	23 85.2%	19 70.4%	24 88.9%
Sometimes	20 18.5%	7 25.9%	4 14.8%	7 25.9%	2 7.4%
Never	3 2.8%	1 3.7%	- -	1 3.7%	1 3.7%

Family Access to Services

Counts Break % Respondents	2025 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	108	27	27	27	27
Q24-How long did you have to wait for you child's services?					
Less than a week	15 13.9%	3 11.1%	5 18.5%	4 14.8%	3 11.1%
1-2 weeks	49 45.4%	8 29.6%	9 33.3%	16 59.3%	16 59.3%
3-4 weeks	15 13.9%	3 11.1%	9 33.3%	2 7.4%	1 3.7%
Longer than a month	29 26.9%	13 48.1%	4 14.8%	5 18.5%	7 25.9%

Family Access to Services

Counts Break % Respondents	2025 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	108	27	27	27	27
Q25A-I feel like my child was able to get the help he/she needed within an acceptable amount of time.					
Yes	92 85.2%	20 74.1%	25 92.6%	23 85.2%	24 88.9%
No	16 14.8%	7 25.9%	2 7.4%	4 14.8%	3 11.1%

85.2% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2025 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	108	27	27	27	27
Q25B-I believe my child gets the right amount of help.					
Yes	91 84.3%	22 81.5%	23 85.2%	23 85.2%	23 85.2%
No	17 15.7%	5 18.5%	4 14.8%	4 14.8%	4 14.8%

84.3% of target rate Y-T-D

Action Required

Counts Break % Respondents	2025 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	108	27	27	27	27
Q26-Did you receive any of your child's treatment services through telehealth?					
Yes	32 29.6%	11 40.7%	14 51.9%	6 22.2%	1 3.7%
No	76 70.4%	16 59.3%	13 48.1%	21 77.8%	26 96.3%

Family Access to Services

Counts Break % Respondents	2025 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	32	11	14	6	1
Q27-Were you satisfied with your child's telehealth experience?					
Yes	30 93.8%	9 81.8%	14 100.0%	6 100.0%	1 100.0%
No	2 6.3%	2 18.2%	- -	- -	- -

Counts Break % Respondents	2025 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	108	27	27	27	27
Q28-Are there any barriers that prevent your child from getting his/her behavioral needs met?					
Yes	8 7.4%	3 11.1%	- -	3 11.1%	2 7.4%
No	100 92.6%	24 88.9%	27 100.0%	24 88.9%	25 92.6%

Counts Break % Respondents	2025 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	108	27	27	27	27
Q29-Are there any barriers you or your family are experiencing with reading or writing?					
Yes	8 7.4%	3 11.1%	1 3.7%	2 7.4%	2 7.4%
No	100 92.6%	24 88.9%	26 96.3%	25 92.6%	25 92.6%

Family Recovery Oriented Treatment Experiences

Counts Break % Respondents	2025 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	108	27	27	27	27
Q30A-The interventions offered to my child on my child's treatment plan are a good fit for my child and family.					
Strongly Agree/Agree	100 92.6%	25 92.6%	25 92.6%	24 88.9%	26 96.3%
Strongly Disagree/Disagree	7 6.5%	1 3.7%	2 7.4%	3 11.1%	1 3.7%
Neutral	1 0.9%	1 3.7%	-	-	-

92.6% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 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	108	27	27	27	27
Q30B-My provider asks questions about my child's physical health.					
Strongly Agree/Agree	97 89.8%	25 92.6%	25 92.6%	21 77.8%	26 96.3%
Strongly Disagree/Disagree	6 5.6%	-	2 7.4%	3 11.1%	1 3.7%
Neutral	5 4.6%	2 7.4%	-	3 11.1%	-

89.8% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2025 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	108	27	27	27	27
Q30C-My provider treated my family with dignity and respect.					
Strongly Agree/Agree	101 93.5%	27 100.0%	25 92.6%	23 85.2%	26 96.3%
Strongly Disagree/Disagree	5 4.6%	-	-	4 14.8%	1 3.7%
Neutral	2 1.9%	-	2 7.4%	-	-

93.5% of target rate Y-T-D

Meets Expectations

Family Recovery Oriented Treatment Experiences

Counts Break % Respondents	2025 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	108	27	27	27	27
Q30D-My provider talked to me and my child about my child's plan for after treatment.					
Strongly Agree/Agree	47 43.5%	12 44.4%	10 37.0%	12 44.4%	13 48.1%
Strongly Disagree/Disagree	55 50.9%	14 51.9%	16 59.3%	15 55.6%	10 37.0%
Neutral	6 5.6%	1 3.7%	1 3.7%	-	4 14.8%

43.5% of target rate Y-T-D

Action Required

Counts Break % Respondents	2025 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	108	27	27	27	27
Q30E-Based on the help my family received, I am likely to recommend (provider) to others.					
Strongly Agree/Agree	100 92.6%	24 88.9%	27 100.0%	24 88.9%	25 92.6%
Strongly Disagree/Disagree	6 5.6%	1 3.7%	-	3 11.1%	2 7.4%
Neutral	2 1.9%	2 7.4%	-	-	-

Counts Break % Respondents	2025 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	108	27	27	27	27
Q31-Were you and your child given a chance to make treatment decisions? (State Question)					
Yes	91 84.3%	21 77.8%	25 92.6%	22 81.5%	23 85.2%
No	4 3.7%	3 11.1%	-	-	1 3.7%
Sometimes	13 12.0%	3 11.1%	2 7.4%	5 18.5%	3 11.1%

Family Outcomes

Counts Break % Respondents	2025 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	108	27	27	27	27
Q32-What effect has the treatment received had on the quality of your child's life? The quality of their life is: (State question)					
Much better	47 43.5%	15 55.6%	12 44.4%	10 37.0%	10 37.0%
A little better	45 41.7%	6 22.2%	14 51.9%	14 51.9%	11 40.7%
About the same	12 11.1%	3 11.1%	1 3.7%	3 11.1%	5 18.5%
A little worse	-	-	-	-	-
Much worse	4 3.7%	3 11.1%	-	-	1 3.7%

Counts Break % Respondents	2025 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	108	27	27	27	27
Q31-As a result of treatment, I feel my child is more hopeful.					
Much better	42 38.9%	9 33.3%	13 48.1%	12 44.4%	8 29.6%
A little better	46 42.6%	14 51.9%	14 51.9%	12 44.4%	6 22.2%
About the same	19 17.6%	4 14.8%	-	3 11.1%	12 44.4%
A little worse	-	-	-	-	-
Much worse	1 0.9%	-	-	-	1 3.7%

Family Outcomes

Counts Break % Respondents	2025 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	108	27	27	27	27
Q33-As a result of treatment, I feel my child can function better in their daily life.					
Much better	50 46.3%	17 63.0%	11 40.7%	13 48.1%	9 33.3%
A little better	38 35.2%	4 14.8%	14 51.9%	11 40.7%	9 33.3%
About the same	19 17.6%	6 22.2%	2 7.4%	3 11.1%	8 29.6%
A little worse	-	-	-	-	-
Much worse	1 0.9%	-	-	-	1 3.7%

Counts Break % Respondents	2025 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	108	27	27	27	27
Q35-As a result of treatment, I feel my child can deal with problems better.					
Much better	38 35.2%	12 44.4%	10 37.0%	11 40.7%	5 18.5%
A little better	36 33.3%	5 18.5%	15 55.6%	6 22.2%	10 37.0%
About the same	30 27.8%	10 37.0%	-	9 33.3%	11 40.7%
A little worse	1 0.9%	-	-	1 3.7%	-
Much worse	3 2.8%	-	2 7.4%	-	1 3.7%

Family Issues and Problems

Counts Break % Respondents	2025 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	108	27	27	27	27
Q36-Have you had any issues or problems with (provider)?					
Yes	5 4.6%	2 7.4%	2 7.4%	-	1 3.7%
No	103 95.4%	25 92.6%	25 92.6%	27 100.0%	26 96.3%

Family Issues and Problems

Counts Break % Respondents	2025 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	108	27	27	27	27
Q37-If you had issues or problems with (provider), what were they?					
Lack of treatment planning and coordination	2 1.9%	- -	2 7.4%	- -	- -
Poor Communication	- -	- -	- -	- -	- -
Frequent Staff Changes	- -	- -	- -	- -	- -
Frequent provider cancellations	- -	- -	- -	- -	- -
Services not available when I needed them.	- -	- -	- -	- -	- -
Not Applicable	103 95.4%	25 92.6%	25 92.6%	27 100.0%	26 96.3%
Other	3 2.8%	2 7.4%	- -	- -	1 3.7%

Question 39- Please share any additional compliments or concerns you have about the services your child participates in with (provider).

Question 39 can be found in the back with literal questions

Counts Break % Respondents	2025 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	108	27	27	27	27
Q38-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	1 0.9%	- -	- -	- -	1 3.7%
No	4 3.7%	2 7.4%	2 7.4%	- -	- -
Not Applicable	103 95.4%	25 92.6%	25 92.6%	27 100.0%	26 96.3%

Question 41-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 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?

Q3- Amber Brick

Q3- Bernadette Thompson

Q3- Richard Petroski

Q18A-How did you hear about this provider?

Q1- My husband is a patient.

Q1- I used to go there.

Q1- I found out about this provider through the insurance.

Q1- I heard about this provider through my insurance.

Q1- We heard about it through the school.

Q1- I called around looking for services.

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

**Q25C-These statements are about your child's Access to services with (provider).
Literal**

Q1- I am still working on getting him more services.

Q2- The doctor does not listen and he blames the parent for the child's behavior.

Q2- The doctor does not listen and blames everything on us.

Q2- Right now her counselor is out on maternity leave and they have no one else to fill in so she's not getting the help she needs. They should have someone to fill in for these situations.

Q3- They never came out to our house, instead they kept cancelling.

Q3- He needs more help.

Q3- The therapist is never there and they don't send his scripts in when they are due.

Q3- They are unprofessional and don't have medications ready when we need them.

Q4- We are waiting for more services

Q4- The doctor only want to give medications and is the only one who sees children under 5

Q26A-Are there any barriers that prevent your child from getting his/her behavioral needs met?

Q1- He is not receptive to treatment. He holds back.

Q1- No aides available to be consistent.

Q3- The availability of the ABA is a barrier he faces.

Q3- They cancel the therapy appointments they set up.

Q3- The therapist always cancels our appointments.

Q4- There's a long wait list

Q4- If she's having a bad day or something she wants to do a session and they tell her no that she's using it

Q29A-Are there any barriers you or your family are experiencing with reading or writing?

Q1- He's nonverbal.

Q1- He has an IEP for reading and math.

Q2- My grandson can't retain information, it happened when my daughter was pregnant with him. She was a mess and didn't get any help when she was pregnant; therefore he suffered in the womb because she didn't get the help she needed. Now, he will always struggle with this.

Q3- My son has issues with reading and writing.

Q3- My son has trouble with reading and writing but we are working on it.

Q4- I have a hard time reading and writing. He is in special classes half the day at school for help with reading and writing

Q30F-These next statements are about the child's Recovery Oriented Treatment Experiences.

Q1- There was no after treatment plan, they closed him out. I've had better experiences with other agencies than I have had with them.

Q1- Probably not due to what it was for. Didn't finish the treatment.

Q1- We haven't got that far yet.

Q1- No, they did not talk about a plan for after treatment. I would recommend the therapist but not the doctor.

Q1- We didn't get that far yet for a plan for after treatment.

Q1- Did not get to the point yet for after treatment plan.

Q1- They never really asked those types of questions when I'm around. They take him back first to do his vitals.

Q1- Everyone needs something different. We just started back.

Q1- After treatment planning did not come up yet.

Q1- The after treatment plan has not come up.

Q1- I don't remember the plan for after treatment ever coming up.

Q1- I do not join my child when she sees her counselor so I do not know if they've asked questions about her physical health or talked about an after treatment plan.

Q1- The after treatment plan did not come up yet as we are still in the process.

Q1- They help us the best they can with anything we need.

Q2- He needs better treatment from the doctor. The doctor treats us with respect to a point, but plays the blame game. I would recommend the provider but not the doctor.

Q2- He needs a new treatment plan and the doctor does not listen to me. I would recommend the provider but not the doctor.

Q2- They do not ask about her physical health nor did they talk to us about after treatment plans.

Q30F-These next statements are about the child's Recovery Oriented Treatment Experiences.

Q2- After treatment plans have not come up yet.

Q2- After treatment plans have not come up yet.

Q2- After treatment plans did not come up yet.

Q2- After treatment plans have not come up yet.

Q2- After treatment plans have not come up yet.

Q2- After treatment plans have not come up yet.

Q2- We did not go over an after treatment plan yet. I would recommend them because it is a friendly environment and they are very helpful

Q2- She has only been going here for about a year, we are no where near ready for after treatment

Q3- They didn't completely help us. When his mom finally agreed to let them come into the house to help, they cancelled twice in a row. Also, they didn't talk about an after treatment plan for him. I would recommend the company but not the group of people we worked with

Q3- We have not talked about an after treatment plan yet. I would recommend them because they take what information is needed from the child, build a relationship with them and then make a plan.

Q3- We do not have an after treatment plan for her yet.

Q3- She does not have an after treatment plan yet since we are currently still in treatment.

Q3- We have not talked about an after treatment plan for him yet.

Q3- An after treatment plan has not come up yet.

Q3- The therapist is unprofessional and did not help us much.

Q3- We have not talked about an after treatment plan yet.

Q3- They did not help my child with a good treatment plan. Only the nurses treated us with dignity and respect. I feel the whole place needs revamped and I would definitely not recommend them to others.

Q3- I would never recommend them because of the way they treated us. It was a very horrible experience.

Q3- We have not talked about a plan for after treatment yet.

Q3- An after treatment plan has not come up yet.

Q3- We have not yet talked about an after treatment plan.

Q3- They do not ask questions about his physical health, and have not gone over an after treatment plan yet

Q4- They are very attentive and help with other resources

Q4- I would recommend them because they help us a lot

Q4- We haven't discussed a plan yet, we are still in the process

Q4- I would recommend them because we always get the right amount of help

Q4- My case manager is really good at her job

Q4- After treatment hasn't come up yet. Her counselor is good with her

Q4- An after treatment plan has not been discussed yet

Q4- I'd recommend them because they focus on her needs

Q4- They are understanding

Q4- He makes sure my son has the right medications

Q4- They are here to help

Q4- We have not gotten to that point just yet

Q4- They got us in and out quick, the people were pleasant and offered advice

Q4- I absolutely love the staff, they care

Q4- The staff really cares about your child's success

Q4- No plan has been made for discharge yet

Q30F-These next statements are about the child's Recovery Oriented Treatment Experiences.

Q4- The doctor does not care!!!! As soon as possible I'm switching my daughter to ACRP

Q37A-If you had issues or problems with (provider), what were they?

Q1- They closed him out of the program because of his insurance changing instead of sending him somewhere else.

Q1- The doctor was arrogant towards me. He had me pick up papers that he dropped when I was eight months pregnant.

Q4- The doctor has destroyed my little girl, she's been put on 5 different medications in 6 months

Q38A-If yes, were you able to resolve these issues with (provider)?

Q1- I am trying to get him somewhere else.

Q2- He does not listen to what I have to say.

Q2- The doctor does not listen.

Q37-Please share any additional compliments or concerns you have about the services your partipates in with (provider).

Q1- Doctor wouldn't listen to me.

Q1- Very good communication. If there are any problems, they will call at anytime to go over the problems.

Q1- His doctor's nurse is a God sent.

Q1- The therapist was great but the doctor was not.

Q1- They worked with us around my schedule.

Q1- The case manager is amazing.

Q2- The doctors are top rated and very open with treatment. My son is comfortable with his doctor.

Q2- Everything is wonderful, they are great. They have helped us tremendously.

Q2- He has improved greatly but there is still a lot of progress to be made.

Q2- We really like his therapist, she is amazing. She helps us a lot and works with us on anything we might need.

Q3- It's hard to get help and when we do get it, they don't show up. We still have issues with my son and it would have been nice for them to help us.

Q3- She did a really good job with what she helped us with. She knew what she was doing.

Q3- She's just amazing, she always works us into her schedule if we need anything.

Q3- Everybody we work with there is great.

Q3- I am very pleased with their services. I am actually trying to get my other daughter in with them as well.

Q3- The therapist is extremely rude, he kept asking why my child did not have a father.

Q3- We love coming here, they work with us.

Q3- I wish they could get more help for the kids

Q3- His BHT is really nice

Q3- Staff are great, his therapist is a wonderful man

Q4- I really like his therapist, she is very patient with my son

Q4- They are doing a good job and it would be great if we can keep the same amount of services in the future

Q4- The case worker is amazing! I hope she never leaves

Q4- The provider allows mom to change the chart for her to get all the information when I have full custody

Q37-Please share any additional compliments or concerns you have about the services your partipates in with (provider).

Q4- The team we have is wonderful. I'm very pleased with the work

Q4- He's a wild child and the counselor gets him to calm down and be good

Q4- The counselor is amazing with her and gets her to open up

Q4- They're amazing, my son wouldn't be where he is without them

Q4- I would never take my kids anywhere but Honeycomb

Youth Survey Findings

Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 18 youth surveys completed during the 4th Quarter of 2025 for the period from October to December 2025.

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 2025 Youth Sample Characteristics compared to 3rd Quarter 2025:

1. Equivalent youth members received telephone interviews – 100% (18 of 18) versus 100% (17 of 17).
2. Less youth members received services for four or more years – 39% (7 of 18) versus 41% (7 of 17)
3. Higher ratio of female treatment recipients – 78% (14 of 18) versus 35% (6 of 17).
4. Higher percentage of youth members under age 17 – 100% (18 of 18) versus 47%. (8 of 17).
5. Lower number of youth members receiving Medication Mgt – 39% (7 of 18) versus 53% (9 of 17).
6. Higher percentage of youth respondents reporting issues/problems with provider 6% (1 of 18) versus 0% (0 of 17).

Note: *Treatment Experiences* and *Provider Recovery Orientation* have been combined, revised, and expanded into a new set of questions – *Recovery Oriented Treatment Experiences* (Questions 30a-30e).

Findings Overview

1. 39% (7 of 18) youths interviewed reported they “*reviewed their insurance benefits and treatment options through Community Care*” during the 4th Quarter 2025, This indicator is 26% (19 of 72) for the calendar year 2025 compared to 28% for calendar year 2024.

2. 11% (2 of 18) of youths interviewed during the 4th Quarter had the need to contact Community Care in the past 12 months and 100% (2 of 2) were satisfied of the level of respect and dignity shown to them.

33% (6 of 18) of youths acknowledge they were aware they could file a complaint or grievance with CCBHO during the 4th Quarter of 2025. This indicator is 36% (26 of 72) for the calendar year 2025 compared to 51% for calendar year 2024.

3. Youths surveyed were satisfied with **Access** to provider treatment services with all ten indicators: 94% (17 of 18) felt they were “*getting the help within an acceptable amount of time.*” and 83% (15 of 18) felt “*there were no barriers that prevented them from getting their behavioral health care needs met.*” 72% (13 of 18) felt “*there are no barriers for them or their family regarding reading and writing.*”

89% (16 of 18) of interviewed youths felt they “*were getting the right amount of help*” and 17% (3 of 18) of youths reported “*waiting less than a week*” to receive service. 89% (16 of 18) youths reported “*no problems in getting the help they needed during the past twelve months.*” 100% (18 of 18) reported “*their provider made them aware of different treatment services available,*” and “*they were made aware of the different providers available for the treatment services that best meet their needs.*”

72% (13 of 18) of youths interviewed during the 4th quarter reported receiving their treatment services through telehealth and 92% (12 of 13) reported being satisfied with the experience.

Youth perceptions of **Recovery Oriented Treatment Experiences** are generally good, having 89% to 100% (16-18 of 18) in the 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,” “Were you given a chance to make treatment decisions?” and “Based on the help I received, I am likely to recommend (provider) to others.”

“My provider talks to me about my plan for after treatment” improved to 89% (16 of 18). This indicator is 76% (55 of 72) for the calendar year 2025 and was 64% for 2024.

2. Youth perceptions of **Treatment Outcomes** and satisfaction are 83% - 95% (15-17 of 18) for the indicators *“Effect treatment has had on the overall quality of your life is a little to much better,” “As a result of treatment, I feel I can function better in daily life,”* and *“As a result of treatment, I feel I can deal with problems better.”* The indicator *“As a result of treatment, I feel more hopeful,”* is the lowest at 78% (14 of 18).

3.6% (1 of 18) youths surveyed during the 4th Quarter 2025 reported having issues or problems with their provider and is 4% (3 of 72) for the calendar year 2025 compared to 3% for 2024.

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 is Q11 where 39% (7 of 18) and 26% (19 of 72) for the calendar year 2025 reported they have not “reviewed their insurance benefits and treatment options through Community Care.”

2. An overall summary question (Q39) asks *“Please share any additional compliments or concerns.”* 28% (5 of 18) youths interviewed answered “yes” during the 4th Quarter 2025. Comments are found on page 70.

Member Request for Assistance

Upon completing the survey 0% (0 of 1 excluding 17 n/a) of 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, 6 youth quality audits were performed. 83% (5 of 6) of youths felt the length of the survey and number of questions were satisfactory. 100% (6 of 6) of youths were satisfied with the survey process and 100% (6 of 6) of youths felt ok or good about being contacted.

Member Comments:

“The survey was a little long. I was frustrated because I was trying to do something for my kid. We should be notified ahead of time.”

“I was caught off guard being contacted, I was leery when I answered the phone.”

“I was impressed that they took the time to do a survey, it shows they care about what I think.”

Demographics

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

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	72	20	17	17	18
Q6-What type of survey is it?					
Telephone	70 97.2%	19 95.0%	16 94.1%	17 100.0%	18 100.0%
Face to Face	2 2.8%	1 5.0%	1 5.9%	- -	- -

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	72	20	17	17	18
Q7-What is your gender?					
Female	41 56.9%	10 50.0%	11 64.7%	6 35.3%	14 77.8%
Male	31 43.1%	10 50.0%	6 35.3%	11 64.7%	4 22.2%
Does not identify with either gender	- -	- -	- -	- -	- -
Refused to answer	- -	- -	- -	- -	- -

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	72	20	17	17	18
Q8-How old are you?					
14--15 years	22 30.6%	3 15.0%	5 29.4%	6 35.3%	8 44.4%
16--17 years	22 30.6%	6 30.0%	4 23.5%	2 11.8%	10 55.6%
18--20 years	28 38.9%	11 55.0%	8 47.1%	9 52.9%	- -
Over 20 years	- -	- -	- -	- -	- -

Demographics

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul--S...	4th Qtr Oct--Dec
	72	20	17	17	18
Q9-What do you consider your race to be?					
Caucasian	57 79.2%	14 70.0%	15 88.2%	12 70.6%	16 88.9%
African American	6 8.3%	1 5.0%	-	5 29.4%	-
Hispanic American	2 2.8%	2 10.0%	-	-	-
Asian/ Pacific Island	-	-	-	-	-
Bi-Racial	7 9.7%	3 15.0%	2 11.8%	-	2 11.1%
American Indian/Alaskan Native	-	-	-	-	-
Other	-	-	-	-	-

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul--S...	4th Qtr Oct--Dec
	72	20	17	17	18
Q10-Are you receiving services primary for:					
Mental Health	71 98.6%	19 95.0%	17 100.0%	17 100.0%	18 100.0%
Drug and Alcohol	1 1.4%	1 5.0%	-	-	-
Both Mental Health and Drug and Alcohol	-	-	-	-	-

Youth Satisfaction with Community Care (CCBH)

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
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	19 26.4%	1 5.0%	4 23.5%	7 41.2%	7 38.9%
No	53 73.6%	19 95.0%	13 76.5%	10 58.8%	11 61.1%

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q12-Do you know how to contact Community Care's member service if you have a question?					
Yes	31 43.1%	9 45.0%	6 35.3%	8 47.1%	8 44.4%
No	41 56.9%	11 55.0%	11 64.7%	9 52.9%	10 55.6%

Counts Break % Respondents	2025 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	6	4	-	-	2
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	6 100.0%	4 100.0%	-	-	2 100.0%
No	-	-	-	-	-

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q14-Are you aware of the complaint and grievance process through Community Care (CCBH)?					
Yes	26 36.1%	7 35.0%	5 29.4%	8 47.1%	6 33.3%
No	46 63.9%	13 65.0%	12 70.6%	9 52.9%	12 66.7%

Youth Satisfaction with Community Care (CCBH)

Counts Break % Respondents	2025 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	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q16-What is the name of your treatment provider?					
ACRP (Alternative Community Resource Program)	1 1.4%	1 5.0%	-	-	-
Adelphoi Village	1 1.4%	-	-	1 5.9%	-
UPMC Behavioral Health of Alleghenies (HNA)	7 9.7%	1 5.0%	-	4 23.5%	2 11.1%
Clarvida (CBH) Family Behavioral Resources (FBR)	1 1.4%	-	-	-	1 5.6%
Cen-Clear Child Services	6 8.3%	2 10.0%	2 11.8%	-	2 11.1%
Meadows	1 1.4%	-	1 5.9%	-	-
Evolution Counseling Services	2 2.8%	-	1 5.9%	-	1 5.6%
Nulton Diagnostic	12 16.7%	4 20.0%	3 17.6%	3 17.6%	2 11.1%
Primary Health Network	17 23.6%	3 15.0%	4 23.5%	4 23.5%	6 33.3%
Pyramid HealthCare	1 1.4%	1 5.0%	-	-	-
Impact Counseling	3 4.2%	-	2 11.8%	-	1 5.6%
Blair Family Solutions	17 23.6%	5 25.0%	4 23.5%	5 29.4%	3 16.7%
Other	3 4.2%	3 15.0%	-	-	-

Youth Provider Level Analysis

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q17-How did you hear about this provider?					
Community Care	-	-	-	-	-
Referred by another provider	36 50.0%	4 20.0%	11 64.7%	12 70.6%	9 50.0%
Internet search	2 2.8%	-	1 5.9%	-	1 5.6%
Advertisement	2 2.8%	-	2 11.8%	-	-
Word of mouth	27 37.5%	13 65.0%	3 17.6%	5 29.4%	6 33.3%
other	5 6.9%	3 15.0%	-	-	2 11.1%

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q18-What services are you currently receiving, or have received from this provider?					
Blended Case Management (BCM)	8 11.1%	3 15.0%	-	3 17.6%	2 11.1%
Multi-Systemic Therapy (MST)	1 1.4%	-	-	1 5.9%	-
Medication Management	31 43.1%	7 35.0%	8 47.1%	9 52.9%	7 38.9%
D&A Rehab	1 1.4%	1 5.0%	-	-	-
Family Based MH Services	1 1.4%	-	-	-	1 5.6%
MH Inpatient Hospitalization	3 4.2%	2 10.0%	1 5.9%	-	-
IBHS (BHT, MT, BC)	1 1.4%	-	-	-	1 5.6%
MH Outpatient Therapy	26 36.1%	7 35.0%	8 47.1%	4 23.5%	7 38.9%

Youth Provider Level Analysis

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q19-How long have you been receiving services from (provider)?					
Less than 6 months	11 15.3%	5 25.0%	- -	4 23.5%	2 11.1%
6 months to 1 year	10 13.9%	4 20.0%	5 29.4%	1 5.9%	- -
1 to 2 years	8 11.1%	1 5.0%	3 17.6%	1 5.9%	3 16.7%
2 to 4 years	14 19.4%	2 10.0%	3 17.6%	3 17.6%	6 33.3%
4+ years	23 31.9%	6 30.0%	3 17.6%	7 41.2%	7 38.9%
Completed	6 8.3%	2 10.0%	3 17.6%	1 5.9%	- -

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q20-My provider made me aware of different treatment services available to best meet my needs.					
Yes	64 88.9%	16 80.0%	15 88.2%	15 88.2%	18 100.0%
No	8 11.1%	4 20.0%	2 11.8%	2 11.8%	- -

88.9% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q21-I was made aware of the different providers available for the treatment services that best meet my needs.					
Yes	68 94.4%	19 95.0%	14 82.4%	17 100.0%	18 100.0%
No	4 5.6%	1 5.0%	3 17.6%	- -	- -

94.4% of target rate Y-T-D

Meets Expectations

Youth Access to Services

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q22-In the last twelve months, were you able to get the help you needed? (State Question)					
Yes	63 87.5%	14 70.0%	16 94.1%	17 100.0%	16 88.9%
Sometimes	9 12.5%	6 30.0%	1 5.9%	- -	2 11.1%
Never	- -	- -	- -	- -	- -

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q23-How long did you have to wait for services?					
Less than a week	19 26.4%	6 30.0%	6 35.3%	4 23.5%	3 16.7%
1-2 weeks	29 40.3%	5 25.0%	7 41.2%	8 47.1%	9 50.0%
3-4 weeks	13 18.1%	6 30.0%	1 5.9%	2 11.8%	4 22.2%
Longer than a month	11 15.3%	3 15.0%	3 17.6%	3 17.6%	2 11.1%

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q24-I feel I am able to get the help I need within an acceptable amount of time.					
Yes	68 94.4%	19 95.0%	15 88.2%	17 100.0%	17 94.4%
No	4 5.6%	1 5.0%	2 11.8%	- -	1 5.6%

94.4% of target rate Y-T-D

Meets Expectations

Youth Access to Services

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q25-I get the right amount of help.					
Yes	69 95.8%	19 95.0%	17 100.0%	17 100.0%	16 88.9%
No	3 4.2%	1 5.0%	- -	- -	2 11.1%

95.8% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q26-Did you receive any of your treatment services through telehealth?					
Yes	44 61.1%	11 55.0%	10 58.8%	10 58.8%	13 72.2%
No	28 38.9%	9 45.0%	7 41.2%	7 41.2%	5 27.8%

Counts Break % Respondents	2025 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	44	11	10	10	13
Q27-Were you satisfied with your telehealth experience?					
Yes	41 93.2%	10 90.9%	10 100.0%	9 90.0%	12 92.3%
No	3 6.8%	1 9.1%	- -	1 10.0%	1 7.7%

Youth Access to Services

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q28-Are there any barriers that prevent you from getting your behavioral health needs met?					
Yes	8 11.1%	2 10.0%	3 17.6%	- -	3 16.7%
No	64 88.9%	18 90.0%	14 82.4%	17 100.0%	15 83.3%

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q29-Are there any barriers you or your family are experiencing with reading or writing?					
Yes	12 16.7%	3 15.0%	1 5.9%	3 17.6%	5 27.8%
No	60 83.3%	17 85.0%	16 94.1%	14 82.4%	13 72.2%

Youth Recovery Oriented Treatment Experience

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q30A-The interventions offered to me on my treatment plan are a good fit to me.					
Strongly Agree/Agree	66 91.7%	16 80.0%	17 100.0%	17 100.0%	16 88.9%
Strongly Disagree/Disagree	- -	- -	- -	- -	- -
Neutral	6 8.3%	4 20.0%	- -	- -	2 11.1%

91.7% of target rate Y-T-D

Meets Expectations

Youth Recovery Oriented Treatment Experience

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q30B-My provider asked questions about my physical health.					
Strongly Agree/Agree	67 93.1%	16 80.0%	17 100.0%	16 94.1%	18 100.0%
Strongly Disagree/Disagree	3 4.2%	3 15.0%	- -	- -	- -
Neutral	2 2.8%	1 5.0%	- -	1 5.9%	- -

93.1% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q30C-My provider treated me with dignity and respect.					
Strongly Agree/Agree	72 100.0%	20 100.0%	17 100.0%	17 100.0%	18 100.0%
Strongly Disagree/Disagree	- -	- -	- -	- -	- -
Neutral	- -	- -	- -	- -	- -

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q30D-My provider talks to me about my plan for after treatment.					
Strongly Agree/Agree	55 76.4%	17 85.0%	13 76.5%	9 52.9%	16 88.9%
Strongly Disagree/Disagree	6 8.3%	3 15.0%	1 5.9%	2 11.8%	- -
Neutral	11 15.3%	- -	3 17.6%	6 35.3%	2 11.1%

76.4% of target rate Y-T-D

Action Required

Youth Recovery Oriented Treatment Experience

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q30E-Based on the help I received, I am likely to recommend (provider) to others.					
Strongly Agree/Agree	69 95.8%	19 95.0%	16 94.1%	17 100.0%	17 94.4%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	3 4.2%	1 5.0%	1 5.9%	-	1 5.6%

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q31-Were you given the chance to make treatment decisions? (State question)					
Yes	59 81.9%	14 70.0%	16 94.1%	13 76.5%	16 88.9%
No	1 1.4%	1 5.0%	-	-	-
Sometimes	12 16.7%	5 25.0%	1 5.9%	4 23.5%	2 11.1%

Youth Outcomes

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q32-What effect has the treatment you've received had on the quality of your life? (State question)					
Much better	34 47.2%	7 35.0%	11 64.7%	6 35.3%	10 55.6%
A little better	33 45.8%	11 55.0%	6 35.3%	10 58.8%	6 33.3%
About the same	4 5.6%	2 10.0%	-	1 5.9%	1 5.6%
A little worse	1 1.4%	-	-	-	1 5.6%
Much worse	-	-	-	-	-

Youth Outcomes

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q33-As a result of treatment, I feel more hopeful.					
Much better	40 55.6%	8 40.0%	13 76.5%	8 47.1%	11 61.1%
A little better	26 36.1%	10 50.0%	4 23.5%	9 52.9%	3 16.7%
About the same	5 6.9%	2 10.0%	- -	- -	3 16.7%
A little worse	1 1.4%	- -	- -	- -	1 5.6%
Much worse	- -	- -	- -	- -	- -

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q34-As a result of treatment, I feel like I can function better in my daily life.					
Much better	40 55.6%	9 45.0%	13 76.5%	8 47.1%	10 55.6%
A little better	24 33.3%	9 45.0%	4 23.5%	6 35.3%	5 27.8%
About the same	7 9.7%	2 10.0%	- -	3 17.6%	2 11.1%
A little worse	1 1.4%	- -	- -	- -	1 5.6%
Much worse	- -	- -	- -	- -	- -

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan-Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q35-As a result of treatment, I feel like I can deal with problems better.					
Much better	35 48.6%	5 25.0%	11 64.7%	9 52.9%	10 55.6%
A little better	29 40.3%	12 60.0%	6 35.3%	4 23.5%	7 38.9%
About the same	7 9.7%	3 15.0%	- -	4 23.5%	- -
A little worse	1 1.4%	- -	- -	- -	1 5.6%
Much worse	- -	- -	- -	- -	- -

Youth Behavioral Health Provider Issues

Counts Break % Respondents	2025 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	72	20	17	17	18
Q36-Have you had any issues or problems with (provider)?					
Yes	3 4.2%	1 5.0%	1 5.9%	- -	1 5.6%
No	69 95.8%	19 95.0%	16 94.1%	17 100.0%	17 94.4%

Counts Break % Respondents	2025 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	1	-	1
Q37-If you had issues or problems with (provider) what were they?					
Lack of treatment planning and coordination	-	-	-	-	-
Poor Communication	-	-	-	-	-
Frequent Staff Changes	1 33.3%	-	1 100.0%	-	-
Frequent provider cancellations	-	-	-	-	-
Services not available when I needed them.	-	-	-	-	-
Other	2 66.7%	1 100.0%	-	-	1 100.0%

Youth Behavioral Health Provider Issues

Counts Break % Respondents	2025 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	1	-	1
Q38-If yes, were you able to resolve these issues with (provider)?					
Yes	-	-	-	-	-
No	3 100.0%	1 100.0%	1 100.0%	-	1 100.0%

Q39-Please share any additional compliments or concerns you have about the services you participate in with (provider). Listed in back with literal comments

Counts Break % Respondents	2025 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	1	-	1
Q40-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	3 100.0%	1 100.0%	1 100.0%	-	1 100.0%

***Question 41-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- Shippenville Project Point of Light

Q1- Clarion Psychiatric Center

Q1- UPMC Altoona

Q17A-How did you hear about this provider?

Q1- It was through school.

Q1- My parents got me involved.

Q1- A parent got me involved.

Q1- One of my friend called crisis.

Q4- I had services here when I was younger

Q4- It was from CYS

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

Q28A-Are there any barriers that prevent you from getting your behavioral health needs met?

Q1- I face personal barriers like anxiety and trouble talking to people.

Q2- Transportation is a barrier for me.

Q2- She is non-verbal so it makes it difficult ensuring she's getting exactly what she needs.

Q4- It depends on my son's behavior on the day of the appointment as to whether or not we can go.

Q4- It takes at least three days for my medications to be pre-authorized at the pharmacy

Q29A-Are there any barriers you or your family are experiencing with reading and writing? Literal comments

Q1- She has a learning disability.

Q1- I have a little bit of an issue with reading and writing but I am working on it.

Q2- My mom and I have problems with reading and writing.

Q3- I have a reading and writing disability.

Q3- I have a reading and writing disability.

Q3- I have dyslexia and severe anxiety when it comes to paperwork

Q4- My son has trouble reading and writing.

Q4- My brothers and I have problems with reading and writing

Q4- I have trouble with reading

Q30F-These statements are about the Recovery Oriented Treatment Experiences with provider.

Q1- We never really had interventions.

Q1- They have not come up with much of a plan yet. I do not think they ask about my physical health. They have not talked about a plan for after treatment.

Q1- We are working on a treatment plan.

Q1- They did not ask too many questions about my physical health.

Q1- Someone had drugs on them on our floor and they should have never got through. There are too many inconsistencies.

Q1- Their focus was on my mental health.

Q2- Through my experience it was easy to make an appointment and my counselor is amazing.

Q2- They've never talked to me about an after treatment plan.

Q2- They have not talked to me about an after treatment plan yet.

Q2- An after treatment plan has not come up yet.

Q2- It depends on what therapist you have on why I'd recommend them, some are better than others.

Q3- We do not feel talking about my physical health is necessary nor have we talked about a plan for after treatment.

Q3- We have not discussed a plan for after treatment yet.

Q3- We have not talked about a plan for after treatment yet.

Q3- An after treatment plan has not come up yet.

Q3- I have not talked to my provider about an after treatment yet

Q4- Everything depends on whether or not my son is having a good or bad day. It is hard to get appointments when needed

Q4- They have not discussed after treatment yet

Youth Literal Comments

Q38A-If yes, were you able to resolve these issues with (provider)?

Q1- We just stopped therapy.

Q2- I was not able to get a hold of them to get a new psychiatrist.

Q4- We will find out if it is resolved soon

Q39-Please share any additional compliments or concerns you have about the services you participate in with (provider).

Q1- He is really good. He is very kind and good with managing medication.

Q1- They really need to work on the dugs being brought in. They need to train their employees better.

Q2- I absolutely adore my doctor.

Q2- My counselor has saved my life, she's fantastic.

Q2- He connects a lot with his counselor and they find ways to incorporate his likes and interests into his sessions.

Q2- They are great, they listen to me and do great work.

Q2- His doctor has gone above and beyond to help him with any issues.

Q2- My therapist was great, she helped me solve a lot of my problems.

Q3- Sometimes I wish I had my own therapist.

Q4- There are problems with consistency with the staff, communication, and scheduling

Q4- My therapist is very nice

Q4- The doctor did a great job in describing the side effects of my medications

Q4- Everyone is very nice here and very compliant

Q4- I am trying to get more services

Provider Responses

Provider Responses to 3rd Quarter 2025 (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 3rd Quarter 2025 C/FST Report. :

Community Care's Response

Community Care Response to 3rd Quarter 2025 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 2025 C/FST Data.

Technical Notes

Technical Notes

A. Projected Surveys – January 1, 2025 – December 31, 2025

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, 2025, and December 31, 2025.

The targeted surveys for the calendar year 2024 are 462 general-purpose and 100 special focus surveys between January 1, 2025, and December 31, 2025. 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 is completed. The Blair County C/FST will continue achieving a representative sample 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