

Blair HealthChoices Behavioral Health
81 Holliday Hills Drive
Hollidaysburg PA 16648

Blair HealthChoices Behavioral Health System

2nd Quarter April-June 2026

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

Detailed Report of Survey Findings

July 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 – 2nd Quarter (April-June) 2026

This 2nd Quarter Blair County C/FST Report covers the period between April and June 2026 and provides detail on the 97 adults, 26 family and 18 youths (141 total) interviews that were completed for the 2nd Quarter of calendar year 2026.

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.

2nd Quarter 2026 Adult Sample Characteristics versus 1st Quarter 2026 Comparison:

1. Lower percentage of face-to-face – 53% (51 of 97) versus 67% (64 of 95).
2. Lower percentage of members between 35-54 - 54% (52 of 97) versus 54% (51 of 95).
3. Higher percentage MH services only – 72% (70 of 97) versus 68% (65 of 95)
4. Lower mix of MH outpatient – 30% (29 of 97, excludes medication mgt) versus 35% (33 of 95).

The following are C/FST Findings and Recommendations based on the 97 adult surveys completed during the 2nd Quarter of Calendar Year 2026 for the period from April to June 2026.

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 30% (29 of 97) adults interviewed reported they “*reviewed their insurance benefits and treatment options through Community Care*” during the 2nd Quarter of 2026; compared to 25% (24 of 95) it was the 1st quarter of 2026. This indicator was 26% (102 of 392) for the calendar year 2025.
2. 100% (10 of 10, excluding 87 n/a) of adult members interviewed during 2nd Quarter 2026 compared to 100% (2 of 2, excluding 93 n/a) of adult interviewed during the 1st 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 was 95% (40 of 42) for the calendar year 2025.
3. 33% (32 of 97) of adults interviewed were aware of the complaint or grievance through Community Care. It was 24% (23 of 95) for the 1st Quarter. This indicator is 39% (152 of 392) for the calendar year 2025. Note: The C/FST surveyor provides the member with contact information.
4. Indicators regarding **Access** to provider treatment continue to be good. 90% (87 of 97) of surveyed adults agreed with “*I get the right amount of help,*” and 92% (89 of 97) “*they were able to receive help in an acceptable amount of time,*”

54% (52 of 97) of adults interviewed received their treatment services through telehealth and 96% (50 of 52) of those were satisfied with their telehealth experience.

Just 16% (15 of 97) reported having barriers that prevented them from getting behavioral health services and 18% (17 of 97) 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 94% to 96% (91-93 of 97) 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,”* was slightly lower during the 2nd Quarter at 51% (49 of 97) compared to 53% (50 of 95) during the 1st Quarter. The indicator *“(I) was given a chance to make treatment decisions”* was 81% (79 of 97) in the 2nd Quarter compared to 87% (83 of 95) during the 1st Quarter.

The newest indicator, *“Based on the help I received, I am likely to recommend (provider) to others,”* is 92% (89 of 97) for the 2nd Quarter. It was 84% (80 of 95) for the 1st quarter and was 90% (354 of 392) for the calendar year 2025.

6. The adult responses to **Treatment Outcomes** were 79% to 95% (79-92 of 97) during the 2nd Quarter of 2026 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. 7% (7 of 97) reported issues or problems with their providers during the 2nd Quarter of 2026 compared to 6% (6 of 95) during the 1st Quarter of 2026 and was 5% (20 of 392) for the calendar year 2025.

8. See Pages 21-27 for member literal comments regarding access, barriers, treatment, issues, or additional compliments or concerns.

Observations Overview

1. Just 30% (29 of 97) of adults interviewed indicated they had reviewed their insurance benefits and treatment options (available) through Community Care. This indicator has been historically low and was 26% (102 of 392) for the calendar year 2025.

2. Adult survey question Q27 asks *“Are there any barriers that prevent you from getting your behavioral health needs met?”* 16% (15 of 97) answered “yes” and member literals regarding those barriers can be found on Page 22. Also, 18% (17 of 97) of 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.”* 25% (24 of 97) adults interviewed answered “yes” and those literal responses start on Page 26.

Adult – Member Request for Assistance

Upon completing the survey, 0% (0 of 7 excluding 90 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 2nd Quarter 2026, 27 adult quality audits were performed. Two (2) adult member did not remember doing the survey. 92% (23 of 25) adults felt the length of the survey and number of questions were satisfactory. 100% (25 of 25) adults were satisfied with the survey process and 100% (25 of 25) adults felt ok or good about being contacted.

Member comments,

"The survey went into my therapy appointment, so I was not seen for as long as I normally would have been seen."

"I was a little confused about doing the survey at first."

"I think it was very nice that she (surveyor) called and that we are doing these surveys."

"Everything went smoothly and she (surveyor) was very nice."

"The facility I go to is letting go of my doctor and it..... He says it is out of control but he wishes he could stay and so do I."

"It makes me feel important to be called and asked about my services. It lets me know they care."

Demographics

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

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	192	95	97	-	-
Q6-What type of survey is it?					
Telephone	77 40.1%	31 32.6%	46 47.4%	- -	- -
Face to Face	115 59.9%	64 67.4%	51 52.6%	- -	- -

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	192	95	97	-	-
Q7-What is your gender?					
Male	89 46.4%	37 38.9%	52 53.6%	- -	- -
Female	97 50.5%	52 54.7%	45 46.4%	- -	- -
Does not identify with either gender	6 3.1%	6 6.3%	- -	- -	- -
Refused to answer	- -	- -	- -	- -	- -

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	192	95	97	-	-
Q8-How old are you?					
21--24 years	15 7.8%	9 9.5%	6 6.2%	- -	- -
25--34 years	47 24.5%	24 25.3%	23 23.7%	- -	- -
35--44 years	53 27.6%	27 28.4%	26 26.8%	- -	- -
45--54 years	50 26.0%	24 25.3%	26 26.8%	- -	- -
55--64 years	23 12.0%	11 11.6%	12 12.4%	- -	- -
65 and over	4 2.1%	- -	4 4.1%	- -	- -

Demographics

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	192	95	97	-	-
Q9-What do you consider your race to be?					
Caucasian	161 83.9%	84 88.4%	77 79.4%	-	-
African American	24 12.5%	10 10.5%	14 14.4%	-	-
Hispanic American	-	-	-	-	-
American Indian/ Alaskan Native	-	-	-	-	-
Asian American	-	-	-	-	-
Bi-racial	4 2.1%	1 1.1%	3 3.1%	-	-
Other	3 1.6%	-	3 3.1%	-	-

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	192	95	97	-	-
Q10-Are you receiving services primary for:					
Mental Health	135 70.3%	65 68.4%	70 72.2%	-	-
Substance Use Disorder	54 28.1%	30 31.6%	24 24.7%	-	-
Both Mental Health and Substance Use Disorder	3 1.6%	-	3 3.1%	-	-

Adult Satisfaction with Community Care Analysis

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	192	95	97	-	-
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	53 27.6%	24 25.3%	29 29.9%	-	-
No	139 72.4%	71 74.7%	68 70.1%	-	-

Adult Satisfaction with Community Care Analysis

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	192	95	97	-	-
Q12-Do you know how to contact Community Care's member services if you have questions? (If no, offer them a card.)					
Yes	65 33.9%	25 26.3%	40 41.2%	-	-
No	127 66.1%	70 73.7%	57 58.8%	-	-

Counts Break % Respondents	2026 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	12	2	10	-	-
Q13-If you had contact with Community Care (CCBH) in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?					
Yes	12 100.0%	2 100.0%	10 100.0%	-	-
No	-	-	-	-	-

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	192	95	97	-	-
Q14-Are you aware of the Complaint and Grievance process through Community Care (CCBH)?					
Yes	55 28.6%	23 24.2%	32 33.0%	-	-
No	137 71.4%	72 75.8%	65 67.0%	-	-

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
NA responses reduce total	2	-	2	-	-
Q15-If you filed a complaint or grievance within the last 12 months, were you satisfied with how it was handled?					
Yes	-	-	-	-	-
No	2 100.0%	-	2 100.0%	-	-

Adult Providers Level Analysis

Counts Break % Respondents	2026 YTD Total	What quarter is it?	
		1st Qtr Jan- ...	2nd Qtr Apr--Jun
Base	192	95	97
Q16-What is the name of your treatment provider?			
Primary Health Network	27 14.1%	14 14.7%	13 13.4%
UPMC Behavioral Health of Alleghenies (HNA)	35 18.2%	10 10.5%	25 25.8%
Nulton Diagnostic	14 7.3%	9 9.5%	5 5.2%
(ACRP) Alternative Community Resource Program	30 15.6%	18 18.9%	12 12.4%
Cove Forge	35 18.2%	18 18.9%	17 17.5%
Dolminis	1 0.5%	1 1.1%	- -
PeerStar	2 1.0%	- -	2 2.1%
Blair Family Solutions	15 7.8%	10 10.5%	5 5.2%
Pyramid HealthCare	17 8.9%	11 11.6%	6 6.2%
Cen-Clear Services	5 2.6%	- -	5 5.2%
Caring HealthCare Network	3 1.6%	1 1.1%	2 2.1%
Other	8 4.2%	3 3.2%	5 5.2%

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	192	95	97	-	-
Q17-How did you hear about this provider?					
Community Care (CCBH)	1 0.5%	- -	1 1.0%	- -	- -
Referred by another provider	90 46.9%	32 33.7%	58 59.8%	- -	- -
Internet search	16 8.3%	9 9.5%	7 7.2%	- -	- -
Advertisement	2 1.0%	- -	2 2.1%	- -	- -
Word of mouth	79 41.1%	53 55.8%	26 26.8%	- -	- -
other	4 2.1%	1 1.1%	3 3.1%	- -	- -

Adult Providers Level Analysis

Counts Break % Respondents	2026 YTD Total	What quarter is it?	
		1st Qtr J- an.--Mar.	2nd Qtr Apr.--Jun.
N/A responses reduce total	192	95	97
Q18-What services are you currently receiving or have you received from this provider?			
MH Blended Case Management (BCM)	6 3.1%	4 4.2%	2 2.1%
Peer Support Services	11 5.7%	- -	11 11.3%
2.5 Partial Hospitalization (SUD Partial)	2 1.0%	2 2.1%	- -
3.5/3.7 SUD Rehabilitation	45 23.4%	21 22.1%	24 24.7%
4/3.7 Withdrawal Management (detox)	6 3.1%	6 6.3%	- -
MH Outpatient Therapy	62 32.3%	33 34.7%	29 29.9%
Methadone Maintenance	1 0.5%	1 1.1%	- -
2.1 Intensive Outpatient (SUD IOP)	1 0.5%	- -	1 1.0%
Medication Management	58 30.2%	28 29.5%	30 30.9%

Adult Providers Level Analysis

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	192	95	97	-	-
Q19-How long have you been receiving services from (provider)?					
Less than 6 months	70 36.5%	36 37.9%	34 35.1%	-	-
6 months to 1 year	28 14.6%	14 14.7%	14 14.4%	-	-
1 to 2 years	18 9.4%	8 8.4%	10 10.3%	-	-
2 to 4 years	27 14.1%	14 14.7%	13 13.4%	-	-
4 + years	48 25.0%	23 24.2%	25 25.8%	-	-
Completed	1 0.5%	-	1 1.0%	-	-

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr J- ul--Sept.	4th Qtr Oct--Dec.
Base	192	95	97	-	-
Q20-My provider made me aware of the different treatment services available to best meet my needs.					
Yes	165 85.9%	82 86.3%	83 85.6%	-	-
No	27 14.1%	13 13.7%	14 14.4%	-	-

85.9% of target rate Y-T-D

Satisfactory

Counts Break % Respondents	2026 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	192	95	97	-	-
Q21-I was made aware of the different providers available for the treatment services that best meet my needs.					
Yes	144 75.0%	74 77.9%	70 72.2%	-	-
No	48 25.0%	21 22.1%	27 27.8%	-	-

75.0% of target rate Y-T-D

Action Required

Adult Providers Level Analysis

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	192	95	97	-	-
Q22-In the last twelve months, were you able to get the help you needed? (State question)					
Yes	158 82.3%	78 82.1%	80 82.5%	-	-
Sometimes	29 15.1%	15 15.8%	14 14.4%	-	-
Never	5 2.6%	2 2.1%	3 3.1%	-	-

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	192	95	97	-	-
Q23-How long did you have to wait for services?					
Less than a week	99 51.6%	47 49.5%	52 53.6%	-	-
1-2 weeks	62 32.3%	33 34.7%	29 29.9%	-	-
3-4 weeks	16 8.3%	8 8.4%	8 8.2%	-	-
Longer than a month	15 7.8%	7 7.4%	8 8.2%	-	-

Adult Access to Services

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	192	95	97	-	-
Q24A-I feel like I was able to get the help I needed within an acceptable amount of time.					
Yes	178 92.7%	89 93.7%	89 91.8%	-	-
No	14 7.3%	6 6.3%	8 8.2%	-	-

92.7% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	192	95	97	-	-
Q24B- I get the right amount of help.					
Yes	176 91.7%	89 93.7%	87 89.7%	-	-
No	16 8.3%	6 6.3%	10 10.3%	-	-

91.7% of target rate Y-T-D

Meets Expectations

Adult Access to Services

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	192	95	97	-	-
Q25-Did you receive any of your treatment services through telehealth?					
Yes	102 53.1%	50 52.6%	52 53.6%	-	-
No	90 46.9%	45 47.4%	45 46.4%	-	-

Counts Break % Respondents	2026 YTD 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	102	50	52	-	-
Q26-If yes, were you satisfied with your telehealth experience?					
Yes	93 91.2%	43 86.0%	50 96.2%	-	-
No	9 8.8%	7 14.0%	2 3.8%	-	-

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	192	95	97	-	-
Q27-Are there any barriers that prevent you from getting your behavioral health needs met?					
Yes	27 14.1%	12 12.6%	15 15.5%	-	-
No	165 85.9%	83 87.4%	82 84.5%	-	-

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	192	95	97	-	-
Q28-Do you have difficulties with reading or writing that impacts your ability to understand your treatment?					
Yes	25 13.0%	8 8.4%	17 17.5%	-	-
No	167 87.0%	87 91.6%	80 82.5%	-	-

Adult Recovery Oriented Treatment Experiences

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul--S...	4th Qtr Oct--Dec
Base	192	95	97	-	-
Q29A-The interventions offered to me on my treatment plan are a good fit for me.					
Strongly Agree/Agree	179 93.2%	88 92.6%	91 93.8%	-	-
Strongly Disagree/Disagree	9 4.7%	4 4.2%	5 5.2%	-	-
Neutral	4 2.1%	3 3.2%	1 1.0%	-	-

93.2% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	192	95	97	-	-
Q29B-My provider asked questions about my physical health.					
Strongly Agree/Agree	174 90.6%	82 86.3%	92 94.8%	-	-
Strongly Disagree/Disagree	14 7.3%	10 10.5%	4 4.1%	-	-
Neutral	4 2.1%	3 3.2%	1 1.0%	-	-

90.6% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	192	95	97	-	-
Q29C-My provider treated me with dignity and respect.					
Strongly Agree/Agree	186 96.9%	93 97.9%	93 95.9%	-	-
Strongly Disagree/Disagree	4 2.1%	-	4 4.1%	-	-
Neutral	2 1.0%	2 2.1%	-	-	-

96.9% of target rate Y-T-D

Meets Expectations

Adult Recovery Oriented Treatment Experiences

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	192	95	97	-	-
Q29D-The provider site is welcoming and comfortable.					
Strongly Agree/Agree	188 97.9%	91 95.8%	97 100.0%	- -	- -
Strongly Disagree/Disagree	2 1.0%	2 2.1%	- -	- -	- -
Neutral	2 1.0%	2 2.1%	- -	- -	- -

97.9% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	192	95	97	-	-
Q29e-My provider talks to me about my plan for after treatment.					
Strongly Agree/Agree	99 51.6%	50 52.6%	49 50.5%	- -	- -
Strongly Disagree/Disagree	58 30.2%	40 42.1%	18 18.6%	- -	- -
Neutral	35 18.2%	5 5.3%	30 30.9%	- -	- -

51.6% of target rate Y-T-D

Action Required

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan.-Mar	2nd Qtr Apr.-Jun	3rd Qtr Jul.-S...	4th Qtr Oct.-Dec
Base	192	95	97	-	-
Q29F-Based on the help I received, I am likely to recommend (provider) to others.					
Strongly Agree/AGree	169 88.0%	80 84.2%	89 91.8%	- -	- -
Strongly Disagree/Disagree	17 8.9%	10 10.5%	7 7.2%	- -	- -
Neutral	6 3.1%	5 5.3%	1 1.0%	- -	- -

88.0% of target rate Y-T-D

Satisfactory

Adult Recovery Oriented Treatment Experiences

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	192	95	97	-	-
Q30-Were you given the chance to make treatment decisions? (State question)					
Yes	162 84.4%	83 87.4%	79 81.4%	-	-
No	7 3.6%	1 1.1%	6 6.2%	-	-
Sometimes	23 12.0%	11 11.6%	12 12.4%	-	-

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	192	95	97	-	-
Q31-What effect has the treatment you've received had on the quality of your life? (State question)					
Much better	99 51.6%	41 43.2%	58 59.8%	-	-
A little better	69 35.9%	44 46.3%	25 25.8%	-	-
About the same	19 9.9%	8 8.4%	11 11.3%	-	-
A little worse	2 1.0%	2 2.1%	-	-	-
Much worse	3 1.6%	-	3 3.1%	-	-

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	192	95	97	-	-
Q32-As a result of treatment, I feel more hopeful.					
Much better	118 61.5%	50 52.6%	68 70.1%	-	-
A little better	63 32.8%	39 41.1%	24 24.7%	-	-
About the same	6 3.1%	4 4.2%	2 2.1%	-	-
A little worse	2 1.0%	2 2.1%	-	-	-
Much worse	3 1.6%	-	3 3.1%	-	-

Adult Outcomes

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	192	95	97	-	-
Q33-As a result of treatment, I feel like I can function better in my daily life.					
Much better	113 58.9%	50 52.6%	63 64.9%	- -	- -
A little better	63 32.8%	38 40.0%	25 25.8%	- -	- -
About the same	13 6.8%	7 7.4%	6 6.2%	- -	- -
A little worse	- -	- -	- -	- -	- -
Much worse	3 1.6%	- -	3 3.1%	- -	- -

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	192	95	97	-	-
Q34-As a result of treatment, I feel I can deal with problems better.					
Much better	96 50.0%	49 51.6%	47 48.5%	- -	- -
A little better	63 32.8%	33 34.7%	30 30.9%	- -	- -
About the same	29 15.1%	12 12.6%	17 17.5%	- -	- -
A little worse	1 0.5%	1 1.1%	- -	- -	- -
Much worse	3 1.6%	- -	3 3.1%	- -	- -

Adult Provider Issues

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan.--Mar.	2nd Qtr Apr.--Jun.	3rd Qtr J- ul.--Sept.	4th Qtr Oct.--Dec.
Base	192	95	97	-	-
Q35-Have you had any issues or problems with (provider)?					
Yes	13 6.8%	6 6.3%	7 7.2%	-	-
No	179 93.2%	89 93.7%	90 92.8%	-	-

Counts Break % Respondents	2026 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	192	95	97	-	-
Q36-If yes, what were the issues or problems with services from (provider)?					
Lack of treatment planning and coordination	-	-	-	-	-
Poor Communication	4 2.1%	1 1.1%	3 3.1%	-	-
Frequent Staff Changes	-	-	-	-	-
Frequent provider cancellations	-	-	-	-	-
Services not provided when I needed them	2 1.0%	2 2.1%	-	-	-
Other	7 3.6%	3 3.2%	4 4.1%	-	-
Not Applicable	179 93.2%	89 93.7%	90 92.8%	-	-

Adult Provider Issues

Counts Break % Respondents	2026 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	13	6	7	-	-
Q37-If yes, were you able to resolve these issues or problems with (provider)?					
Yes	1 7.7%	-	1 14.3%	-	-
No	12 92.3%	6 100.0%	6 85.7%	-	-

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

Counts Break % Respondents	2026 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	192	95	97	-	-
Q39-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	13 6.8%	6 6.3%	7 7.2%	-	-
N/A	179 93.2%	89 93.7%	90 92.8%	-	-

***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.**

Adult Literal Comments

Q9A-What do you consider your race to be?

Q2- Multiracial

Q16A-What is the name of your treatment provider?

Q1- Alison Seltzer

Q1- Oasis Lifecare

Q1- Truecare Wellness

Q2- Twin Lakes Bedford

Q2- Twin Lakes Somerset

Q2- Nitin Sheth

Q2- Nitin Sheth

Q2- Craig Feaster

Q17A-How did you hear about this provider?

Q1- I was a previous employee

Q2- I've been going since I was a child

Q2- Being local

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

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

Q1- They lost my referral for my MAT

Q1- They have no communication

Q1- I am already on medication and they made me start over

Q1- I am still in need of help

Q2- It took awhile to get services, my peer support refused to advocate for me with the doctor

Q2- It took awhile to get services for meds. I was cut off a med without adjustments and feel like the doctor refused to listen to me

Q2- Services took awhile to receive, therapist wouldn't advocate for me with my doctor

Q2- I do not get enough hours with my peer support

Q2- They have the clients run groups all day, the techs are not there watching, they mark who is in group and leave

Q2- Had to drive to State College after being denied help 3 times

Q2- I feel like it's a business- they tell you one thing and do another. They push you off on to someone else if you have a question about it

Q2- They need to do more one on one

Q2- There's too many people here, they need more employees

Q2- They don't do one on one, I've been here 2 weeks and I have not had one session

Q26A-If yes were you satisfied with your telehealth experience?

Q1- Things were already marked on my chart before we went over it and he barely said 2 words to me

Q1- She was short with me

Q1- They increased one of my medications and told me the other medication would not work then, but could not give me a reason why

Q1- They are always late to the appointment

Q2- The psychiatrist only sees you for 5 minutes and doesn't listen to what I say, they've accused me of abusing medications

Q2- It was glitching and too quick

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

Q1- Transportation is an issue

Q1- Transportation is an issue

Q1- Their lack of communication

Q1- Driving and finances is an issue

Q1- My financial situation

Q1- Transportation is an issue

Q2- There are issues with transportation and me getting to providers, and the providers are bad

Q2- I have had trouble holding on to peer supports

Q2- I don't have a license

Q2- Transportation

Q2- Transportation

Q2- It's hard to get out of the house sometimes

Q2- Transportation

Q2- I don't have a provider

Q2- Transportation; Incorrect information, they do not give me the proper information to get it

Q2- I drive but I do not have a car

Q28A-Do you have any difficulties with reading or writing that impacts your ability to understand your treatment?

Q1- I don't read and write real good

Q1- Some reading and writing, some of the harder words or medical terms

Q1- I was ran over by a car and part of my skull is gone and it messed my brain up pretty bad

Q1- I have dysgraphia, it is a condition that effects reading and writing

Q2- I struggle with understanding context

Q2- I can't spell so I can't read very well

Q2- I can't comprehend most of what I am reading

Q2- I have trouble understanding what I'm reading and I don't write the best

Q2- I can't spell too good

Q2- I have dyslexia

Q2- He's low verbal autistic with reading and writing issues

Q2- Some spelling

Q29G--These statements are about Recovery Oriented Treatment Practices with (provider). Please indicate your level of agreement or disagreement with each statement.

Q1- We have not reached that part yet

Q1- We're not there yet

Q1- After treatment did not come up, they know what they're doing

Q1- After treatment hasn't been discussed yet. The provider's office staff are nice people

Q1- I'd recommend them because they are polite

Q1- The therapist was very personable

Q1- People are nice and caring

Q1- The doctor doesn't talk much but I'm pretty sure discharge has come up

Q1- My therapist is great!

Q1- There has been no talk of after treatment. I don't have a strong opinion of them in either direction

Q1- I would not recommend for people with my condition

Q1- I do not have a counselor that works well with me. I have not really been asked about my physical. They did not start after treatment. I am a little hesitant to recommend

Q1- The provider hasn't discussed after treatment yet

Q1- I don't want to be sent over to PHP, I would like to stay on the rehab side, it's better. It's a great program, good Christian based too if you are into that

Q1- The counselors- 90% of them are genuinely here to help you

Q1- They are good with the program

Q1- The people seem like they genuinely care

Q1- The pastor and the gym/fitness program are amazing

Q1- It's comprehensive care, they are dual diagnosis and that's critical

Q1- They give me the help I need

Q1- They're good for me, they're making sure I work the program

Q1- They are very kind and caring

Q1- It did not come up yet

Q1- After treatment did not come up yet

Q1- We did not go over any after treatment

Q1- I am not sure if we talked about a plan for my after treatment

Q1- Not there yet, not sure how long I can be here

Q1- They hav enot said anything about an after treatment plan. No communication- they don't care about people's health issues

Q1- They are very understanding

Q1- They don't help with anything or talk to me about anything. I would not recommend them because of the drama and very inconsistent

Q1- The employees are very friendly

Q1- I needed more of a structured therapy. We went over a treatment plan, not sure if it was after treatment. I would recommend her to certain people that need her type of services

Q1- I would recommend them because you're not stuck in one place, we go to different buildings and stuff

Q1- I would recommend them, I really like my counselor

Q1- I would recommend them because the staff has experience

Q29G--These statements are about Recovery Oriented Treatment Practices with (provider). Please indicate your level of agreement or disagreement with each statement.

- Q1- They give you a variety of things to do
- Q1- I love how we move from one building to another here
- Q1- The girls here are awesome
- Q1- They give me a broad spectrum of services and let me choose what I want
- Q1- The rules change depending on the staff. After treatment did not come up yet. I would not recommend then because they do not communicate well
- Q1- My counselor is good and so are some of the techs
- Q1- We did not go over an after treatment plan. They treat you like a normal human being here and are respectful
- Q1- I would recommend them because they help you with your problems at hand
- Q1- Recommend them because they help with my recovery
- Q1- I feel like they are just here for money, they don't care
- Q1- My therapist is amazing!!
- Q1- I would recommend them because they are kind
- Q1- Everyone is really nice
- Q1- I don't think we are anywhere near the end of my treatment
- Q1- As of now, they won't call me back
- Q1- We're not close that
- Q2- They started off well and they started to give bad services after I did a survey and gave good responses. They never discussed after treatment. From my experience I would not recommend them
- Q2- I am still in the recovery process
- Q2- I am still in treatment
- Q2- They haven't discussed after treatment with me
- Q2- Possibly but I don't recall
- Q2- I already referred people, they are amazing!
- Q2- We did not go over an after treatment yet
- Q2- Depends on the outcomes
- Q2- Don't think my anxiety and depression is going anywhere
- Q2- We kind of went over an after treatment plan
- Q2- Not that I recognize
- Q2- We did not talk about an after treatment plan yet
- Q2- Not yet, they will go over an after treatment plan soon
- Q2- I am not sure if we talked about an after treatment plan or not
- Q2- Not yet. I know there are options after treatment
- Q2- It came up but not enough
- Q2- My psychiatrist is very judgemental, I feel like she hinders my treatment
- Q2- I'm thinking about coming here for a lifetime
- Q2- They have not said anything for afterwards
- Q2- Not as of yet, my issues are extensive. I don't think treatment will end
- Q2- Still on medication and waiting on counseling

Q29G--These statements are about Recovery Oriented Treatment Practices with (provider). Please indicate your level of agreement or disagreement with each statement.

Q2- There's no plan to complete yet

Q2- I feel like I need grief counseling. I don't feel it's the right services

Q2- They are professional and they care

Q2- I'm still figuring everything out. We have not discussed it yet. I've done well when being here

Q2- My counselor is amazing and works with me

Q2- It's important to be in nature when in recovery, the way staff interacts with people

Q2- F: You get what you want

Q2- F: The employees are too overwhelmed

Q2- F: They are honest, open, and sincere

Q2- F: They are genuine

Q2- A: I feel I need grief counseling F: You think you are getting certain services but you aren't. I need to see a dentist and get my glasses

Q2- F: They help me with my needs

Q2- They are quick and covered all the bases

Q2- They are helpful

Q2- Friendly and inviting

Q2- The people that help me here are amazing!

Q2- I do not know what the plans are at this point

Q2- I get all the help I need there to function day to day

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

Q1- There is a lack of treatment planning and coordination, poor communication, and I feel my provider is not a good fit for me

Q1- I don't know my treatment plan, they just told me to sign papers

Q1- I have called several times and left messages and no one has called me back

Q2- Lack of treatment planning/coordination, poor communication, services not provided when I needed, no choice to make my own decisions

Q2- The wait time was long

Q2- My psychiatrist doesn't listen to me

Q2- Poor communication, Lack of coordination and treatment planning

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

Q1- I am looking for a different place for meds

Q1- I am in the middle of trying to work on this

Q1- I did not do anything about it because nothing will be done

Q2- I tried to work with them but they would not work with me

Q2- I just thought it was part of the process

Q2- I put 6 sick calls in and have not heard anything

Q2- My referrals did not get sent out. I did not get a pass at the time I had an interview and I missed it

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

Q1- My therapist is great!

Q1- They don't judge you, they are very polite

Q1- She is very nice and listens to what I say. She helped me so much and helped me get clean. They are polite and respectful

Q1- It was a very good experience

Q1- I appreciate the services being available

Q1- They might make me go to the partial hospital program and it should be my choice. Great program

Q1- Everyone is really nice

Q1- Both of my therapists are great, I would recommend them

Q1- No one has talked to me about my discharge and I've been here for 60 days

Q1- Supervisors are wonderful

Q1- She deals with internal family systems where she works with different parts of your mind. I needed something different. She is very knowledgeable but was not right for me to continue with

Q1- I really like my counselor

Q1- The veterans' program is amazing, it helps us more. I recommend they allow vaping- they could buy it for us on store runs

Q1- Someone stole my cross necklace and I did not get it back. It meant a lot to me and upsets me that someone stole it

Q1- I really like the staff

Q1- The nurses are the best and housekeeping staff is great

Q1- I feel like I have reached my goals, but they will not release me. They are holding me hostage, I feel like a cash cow. They don't listen to me

Q1- My therapist deserves a raise, she goes above and beyond

Q1- I enjoy coming here, I click well with my therapist

Q1- I thank all the staff for everything they have done for me and my family

Q1- I have seen my therapist for years and thanks to her, and Oasis, it has been life changing

Q1- They need to get ahold of me and get a new appointment

Q1- Without them I'd be lost

Q2- My current peer support has been very consistent

Q2- My CPS is great

Q2- Staff is phenomenal, you don't have to fight for care

Q2- His peer support works well with him

Q2- Worried who I am going to get once my doctor leaves

Q2- My surveyor was great, they gave me good advice. The techs are good also

Q2- It should be a more relaxed environment here

Q2- Clinical supervisors are great. Counselor is great! CRS is great!

Q2- Anytime I wanted to talk to someone they were there to give me advice

Q2- Office ladies are amazing

Q2- My therapist is great

Q2- My therapist is amazing!

Q2- My doctor tells me I'm drug-seeking

Q2- Everyone is so nice!!!! My doctor listens to me

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

Q2- The staff is wonderful!

Q2- He's absolutely amazing always up to date on the treatments that best suit my son

Q2- There are too many people here and not enough staff

Q2- Men are allowed to go into the cafeteria after it's closed and don't have to clean up. They tell us our counselor is not a therapist and they can't help us. We only get one 10 minute call a week

Q2- It's good here, they really want to help you here

Q2- My counselor actually takes the time to listen to what I have to say

Q2- No diabetic diet, there's nothing for us to eat or drink

Q2- They saved my life

Q2- I wish they could get more case managers because there is a big need for them

Family Survey Findings

Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 26 family surveys completed during the 2nd Quarter of 2026 for the period from April to June 2026.

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.

2nd Quarter 2026 Family Sample Characteristics versus 1st Quarter 2026 Comparison:

1. Similar face-to-face interviews with – 31% (8 of 26) versus 32% (9 of 28).
2. Equivalent ratio of male caregivers – 4% (1 of 26) versus 4% (1 of 28).
3. Lower percentage of child members aged 8 and under – 4% (1 of 26) versus 64% (18 of 28).
4. Equivalent percent of foster/step/adoptive/caregiver – 4% (1 of 26) versus 4% (1 of 28).
5. Lower ratio of male member service recipients – 39% (10 of 26) versus 54% (15 of 28).
6. Higher percent of youths' members receiving IBHS – 8% (2 of 26) versus 4% (1 of 28).
7. Less members, 23% (6 of 26) versus 32 % (9 of 28) 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. 77% (20 of 26) family/caregivers interviewed reported they *“reviewed their child’s insurance benefits and treatment options through Community Care”* during the 2nd Quarter. This indicator was 54% (15 of 28) during the 1st Quarter and was 38% (41 of 108) for the calendar year 2025.

1% (2 of 26) of family/caregivers interviewed during the 2nd Quarter of 2026 reported they contacted Community Care in the past 12 months, and 100% (2 of 2, excluding 24) *“were satisfied with the level of dignity and respect the staff conveyed.”* 100% (3 of 3, excluding 25) family/caregivers reported being satisfied in the 1st quarter. This indicator was 73% (8 of 11) compared to calendar year 2025.

2. 58% (15 of 26) family/caregivers interviewed during the 2nd Quarter of 2026 were aware they could file a complaint or grievance if they needed to. This indicator was 64% (18 of 28) for the 1st Quarter 2026 and 42% (45 of 108) for the calendar year 2025.

3. Family/caregivers are generally pleased with **Access** to provider treatment services with 96% (25 of 26) having a positive perception of *‘ability to receive help in an acceptable amount of time.’* 96% (25 of 26) believed *“their child gets the right amount of help.”*

12% (3 of 26) family/caregivers reported *“... barriers prevented their child from getting his/her behavioral needs met.”* 19% (5 of 26) of family/caregivers interviewed reported they or their family were experiencing barriers with reading and writing. See Page 46 for member literal comments.

35% (9 of 26) of family/caregivers interviewed reported having to wait *“less than a week for child services”* during the 2nd Quarter of 2026. This indicator was 14% (15 of 108) for the calendar year 2025.

35% (9 of 26) of family/caregivers interviewed reported receiving their child’s treatment services through telehealth and 100% (9 of 9) 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 96% to 100% (25-26 of 26). 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," "The provider site is welcoming and comfortable," "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 indicator *"(Provider) talks to me and my child about my child's plan for after treatment,"* is normally low and is 19% (5 of 26) for the 2nd Quarter of 2026 compared to 35% (10 of 28) for the 1st Quarter. This indicator was 44% (47 of 108) for calendar year 2025.

5. Family/caregivers satisfaction with **Treatment Outcomes** during the 2nd Quarter of 2026 are: 100% (26 of 26) agreeing that *"treatment had improved the overall quality of their child's life a little to much better,"* 92% (24 of 26) agreed that *"as a result of treatment, I feel my child is more hopeful,"* and 92% (24 of 26) 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"* rose to 88% (23 of 26) in the 2nd Quarter of 2026 from 100% (28 of 28) in the 1st Quarter. This indicator was 69% (74 of 108) for the calendar year 2025.

6. 4% (1 of 26) family/caregivers reported issues or problems with their provider during the 2nd Quarter of 2026. This indicator was 5% (5 of 108) for the calendar year 2025.

Recommendations Overview

1. The lowest indicator regarding family/caregivers' perception of satisfaction typically is *"Provider talks to me and my child about my child's plan for after treatment"* 19% (5 of 26) this Quarter compared to the 48% (13 of 27) in the 4th Quarter. This indicator was 44% (47 of 108) for the calendar year 2025 compared to 35% for calendar year 2024.

This indicator fluctuates and has never been higher than 48% in the past three years. More provider reviews 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)."* 35% (9 of 26) family/caregivers interviewed answered "yes." The reader is asked to review the many positive family/caregivers' responses on Page 47.

Member Request for Assistance

Upon completing the survey 0% (0 of 1, excluding 25 n/a) family/caregiver members surveyed during the 2nd 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 2nd Quarter 2026, 4 family quality audits were performed. 100% (4 of 4) family/caregivers felt the length of the survey and number of questions were satisfactory. 100% (4 of 4) family/caregivers were satisfied with the survey process and 100% (4 of 4) family/caregivers felt ok or good about being contacted.

Demographics

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

Counts Break % Respondents	2026 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.
	54	28	26	-	-
Q6-What type of survey is it?					
Telephone	37 68.5%	19 67.9%	18 69.2%	-	-
Face to Face	17 31.5%	9 32.1%	8 30.8%	-	-

Counts Break % Respondents	2026 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.
	54	28	26	-	-
Q7-What is your gender?					
Female	52 96.3%	27 96.4%	25 96.2%	-	-
Male	2 3.7%	1 3.6%	1 3.8%	-	-
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Counts Break % Respondents	2026 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.
	54	28	26	-	-
Q8-What is your child's gender?					
Male	25 46.3%	15 53.6%	10 38.5%	-	-
Female	29 53.7%	13 46.4%	16 61.5%	-	-
Does not identify with either gender	-	-	-	-	-
Refused to answer	-	-	-	-	-

Demographics

Counts Break % Respondents	2026 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.
	54	28	26	-	-
Q9-How old is the child receiving services?					
5 or under	7 13.0%	6 21.4%	1 3.8%	- -	- -
6-8 years	12 22.2%	12 42.9%	- -	- -	- -
9-13 years	35 64.8%	10 35.7%	25 96.2%	- -	- -
14 and older	- -	- -	- -	- -	- -

Counts Break % Respondents	2026 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	54	28	26	-	-
Q10-What is your relationship to the child?					
Parent	46 85.2%	21 75.0%	25 96.2%	- -	- -
Grandparent	4 7.4%	3 10.7%	1 3.8%	- -	- -
Aunt/Uncle	- -	- -	- -	- -	- -
Brother/Sister	- -	- -	- -	- -	- -
Foster Parent	- -	- -	- -	- -	- -
Adoptive Parent	- -	- -	- -	- -	- -
Stepparent	1 1.9%	1 3.6%	- -	- -	- -
Legal Guardian	- -	- -	- -	- -	- -
Other	3 5.6%	3 10.7%	- -	- -	- -

Demographics

Counts Break % Respondents	2026 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	54	28	26	-	-
Q11-What do you consider the child's race to be?					
Caucasian	38 70.4%	20 71.4%	18 69.2%	-	-
African American	2 3.7%	-	2 7.7%	-	-
Hispanic American	2 3.7%	2 7.1%	-	-	-
Asian/ Pacific Island	-	-	-	-	-
Bi-Racial	12 22.2%	6 21.4%	6 23.1%	-	-
American Indian/Alaskan Native	-	-	-	-	-
Other	-	-	-	-	-

Family Satisfaction with Community Care

Counts Break % Respondents	2026 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	54	28	26	-	-
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	35 64.8%	15 53.6%	20 76.9%	-	-
No	19 35.2%	13 46.4%	6 23.1%	-	-

Counts Break % Respondents	2026 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	54	28	26	-	-
Q13-Do you know how to contact Community Care's member services if you have a question? (If no offer them a card.)					
Yes	33 61.1%	18 64.3%	15 57.7%	-	-
No	21 38.9%	10 35.7%	11 42.3%	-	-

Family Satisfaction with Community Care

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?			
		1st Qtr Jan-Mar.	2nd Qtr Apr.-June	3rd Qtr J- uly-Sept.	4th Qtr Oct.--Dec.
NA responses reduce total	5	3	2	-	-
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	5 100.0%	3 100.0%	2 100.0%	-	-
No	-	-	-	-	-

Counts Break % Respondents	2026 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	54	28	26	-	-
Q15-Are you aware of the Complaint and Grievance process through Community Care (CCBH)?					
Yes	33 61.1%	18 64.3%	15 57.7%	-	-
No	21 38.9%	10 35.7%	11 42.3%	-	-

Counts Break % Respondents	2026 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	3	3	-	-	-
Q16-If you filed a Complaint or Grievance within the last 12 months, were you satisfied with how it was handled?					
Yes	3 100.0%	3 100.0%	-	-	-
No	-	-	-	-	-

Family Provider Level Analysis

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?	
		1st Qtr Jan-Mar.	2nd Qtr Apr.- J...
Base	54	28	26
Q17-What is the name of your child's treatment provider?			
ACRP (Alternative Community Resource Program)	12 22.2%	11 39.3%	1 3.8%
Blair Family Solutions	23 42.6%	6 21.4%	17 65.4%
Clarvida (CBH) Family Behavioral Resources (FBR)	2 3.7%	-	2 7.7%
Cen-Clear Child Services	1 1.9%	-	1 3.8%
Nulton Diagnostic	13 24.1%	9 32.1%	4 15.4%
Evolution Counseling Services	1 1.9%	1 3.6%	-
Primary Health Network	1 1.9%	-	1 3.8%
Other	1 1.9%	1 3.6%	-

Counts Break % Respondents	2026 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	54	28	26	-	-
Q18-How did you hear about this provider?					
Community Care (CCBH)	-	-	-	-	-
Referred by another provider	17 31.5%	3 10.7%	14 53.8%	-	-
Internet Search	8 14.8%	8 28.6%	-	-	-
Advertisement	-	-	-	-	-
Word of mouth	24 44.4%	14 50.0%	10 38.5%	-	-
Other	5 9.3%	3 10.7%	2 7.7%	-	-

Family Provider Level Analysis

Counts Break % Respondents	2026 Y-T-D Total	What quarter is it?	
		1st Qtr Jan-Mar.	2nd Qtr Apr.- J...
Base	54	28	26
Q19-What services does your child currently receive, or has your child received from this provider?			
Blended Case Management (BCM)	3 5.6%	1 3.6%	2 7.7%
Family Based MH Services	2 3.7%	1 3.6%	1 3.8%
IBHS (BHT, MT, BC)	3 5.6%	1 3.6%	2 7.7%
MH Outpatient Therapy	23 42.6%	14 50.0%	9 34.6%
Community School Based Behavioral Health (CSBBH)	3 5.6%	1 3.6%	2 7.7%
Medication Management	20 37.0%	10 35.7%	10 38.5%

Family Provider Level Analysis

Counts Break % Respondents	2026 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	54	28	26	-	-
Q20-How long has your child been receiving services from provider?					
Less than 6 months	4 7.4%	3 10.7%	1 3.8%	-	-
6 months to 1 year	11 20.4%	6 21.4%	5 19.2%	-	-
1 to 2 years	14 25.9%	9 32.1%	5 19.2%	-	-
2 to 3 years	8 14.8%	4 14.3%	4 15.4%	-	-
3 to 4 years	2 3.7%	-	2 7.7%	-	-
4+ years	15 27.8%	6 21.4%	9 34.6%	-	-
Completed	-	-	-	-	-

Counts Break % Respondents	2026 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	54	28	26	-	-
Q21-My child's provider made me aware of the different treatment services available to best meet my child's needs.					
Yes	50 92.6%	25 89.3%	25 96.2%	-	-
No	4 7.4%	3 10.7%	1 3.8%	-	-

92.6% of target rate Y-T-D

Meets Expectations

Family Provider Level Analysis

Counts Break % Respondents	2026 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	54	28	26	-	-
Q22-I was made aware of the different providers available for the treatment services that best meet my child's needs.					
Yes	49 90.7%	23 82.1%	26 100.0%	-	-
No	5 9.3%	5 17.9%	-	-	-

90.7% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 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	54	28	26	-	-
Q23-In the last twelve months, was your child able to get the help they needed? (State Question)					
Yes	48 88.9%	26 92.9%	22 84.6%	-	-
Sometimes	6 11.1%	2 7.1%	4 15.4%	-	-
Never	-	-	-	-	-

Family Access to Services

Counts Break % Respondents	2026 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	54	28	26	-	-
Q24-How long did you have to wait for you child's services?					
Less than a week	15 27.8%	6 21.4%	9 34.6%	-	-
1-2 weeks	15 27.8%	11 39.3%	4 15.4%	-	-
3-4 weeks	9 16.7%	2 7.1%	7 26.9%	-	-
Longer than a month	15 27.8%	9 32.1%	6 23.1%	-	-

Family Access to Services

Counts Break % Respondents	2026 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	54	28	26	-	-
Q25A-I feel like my child was able to get the help he/she needed within an acceptable amount of time.					
Yes	53 98.1%	28 100.0%	25 96.2%	-	-
No	1 1.9%	-	1 3.8%	-	-

98.1% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 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	54	28	26	-	-
Q25B-I believe my child gets the right amount of help.					
Yes	50 92.6%	25 89.3%	25 96.2%	-	-
No	4 7.4%	3 10.7%	1 3.8%	-	-

92.6% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 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	54	28	26	-	-
Q26-Did you receive any of your child's treatment services through telehealth?					
Yes	24 44.4%	15 53.6%	9 34.6%	-	-
No	30 55.6%	13 46.4%	17 65.4%	-	-

Family Access to Services

Counts Break % Respondents	2026 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	24	15	9	-	-
Q27-Were you satisfied with your child's telehealth experience?					
Yes	24 100.0%	15 100.0%	9 100.0%	- -	- -
No	- -	- -	- -	- -	- -

Counts Break % Respondents	2026 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	54	28	26	-	-
Q28-Are there any barriers that prevent your child from getting his/her behavioral needs met?					
Yes	6 11.1%	3 10.7%	3 11.5%	- -	- -
No	48 88.9%	25 89.3%	23 88.5%	- -	- -

Counts Break % Respondents	2026 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	54	28	26	-	-
Q29-Do you or your child have any difficulties with reading or writing that impacts your ability to understand your treatment?					
Yes	5 9.3%	- -	5 19.2%	- -	- -
No	49 90.7%	28 100.0%	21 80.8%	- -	- -

Family Recovery Oriented Treatment Experiences

Counts Break % Respondents	2026 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	54	28	26	-	-
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	54 100.0%	28 100.0%	26 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 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	54	28	26	-	-
Q30B-My provider asks questions about my child's physical health.					
Strongly Agree/Agree	52 96.3%	26 92.9%	26 100.0%	-	-
Strongly Disagree/Disagree	2 3.7%	2 7.1%	-	-	-
Neutral	-	-	-	-	-

96.3% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 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	54	28	26	-	-
Q30C-My provider treated my family with dignity and respect.					
Strongly Agree/Agree	54 100.0%	28 100.0%	26 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Family Recovery Oriented Treatment Experiences

Counts Break % Respondents	2026 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	54	28	26	-	-
Q30D-The provider site is welcoming and comfortable.					
Strongly Agree/Agree	53 98.1%	28 100.0%	25 96.2%	- -	- -
Strongly Disagree/Disagree	1 1.9%	- -	1 3.8%	- -	- -
Neutral	- -	- -	- -	- -	- -

98.1% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 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	54	28	26	-	-
Q30E-My provider talked to me and my child about my child's plan for after treatment.					
Strongly Agree/Agree	54 100.0%	28 100.0%	26 100.0%	- -	- -
Strongly Disagree/Disagree	- -	- -	- -	- -	- -
Neutral	- -	- -	- -	- -	- -

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 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	54	28	26	-	-
Q30F-Based on the help my family received, I am likely to recommend (provider) to others.					
Strongly Agree/Agree	54 100.0%	28 100.0%	26 100.0%	- -	- -
Stongly Disagree/Disagree	- -	- -	- -	- -	- -
Neutral	- -	- -	- -	- -	- -

100.0% of target rate Y-T-D

Meets Expectations

Family Recovery Oriented Treatment Experiences

Counts Break % Respondents	2026 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	54	28	26	-	-
Q31-Were you and your child given a chance to make treatment decisions? (State Question)					
Yes	54 100.0%	28 100.0%	26 100.0%	-	-
No	-	-	-	-	-
Sometimes	-	-	-	-	-

Family Outcomes

Counts Break % Respondents	2026 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	54	28	26	-	-
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	34 63.0%	18 64.3%	16 61.5%	-	-
A little better	20 37.0%	10 35.7%	10 38.5%	-	-
About the same	-	-	-	-	-
A little worse	-	-	-	-	-
Much worse	-	-	-	-	-

Counts Break % Respondents	2026 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	54	28	26	-	-
Q33-As a result of treatment, I feel my child is more hopeful.					
Much better	24 44.4%	12 42.9%	12 46.2%	-	-
A little better	25 46.3%	13 46.4%	12 46.2%	-	-
About the same	2 3.7%	-	2 7.7%	-	-
A little worse	3 5.6%	3 10.7%	-	-	-
Much worse	-	-	-	-	-

Family Outcomes

Counts Break % Respondents	2026 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	54	28	26	-	-
Q34-As a result of treatment, I feel my child can function better in their daily life.					
Much better	32 59.3%	15 53.6%	17 65.4%	-	-
A little better	18 33.3%	11 39.3%	7 26.9%	-	-
About the same	-	-	-	-	-
A little worse	2 3.7%	-	2 7.7%	-	-
Much worse	2 3.7%	2 7.1%	-	-	-

Counts Break % Respondents	2026 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	54	28	26	-	-
Q35-As a result of treatment, I feel my child can deal with problems better.					
Much better	19 35.2%	12 42.9%	7 26.9%	-	-
A little better	25 46.3%	9 32.1%	16 61.5%	-	-
About the same	3 5.6%	2 7.1%	1 3.8%	-	-
A little worse	2 3.7%	-	2 7.7%	-	-
Much worse	5 9.3%	5 17.9%	-	-	-

Family Issues and Problems

Counts Break % Respondents	2026 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	54	28	26	-	-
Q36-Have you had any issues or problems with (provider)?					
Yes	1 1.9%	-	1 3.8%	-	-
No	53 98.1%	28 100.0%	25 96.2%	-	-

Family Issues and Problems

Counts Break % Respondents	2026 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	54	28	26	-	-
Q37-If you had issues or problems with (provider), what were they?					
Lack of treatment planning and coordination	-	-	-	-	-
Poor Communication	-	-	-	-	-
Frequent Staff Changes	-	-	-	-	-
Frequent provider cancellations	-	-	-	-	-
Services not available when I needed them.	-	-	-	-	-
Not Applicable	53 98.1%	28 100.0%	25 96.2%	-	-
Other	1 1.9%	-	1 3.8%	-	-

Counts Break % Respondents	2026 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	54	28	26	-	-
Q38-If yes, were you able to resolve these issues with (provider)?					
Yes	-	-	-	-	-
No	2 3.7%	1 3.6%	1 3.8%	-	-
Not Applicable	52 96.3%	27 96.4%	25 96.2%	-	-

Question 40 can be found in the back with literal questions.

Family Issues and Problems

Counts Break % Respondents	2026 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	54	28	26	-	-
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	1 1.9%	-	1 3.8%	-	-
Not Applicable	53 98.1%	28 100.0%	25 96.2%	-	-

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.

Family Literal Comments

Q10A-What is your relationship to the child?

Q1- Godmother

Q1- Godmother

Q1- Godmother

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

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

Q1- Allison Seltzer

Q18A-How did you hear about this provider?

Q1- The school

Q1- Daycare

Q2- I started years ago and started bringing my daughter here

Q2- I called my insurance card

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).

Q1- It was not the provider's fault, it was the mother's fault she is not getting the right amount of services

Q1- To a point, I worry because they change his meds all the time

Q2- BHT coverage is limited

Q27A-Were you satisfied with your child's telehealth experience?

Q28A-Are there any barriers that prevent your child from getting his/her behavioral needs met?

Q1- Her mom took her out of the school the provider went to

Q2- Transportation, I don't drive

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

Q2- She can't write her name

Q2- She has an IEP

Q2- He struggles with reading/writing

Q2- My daughter does

Q30G-These next statements are about the child's Recovery Oriented Treatment Experiences.

Q1- Not there just yet

Q1- Recommend because I was satisfied with how they were attentive to her needs

Q1- Not so much since we got him into life skills

Q1- Maybe in the past

Q1- Not right now

Q30G-These next statements are about the child's Recovery Oriented Treatment Experiences.

Q1- Not yet

Q1- Not there yet

Q1- Not there yet

Q1- They have helped to get him under control. He will be in services for a long time

Q1- I would recommend them because they are very compassionate

Q1- They don't ask about his physical health or discuss after treatment. I would recommend them because the doctor relates with kids really well

Q1- They are very good

Q1- They help us

Q2- They are very understanding

Q2- They work with you

Q2- They help me out a lot

Q2- We are not even close

Q2- Counselor went on maternity leave then it all stopped

Q2- BC is amazing; BHT was not warm and welcoming. We did not go over after treatment yet. On a scale of 1-10 I would say a 6

Q2- We did not do a after treatment yet. I would recommend them because they are friendly

Q2- They have good treatment plans

Q2- It's a good environment

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

Q2- She is to have 40 hours a week and barely gets that in a month. She's had 6-8 different BHTs.

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

Q2- I never said anything

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

Q1- The team we had was amazing. They didn't make ys feel like he was the problem, very welcoming, and gave us a lot of support

Q1- Both her therapists are great!!

Q1- She is a great counselor

Q1- She is very thorough. If we can't go in for an appointment, they will change to telehealth. If we have any issues, we can call and talk to her and she will help whenever

Q1- I really wish they would get his meds correct

Q2- 5 stars across the board!

Q2- They treat us with respect

Q2- They are welcoming and nice

Q2- Her therapist is amazing!

Q2- His doctor is one of the his most favorite doctors out there. He is very appreciated

Q2- They are amazing

Q2- I would like to compliment her BC. She is amazing

Q2- They get us in ASAP if we have an issue and he needs to talk to someone

Q2- The treatment she receives is perfect. The therapist has gotten my daughter to open up to her

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 2nd Quarter of 2026 for the period from April to June 2026.

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.

2nd Quarter 2026 Youth Sample Characteristics compared to 1st Quarter 2026:

1. Equivalent youth members received telephone interviews – 100% (18 of 18) versus 100% (18 of 18).
2. More youth members received services for four or more years – 28% (5 of 18) versus 22% (4 of 18)
3. Higher ratio of female treatment recipients – 72% (13 of 18) versus 61% (11 of 18).
4. Lower percentage of youth members under age 17 – 17% (3 of 18) versus 72%. (13 of 18).
5. Equivalent of youth members receiving Medication Mgt – 45% (8 of 18) versus 50% (9 of 18).
6. Higher percentage of youth respondents reporting issues/problems with provider 25% (2 of 18) versus 11% (2 of 18).

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

Findings Overview

1. 17% (3 of 18) youths interviewed reported they “*reviewed their insurance benefits and treatment options through Community Care*” during the 2nd Quarter 2026 compared to 11% (2 of 18) for the 1st Quarter. This indicator was 26% (19 of 72) for the calendar year 2025.

2. 11% (2 of 18) of youths interviewed during the 2nd Quarter had the need to contact Community Care in the past 12 months and 100% (2 of 2, excluding 16 n/a) were satisfied of the level of respect and dignity shown to them.

28% (5 of 18) of youths acknowledge they were aware they could file a complaint or grievance with CCBHO during the 2nd Quarter of 2026 which was an increase from the 1st Quarter from 17% (3 of 18). This indicator was 36% (26 of 72) for the calendar year 2025.

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.*” 83% (15 of 18) felt “*there are no barriers for them or their family regarding reading and writing.*”

94% (17 of 18) of interviewed youths felt they “*were getting the right amount of help*” and 33% (6 of 18) of youths reported “*waiting less than a week*” to receive service. 61% (11 of 18) youths reported “*no problems in getting the help they needed during the past twelve months.*” 94% (17 of 18) reported “*their provider made them aware of different treatment services available.*” The indicator “*they were made aware of the different providers available for the treatment services that best meet their needs,*” is at 94% (17 of 18).

39% (7 of 18) of youths interviewed during the 2nd Quarter reported receiving their treatment services through telehealth and 100% (7 of 7) reported being satisfied with the experience.

4. Youth perceptions of **Recovery Oriented Treatment Experiences** are generally good, having 78% to 100% (14-18 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*” is 72% (13 of 18) for the 2nd Quarter raising from 56% (10 of 18) during the 1st Quarter of 2026. This indicator was 76% (55 of 72) for the calendar year 2025.

5. Youth perceptions of **Treatment Outcomes** and satisfaction are 89% (16 of 18) for the indicator 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 at 95% (17 of 18) in agreement. The indicator “*As a result of treatment, I feel I can function better in daily life,*” is 78% (14 of 18) and the indicator “*The effect treatment has had on the overall quality of your life is a little to much better,*” at 83% (15 of 18).

6. 11% (2 of 18) youths surveyed during the 2nd Quarter 2026 reported having issues or problems with their provider. This was 4% (3 of 72) for the calendar year 2025.

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 2nd Quarter is Q11 was 17% (3 of 18) where interviewed youths reported they had not “*reviewed their insurance benefits and treatment options through Community Care.*” This indicator was 26% (19 of 72) for the calendar year 2025.

2. An overall summary question (Q39) asks “*Please share any additional compliments or concerns.*” 28 % (5 of 18) youths interviewed answered “yes” during the 2nd Quarter 2026. Comments are found on page 67.

Member Request for Assistance

Upon completing the survey, 0% (0 of 2 excluding 16 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 2nd Quarter 2026, 5 youth quality audits were performed. 40% (2 of 5) youth felt the length of the survey and number of questions were satisfactory. 100% (5 of 5) youths were satisfied with the survey process and 100% (5 of 5) family/youths felt ok or good about being contacted.

Member Comments:

“*I felt the survey was a little too long.*”

Demographics

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

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	36	18	18	-	-
Q6-What type of survey is it?					
Telephone	36 100.0%	18 100.0%	18 100.0%	- -	- -
Face to Face	- -	- -	- -	- -	- -

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	36	18	18	-	-
Q7-What is your gender?					
Female	24 66.7%	11 61.1%	13 72.2%	- -	- -
Male	11 30.6%	6 33.3%	5 27.8%	- -	- -
Does not identify with either gender	- -	- -	- -	- -	- -
Refused to answer	1 2.8%	1 5.6%	- -	- -	- -

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	36	18	18	-	-
Q8-How old are you?					
14--15 years	11 30.6%	10 55.6%	1 5.6%	- -	- -
16--17 years	5 13.9%	3 16.7%	2 11.1%	- -	- -
18--20 years	20 55.6%	5 27.8%	15 83.3%	- -	- -
Over 20 years	- -	- -	- -	- -	- -

Demographics

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	36	18	18	-	-
Q9-What do you consider your race to be?					
Caucasian	26 72.2%	13 72.2%	13 72.2%	-	-
African American	6 16.7%	3 16.7%	3 16.7%	-	-
Hispanic American	-	-	-	-	-
Asian/ Pacific Island	-	-	-	-	-
Bi-Racial	4 11.1%	2 11.1%	2 11.1%	-	-
American Indian/Alaskan Native	-	-	-	-	-
Other	-	-	-	-	-

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
	36	18	18	-	-
Q10-Are you receiving services primary for:					
Mental Health	36 100.0%	18 100.0%	18 100.0%	-	-
Substance Use Disorder	-	-	-	-	-
Both Mental Health and Substance Use Disorder	-	-	-	-	-

Youth Satisfaction with Community Care (CCBH)

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	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	5 13.9%	2 11.1%	3 16.7%	- -	- -
No	31 86.1%	16 88.9%	15 83.3%	- -	- -

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q12-Do you know how to contact Community Care's member service if you have a question?					
Yes	10 27.8%	2 11.1%	8 44.4%	- -	- -
No	26 72.2%	16 88.9%	10 55.6%	- -	- -

Counts Break % Respondents	2026 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	2	-	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	2 100.0%	-	2 100.0%	-	-
No	-	-	-	-	-

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q14-Are you aware of the complaint and grievance process through Community Care (CCBH)?					
Yes	8 22.2%	3 16.7%	5 27.8%	- -	- -
No	28 77.8%	15 83.3%	13 72.2%	- -	- -

Youth Satisfaction with Community Care (CCBH)

Counts Break % Respondents	2026 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	2026 YTD Total	What quarter is it?	
		1st Qtr Jan- -...	2nd Qtr Apr--Jun
Base	36	18	18
Q16-What is the name of your treatment provider?			
UPMC Behavioral Health of Alleghenies (HNA)	7 19.4%	3 16.7%	4 22.2%
Cen-Clear Child Services	1 2.8%	- -	1 5.6%
Nulton Diagnostic	4 11.1%	4 22.2%	- -
Primary Health Network	9 25.0%	5 27.8%	4 22.2%
Blair Family Solutions	14 38.9%	5 27.8%	9 50.0%
Honeycomb ABA	1 2.8%	1 5.6%	- -

Youth Provider Level Analysis

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q17-How did you hear about this provider?					
Community Care	-	-	-	-	-
Referred by another provider	13 36.1%	4 22.2%	9 50.0%	- -	- -
Internet search	5 13.9%	5 27.8%	- -	- -	- -
Advertisement	- -	- -	- -	- -	- -
Word of mouth	16 44.4%	7 38.9%	9 50.0%	- -	- -
other	2 5.6%	2 11.1%	- -	- -	- -

Counts Break % Respondents	2026 YTD Total	What quarter is it?	
		1st Qtr Jan- -...	2nd Qtr Apr--Jun
N/A responses reduce total	36	18	18
Q18-What services are you currently receiving, or have received from this provider?			
Blended Case Management (BCM)	2 5.6%	- -	2 11.1%
Medication Management	17 47.2%	9 50.0%	8 44.4%
Community School Based Behavioral Health (CSBBH)	2 5.6%	2 11.1%	- -
IBHS (BHT, MT, BC)	1 2.8%	1 5.6%	- -
MH Outpatient Therapy	14 38.9%	6 33.3%	8 44.4%

Youth Provider Level Analysis

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q19-How long have you been receiving services from (provider)?					
Less than 6 months	8 22.2%	5 27.8%	3 16.7%	-	-
6 months to 1 year	10 27.8%	6 33.3%	4 22.2%	-	-
1 to 2 years	5 13.9%	2 11.1%	3 16.7%	-	-
2 to 4 years	4 11.1%	1 5.6%	3 16.7%	-	-
4+ years	9 25.0%	4 22.2%	5 27.8%	-	-
Completed	-	-	-	-	-

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q20-My provider made me aware of different treatment services available to best meet my needs.					
Yes	34 94.4%	17 94.4%	17 94.4%	-	-
No	2 5.6%	1 5.6%	1 5.6%	-	-

94.4% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q21-I was made aware of the different providers available for the treatment services that best meet my needs.					
Yes	33 91.7%	16 88.9%	17 94.4%	-	-
No	3 8.3%	2 11.1%	1 5.6%	-	-

91.7% of target rate Y-T-D

Meets Expectations

Youth Access to Services

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q22-In the last twelve months, were you able to get the help you needed? (State Question)					
Yes	27 75.0%	16 88.9%	11 61.1%	- -	- -
Sometimes	9 25.0%	2 11.1%	7 38.9%	- -	- -
Never	- -	- -	- -	- -	- -

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q23-How long did you have to wait for services?					
Less than a week	13 36.1%	7 38.9%	6 33.3%	- -	- -
1-2 weeks	10 27.8%	5 27.8%	5 27.8%	- -	- -
3-4 weeks	4 11.1%	1 5.6%	3 16.7%	- -	- -
Longer than a month	9 25.0%	5 27.8%	4 22.2%	- -	- -

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q24-I feel I am able to get the help I need within an acceptable amount of time.					
Yes	33 91.7%	16 88.9%	17 94.4%	- -	- -
No	3 8.3%	2 11.1%	1 5.6%	- -	- -

91.7% of target rate Y-T-D

Meets Expectations

Youth Access to Services

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q25-I get the right amount of help.					
Yes	34 94.4%	17 94.4%	17 94.4%	-	-
No	2 5.6%	1 5.6%	1 5.6%	-	-

94.4% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q26-Did you receive any of your treatment services through telehealth?					
Yes	11 30.6%	4 22.2%	7 38.9%	-	-
No	25 69.4%	14 77.8%	11 61.1%	-	-

Counts Break % Respondents	2026 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	11	4	7	-	-
Q27-Were you satisfied with your telehealth experience?					
Yes	11 100.0%	4 100.0%	7 100.0%	-	-
No	-	-	-	-	-

Youth Access to Services

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q28-Are there any barriers that prevent you from getting your behavioral health needs met?					
Yes	6 16.7%	3 16.7%	3 16.7%	- -	- -
No	30 83.3%	15 83.3%	15 83.3%	- -	- -

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q29-Do you have any difficulties with reading or writing that impacts your ability to understand your treatment?					
Yes	6 16.7%	3 16.7%	3 16.7%	- -	- -
No	30 83.3%	15 83.3%	15 83.3%	- -	- -

Youth Recovery Oriented Treatment Experience

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q30A-The interventions offered to me on my treatment plan are a good fit to me.					
Strongly Agree/Agree	34 94.4%	17 94.4%	17 94.4%	- -	- -
Strongly Disagree/Disagree	1 2.8%	-	1 5.6%	- -	- -
Neutral	1 2.8%	1 5.6%	-	- -	- -

94.4% of target rate Y-T-D

Meets Expectations

Youth Recovery Oriented Treatment Experience

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q30B-My provider asked questions about my physical health.					
Strongly Agree/Agree	29 80.6%	15 83.3%	14 77.8%	-	-
Strongly Disagree/Disagree	4 11.1%	1 5.6%	3 16.7%	-	-
Neutral	3 8.3%	2 11.1%	1 5.6%	-	-

80.6% of target rate Y-T-D

Action Required

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q30C-My provider treated me with dignity and respect.					
Strongly Agree/Agree	36 100.0%	18 100.0%	18 100.0%	-	-
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	-	-	-	-	-

100.0% of target rate Y-T-D

Meets Expectations

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q30D-The physical enviroment is welcoming and comfortable.					
Strongly Agree/Sgree	35 97.2%	18 100.0%	17 94.4%	-	-
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	1 2.8%	-	1 5.6%	-	-

97.2% of target rate Y-T-D

Meets Expectations

Youth Recovery Oriented Treatment Experience

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q30E-My provider talks to me about my plan for after treatment.					
Strongly Agree/Agree	23 63.9%	10 55.6%	13 72.2%	-	-
Strongly Disagree/Disagree	5 13.9%	5 27.8%	-	-	-
Neutral	8 22.2%	3 16.7%	5 27.8%	-	-

63.9% of target rate Y-T-D

Action Required

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q30F-Based on the help I received, I am likely to recommend (provider) to others.					
Strongly Agree/Agree	33 91.7%	17 94.4%	16 88.9%	-	-
Strongly Disagree/Disagree	2 5.6%	1 5.6%	1 5.6%	-	-
Neutral	1 2.8%	-	1 5.6%	-	-

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q31-Were you given the chance to make treatment decisions? (State question)					
Yes	29 80.6%	15 83.3%	14 77.8%	-	-
No	2 5.6%	1 5.6%	1 5.6%	-	-
Sometimes	5 13.9%	2 11.1%	3 16.7%	-	-

Youth Outcomes

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q32-What effect has the treatment you've received had on the quality of your life? The quality of your life is: (State question)					
Much better	12 33.3%	6 33.3%	6 33.3%	-	-
A little better	16 44.4%	7 38.9%	9 50.0%	-	-
About the same	7 19.4%	4 22.2%	3 16.7%	-	-
A little worse	1 2.8%	1 5.6%	-	-	-
Much worse	-	-	-	-	-

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q33-As a result of treatment, I feel more hopeful.					
Much better	15 41.7%	7 38.9%	8 44.4%	-	-
A little better	19 52.8%	10 55.6%	9 50.0%	-	-
About the same	1 2.8%	-	1 5.6%	-	-
A little worse	-	-	-	-	-
Much worse	1 2.8%	1 5.6%	-	-	-

Youth Outcomes

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q34-As a result of treatment, I feel like I can function better in my daily life.					
Much better	15 41.7%	7 38.9%	8 44.4%	-	-
A little better	12 33.3%	6 33.3%	6 33.3%	-	-
About the same	8 22.2%	4 22.2%	4 22.2%	-	-
A little worse	1 2.8%	1 5.6%	-	-	-
Much worse	-	-	-	-	-

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q35-As a result of treatment, I feel like I can deal with problems better.					
Much better	13 36.1%	6 33.3%	7 38.9%	-	-
A little better	17 47.2%	8 44.4%	9 50.0%	-	-
About the same	3 8.3%	1 5.6%	2 11.1%	-	-
A little worse	3 8.3%	3 16.7%	-	-	-
Much worse	-	-	-	-	-

Youth Behavioral Health Provider Issues

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
Q36-Have you had any issues or problems with (provider)?					
Yes	4 11.1%	2 11.1%	2 11.1%	-	-
No	32 88.9%	16 88.9%	16 88.9%	-	-

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
NA responses reduce total	4	2	2	-	-
Q37-If you had issues or problems with (provider) what were they?					
Lack of treatment planning and coordination	-	-	-	-	-
Poor Communication	-	-	-	-	-
Frequent Staff Changes	1 25.0%	1 50.0%	-	-	-
Frequent provider cancellations	-	-	-	-	-
Services not available when I needed them.	-	-	-	-	-
Other	3 75.0%	1 50.0%	2 100.0%	-	-

Youth Behavioral Health Provider Issues

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
NA responses reduce total	4	2	2	-	-
Q38-If yes, were you able to resolve these issues with (provider)?					
Yes	1 25.0%	-	1 50.0%	-	-
No	3 75.0%	2 100.0%	1 50.0%	-	-

Q39- Listed in back with literal comments

Counts Break % Respondents	2026 YTD Total	What quarter is it?			
		1st Qtr Jan--Mar	2nd Qtr Apr--Jun	3rd Qtr Jul- -S...	4th Qtr Oct--Dec
Base	36	18	18	-	-
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	1 2.8%	1 5.6%	-	-	-
No	2 5.6%	-	2 11.1%	-	-
Not Applicable	33 91.7%	17 94.4%	16 88.9%	-	-

***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.**

Youth Literal Comments

Q9A-What do you consider your race to be?

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

Q16A-What is the name of your treatment provider?

Q17A-How did you hear about this provider?

Q1- It was through my work

Q1- My parents started me there

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

Q27A-Were you satisfied with your telehealth experience?

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

Q1- We have problems with the pharmacy

Q1- Sometimes he gets set up with a program and the program turns him down

Q1- Sometimes the programs he's set up with don't always work out

Q2- Transportation is an issue

Q2- There is no consistent case manager

Q29A-Do you have difficulties with reading or writing that impacts your ability to understand your treatment?

Q1- Her level of intellectual ability

Q1- Sometimes I just can't understand what I read

Q2- I have trouble with reading and writing

Q2- He has a learning disability and has trouble with grammar

Q30G-These statements are about the Recovery Oriented Treatment Experiences with provider.

Q1- We do not go over the plan much. They just ask how she is feeling. They have not talked to me about an after treatment plan

Q1- He has a long way to go before he is ever done

Q1- He won't be done for a long time

Q1- I do not recall if my provider asks about my physical health

Q1- They may have asked about my physical health but I do not remember

Q1- We are more in the present of what we are doing

Q1- They have not discussed this at all

Q1- We are kind of discussing this now

Q2- I do not remember if they did or not. It is ok. It's still too early in treatment to know if I would recommend them

Q2- They did not. Sometimes when I bring up the future

Q2- There is no set case manager. There has not been a case manager to talk to about it. They are not reliable

Q2- I do not feel there is a real need to, I do not bring it up

Q2- They have not yet

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

Q1- There is a lack of treatment planning and coordination, as well as poor communication, frequent staff changes, and lack of understanding

Q2- I was having a disagreement with the med management lady

Q2- Poor communication and frequent staff changes

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

Q1- Nothing has been done, the problem is always there

Q1- There is nothing I can do about staff changes

Q2- I was able to have a meeting to resolve the problem

Q2- I just kind of gave up

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

Q1- I think the doctor has moments when she does try, but she is not understanding my daughter and there is more they can do

Q1- They are wonderful. I would highly recommend them to any family in need

Q1- They always pick things that work for her

Q2- The majority of the staff are wonderful

Q2- I am very happy with them. They have done very well

Q2- They have been perfect for me

Q2- The doctor listens and understands him very well

Q2- There is a woman who works there who helps me understand everything

Provider Responses

Provider Responses to 1st Quarter 2026 (January – March) 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.

[Please review the following provider comments:](#) :

No provider comments were due or received.

Community Care's Response

Community Care Response to 1st Quarter 2026 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.

[Please review the MCO comments below:](#)

No MCO comments were due or received.

Technical Notes

Technical Notes

A. Projected Surveys – January 1, 2026 – December 31, 2026

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, 2026, and December 31, 2026.

The targeted surveys for the calendar year 2026 are 462 general-purpose and 100 special focus surveys between January 1, 2026, and December 31, 2026. 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:

1. **Quarter-to-Quarter Analysis:** It is difficult to draw any conclusions from a single quarter which represents a “snapshot” in time. Thus, a quarter-to-quarter comparison was added so that member responses can be tracked over time.
2. **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.
3. **Cross-Tabulation:** Using the SNAP software, member responses to an interview question can be evaluated by any other data characteristic including age, level of service, provider, or treatment category.

4. Quarterly Provider Report: As one quarter of member responses are only a snapshot 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 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.

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

2. Survey data obtained from members may be for service(s) rendered in a different period than when the survey was 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 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 members are 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 several 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 was 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