

Quarterly Individual/Family Satisfaction Report

End of Year Report with 4th Quarter and Annual Data

To

Tuscarora Managed Care Alliance

January 31, 2022

By



Individual/Family Satisfaction Team
Mental Health Association of Franklin & Fulton Counties
478 Grant Street, Chambersburg, PA 17201

Quarterly Report

October 2021 –December 2021

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Methodology

I/FST Background

The Individual/Family Satisfaction Team (I/FST) is a program of the Mental Health Association of Franklin and Fulton Counties. Originally called the Consumer/Family Satisfaction Team (C/FST), the name was changed to reflect MHA's ongoing commitment to 'person-first' language. This was done to avoid the tendency to classify people by the services they use. They are people, first. People who complete I/FST surveys are individuals participating in behavioral health services or family members whose children participate in behavioral health services.

Tuscarora Managed Care Alliance (TMCA) contracts with the Mental Health Association's I/FST to survey individuals who receive behavioral health services through HealthChoices. TMCA oversees the implementation of HealthChoices and subcontracts with PerformCare.

The State of Pennsylvania Department of Human Services outlines goals for Individual/Family Satisfaction Teams (Guidelines for Consumer Satisfaction Teams and Member Surveys, Appendix L, State of Pennsylvania, Department of Human Services, Commonwealth of Pennsylvania, 2021). These goals include helping to ensure that through analysis of survey data, problems with service access, delivery and outcomes are identified and resolved. The focus is to warrant that the service system is consistent with the principles of recovery in adults, resilience in children, and aligns with the core principles of the Community Support Program (CSP), the Child and Adolescent Service System Program (CASSP), and the Department of Drug and Alcohol Programs (DDAP).

I/FST surveyors receive extensive training, meeting all requirements of Appendix L (e.g. specific training in confidentiality, cultural competency, and the behavioral health care system for mental health, substance abuse treatment, and mandated reporting). Surveyors participate in monthly staff meetings, and receive individualized training as needed.

In addition, surveyors must have personal or family experience with the behavioral health system, in accordance with Appendix L. This personal experience enriches the survey interview process as surveyors will have a compassionate understanding of the issues surrounding access, treatment experience, and recovery.

Survey Development

The Mental Health Association's I/FST surveys are developed in partnership with stakeholders, including individuals and agency staff. At the end of each fiscal year stakeholders meet to discuss changes to the surveys for the upcoming year. Based on results from the previous year, questions may be developed to target a specific area or to find out more information about an area of satisfaction that may have scored low the previous year. Surveys include questions designed to assess aspects of service delivery (e.g. choices, convenience, accessibility, etc.); treatment (e.g. planning, perception of effectiveness, etc.); recovery orientation, and overall satisfaction. The I/FST Advisory Committee also reviews and helps create the surveys used. This committee includes I/FST staff, recipients of behavioral health services, agency representatives, and staff from Tuscarora Managed Care Alliance. In 2012, Shippensburg University completed an evaluation of the scales used (the four core areas used to measure satisfaction) and found that the items included in each of the scales were highly reliable and valid. The validity and reliability of the I/FST survey scales were then compared to other known and accepted survey scales used to measure satisfaction with mental health services (WAI-S, HAQ-II, and ECHO). The results indicated that the scales developed and used by the I/FST displayed higher validity and reliability than other comparable scales. The results of this study also revealed that the core areas of treatment experiences and recovery practices were

measuring the same type of satisfaction a recommendation was made to merge these two core areas into one satisfaction measurement category. A final recommendation resulting from the third-party evaluation, was to keep the survey scales (questions) the same for the duration of at least 3 years so that more meaningful data comparisons can be made. These recommendations were implemented beginning FY 2014-2015.

Survey Procedure

The participant contact list is provided by Tuscarora Managed Care Alliance, and includes individuals' names, providers, and phone numbers. This quarter the COVID-19 health crisis warranted a phone interviewing process to be our primary survey procedure. Three face-to-face surveys were completed during a limited timeframe when COVID-19 cases were decreasing. A new wave of heightened cases in our county merited a return to phone interviewing. In an effort to offer a face-to-face component in the future, a waiting lists was generated for those that want to be contacted virtually via video call when technology becomes available. The Mental Health Association is compliant with OSHA (Occupational Safety and Health Administrations) regulations for self-distancing in the workplace and the provision of in-person services.

Under normal conditions, surveyors will request permission to conduct face-to-face interviews with the participants or a phone survey if that is preferred. These face-to-face interviews are offered at community locations or the participants' homes.

Prior to beginning each survey, I/FST surveyors review an 'informed consent' form with the participants, and answer any questions they may have about the survey. Participants sign the consent form (or provide their verbal consent over the phone). The form outlines the participants' rights to:

- Participate voluntarily.
- Skip any questions they do not want to answer.
- End the survey at any time.
- Be assured their responses are confidential, stored securely, and cannot be traced back to the individual respondent by a provider.

Each consent form is signed and dated by a surveyor as a witness. Surveys are completed electronically and can be traced back to the respondent if needed (for example, if a respondent completes a survey but later revokes their consent). An example of the informed consent, survey, and introduction are available upon request.

Prior to the health crisis, in an effort to survey individuals participating in substance use treatment services, the I/FST schedules times to be at a provider's location and survey recipients of services either prior to their scheduled appointment or directly following their scheduled appointment. Each provider designates a confidential space in their office for I/FST surveyors and encourages PerformCare members to participate in the survey. Going forward, substance use treatment service surveys will be conducted via phone if a survey participant indicates a desire to share their experiences after being given the option to do so. This process will remain in place pending updated health guidelines and contractual requirements as the health crisis evolves.

Surveys have more than 60 questions; the youth survey has fewer questions. Most survey questions use a forced-choice response formatted in a Likert-type scale. Choices are: strongly agree, agree, neutral, disagree, or strongly disagree. The surveys also employ open-ended questions, such as "Are there any services you need but are not getting?"

Adult, family, and youth surveys are available upon request, along with the raw data results. All data is entered into survey analysis software (SNAP c11.0). Most surveys are completed on a web-enabled tablet and uploaded to a SNAP WebHost account where data is stored in perpetuity. Paper surveys may be used when respondents request to complete via mail, or when technical difficulties prevent the use of tablets. Descriptive statistics were calculated, and applicable cross-tabulations were completed. Results are analyzed using a Chi-

Square test (when necessary) and statistical significance calculated through the survey software. Statistical significance is when a result is not likely to occur randomly and is likely to be attributed to a specific cause. Statistical significance can be high or low. Significance at a 1% level means that there is a 99% confidence level that it can be repeated with a different population and 5% level means that there is a 95% confidence level that it can be repeated with a different population. When one * appears after a number, that means that there is a .05 level of significance or a 95% confidence level meaning that there is only a 5% chance that the findings are because of chance. When two ** appear after a number, that means that there is a .01 level of significance or a 99% confidence level meaning that there is only a 1% chance that the findings are due to chance.

In an effort to increase participation and for difficult-to-reach populations, mail-in surveys are also available. Individuals retain the option to call in to do a phone survey if they prefer. A cover letter describing options to call in or complete the survey face-to-face is included. The letter also contains information on how to contact the Mental Health Association Program Manager, TMCA, and PerformCare directly.

Survey Population

Contact information is provided to the I/FST on a quarterly basis. From this original sample, the names of individuals who participated in the survey within the last year are removed, as well as those who have requested not to be contacted again. After data cleansing, contact information was provided for a final sample of 2,842 individuals. Individuals who have been previously contacted by the I/FST and were not able to communicate with the surveyor due to a language barrier have been placed on a separate list. Reaching the Spanish speaking community is a priority and initiatives are being taken to resolve the communication barrier.

Table 1 shows specific contact categories that must be removed prior to utilizing the call lists provided by TMCA. MHAFF will continue to track populations that cannot be reached and develop specific outreach plans as necessary. Other areas where concerns have been noted include: Intellectual/Development Disability group homes, Residential Treatment Providers, and Spanish Speaking individuals.

Table 1: **Removed Numbers**

Phone Number/Agency	Number of contacts Removed
Call List Phone Number Displayed as 000-000-0000	41
Franklin County Children & Youth	32
Franklin County Juvenile Probation	2
Fulton County Children & Youth	12
Fulton County Juvenile Probation	1

Table 2 shows a total quarterly sample of 2,842 individuals. This is the total number of contacts available after data cleansing. This quarter 206 surveys were completed, compared to 112 last quarter. As school and work transitioned from COVID-19 mandatory distancing to continued virtual and/or hybrid instruction for youth, participant availability decreased during the day. See table below for a comparison of contact statistics from this quarter.

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Table 2: Quarterly Adult, Family, and Youth Contact Statistics

	Quarterly Sample	Quarterly Completed Surveys	Annual Sample	Annual Completed Surveys
Adult	1928	103	7,563	441
Family	567	71	3,414	305
Youth	347	32	1,506	66
Total	2842	206	12,483	813

Completed Surveys

This quarter the I/FST completed 206 surveys, representing 4.25% of the total sample (N=2,842). Adult surveys represented 50.0%, family surveys represented 34.47% and youth surveys represented 15.53% of completed surveys.

Table 3 shows the number of surveys completed for each category and the county in which respondents resided.

Table 3: Total Number of Surveys Completed

	Quarterly Franklin	Quarterly Fulton	Quarterly Total	Annual Franklin	Annual Fulton	Annual Total
Adult	92	11	103	393	44	440
Family	68	3	71	278	27	305
Youth	31	1	32	64	2	66
Total:	191	15	206	735	73	811

Phone Surveys

This quarter the I/FST completed 206 phone surveys. The increase in COVID-19 cases in Franklin County in October 2020 contributed to the abrupt disruption of plans to resume face-to-face surveys. A wait list is being generated for those that wish to participate in a virtual face-to-face survey in the future should remote survey techniques remain in place due to COVID-19.

Demographics

Gender by Category

Table 4 depicts the gender of individuals surveyed this quarter that responded to this question.

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Table 4: Gender of Respondents

	Male		Female		Transgendered		Non-Binary	
	Quarterly	Annual	Quarterly	Annual	Quarterly	Annual	Quarterly	Annual
Adult	28	131	75	305	0	1	0	4
Family (Gender of Child)	42	184	27	116	1	1	1	2
Youth	20	44	11	21	0	0	1	1
Total:	90	359	113	442	1	2	2	7

Age

The chart below shows the age and number of members served and surveyed by age range in Franklin and Fulton Counties for the period dating October - December 2021. Note that the “Members Served” column may include duplicated respondents and that one Adult respondent did not provide their age.

Table 5: Age of Members Served vs. Members Surveyed

	Quarterly Members Served	Quarterly Members Surveyed	Annual Members Served	Annual Members Surveyed
Ages 0-5 years:	83	3	433	23
Ages 6-12 years:	734	57	3,001	237
Ages 13-17 years:	609	41	2,499	102
Ages 18-20 years:	198	4	848	11
Ages 21-44 years:	1,593	55	6,867	235
Ages 45-64 years:	705	42	3,073	167
Ages 65+:	83	1	368	24
Total:	3985	203	17,089	813

Race/Ethnicity

Table 6 is a representation of the race/ethnicity of respondents vs. PerformCare members served from October 1, 2021 to December 31, 2021. The totals were derived by adding up all of the individuals who responded to the survey; this included the race of the children of family member respondents. **Members are able to choose more than one race, or decline to answer, and numbers therefore do not equal the total number of surveys completed.** Table 6 shows the majority of respondents were Caucasian. Five respondents chose not to provide their race/ethnicity.

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Table 6: Race/Ethnicity of Members Served vs. Members Surveyed

Race/ Ethnicity	Total		Ethnicity of ADULT Respondents		Ethnicity of child of FAMILY member respondents		Ethnicity of YOUTH Respondents		Ethnicity of Members Served	
	Quarterly	Annual	Quarterly	Annual	Quarterly	Annual	Quarterly	Annual	Quarterly	Annual
Caucasian	160	654	71	346	63	252	26	56	3,251	13,971
American Indian/ Alaskan Native	0	4	0	4	0	0	0	0	15	58
African American	11	43	8	35	2	6	1	2	254	1,040
Asian American/Pa cific Islander	1	3	1	2	0	1	0	0	22	104
Hispanic American	9	28	4	18	5	10	0	0	241	997
Other	17	65	10	25	3	34	4	6	202	785
Total	198	784	94	431	73	303	31	64	3,985	16,954

Providers Selected

Figure 1 shows which providers survey respondents chose to be surveyed about this quarter. This quarter Adults completed surveys about 13 providers (N=103). The two “others” this quarter were, York Hospital-Inpatient and Bedford-Somerset MH/MR.

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Figure 1: **Adult Provider Agencies Selected by Respondents**

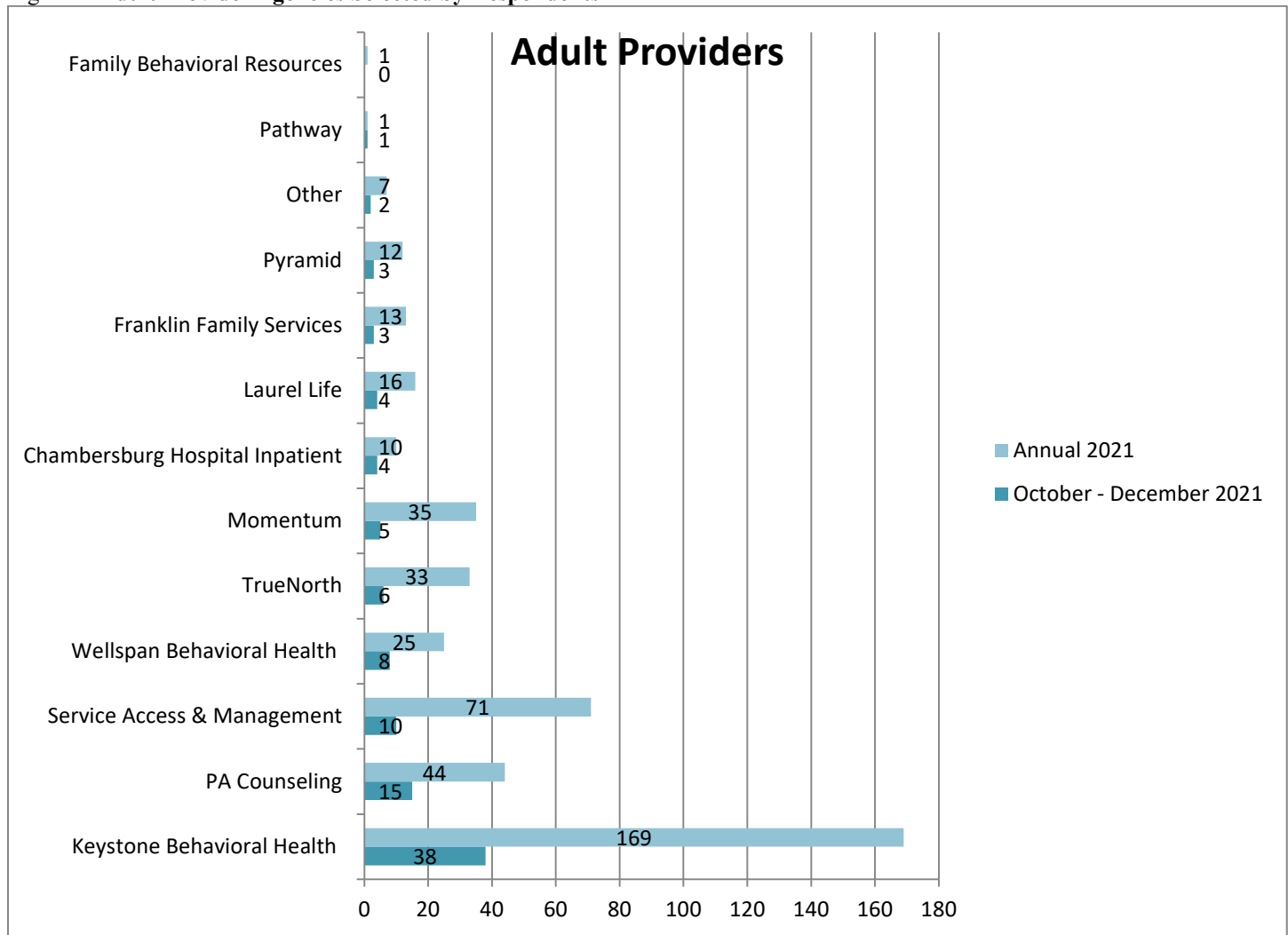
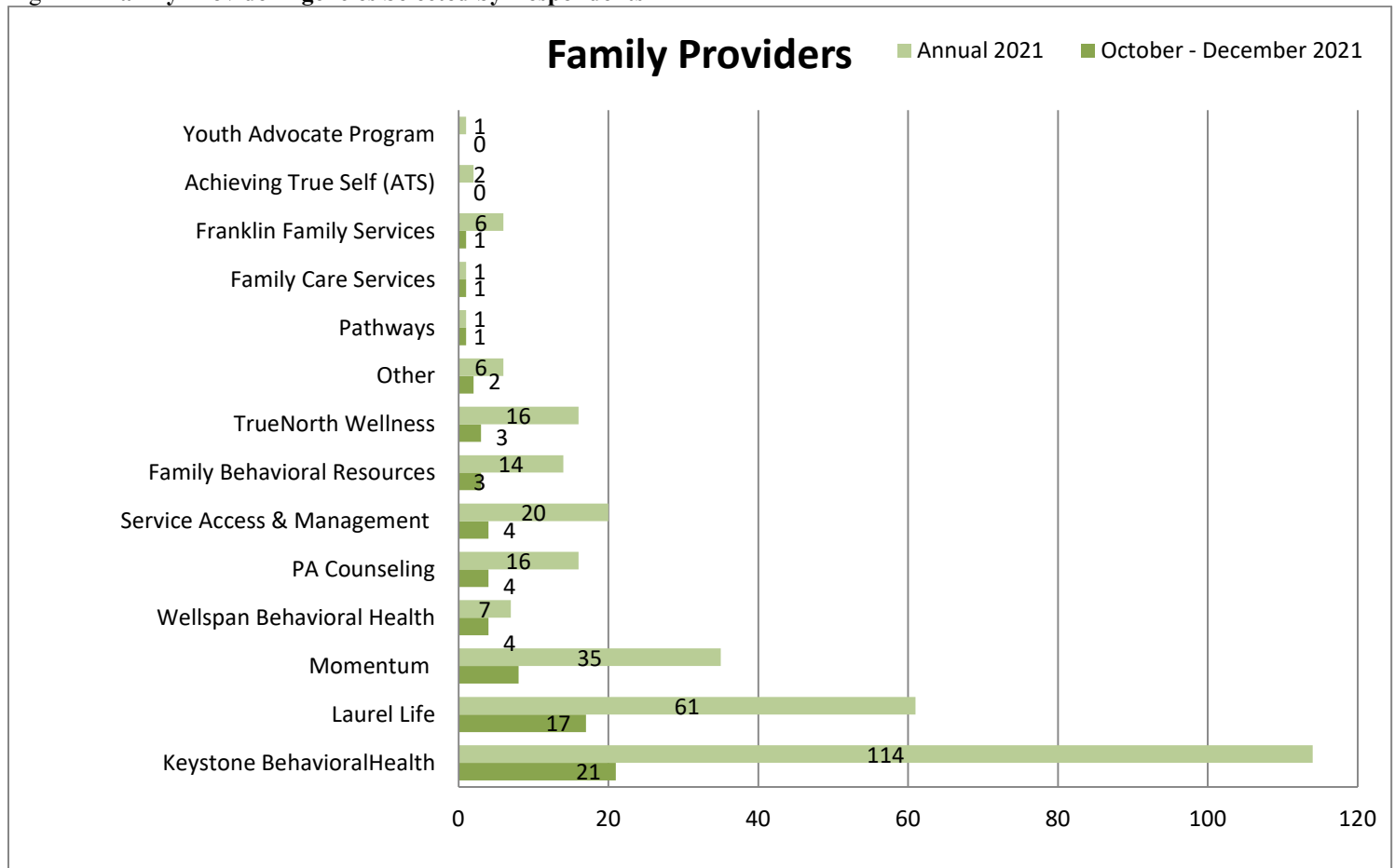


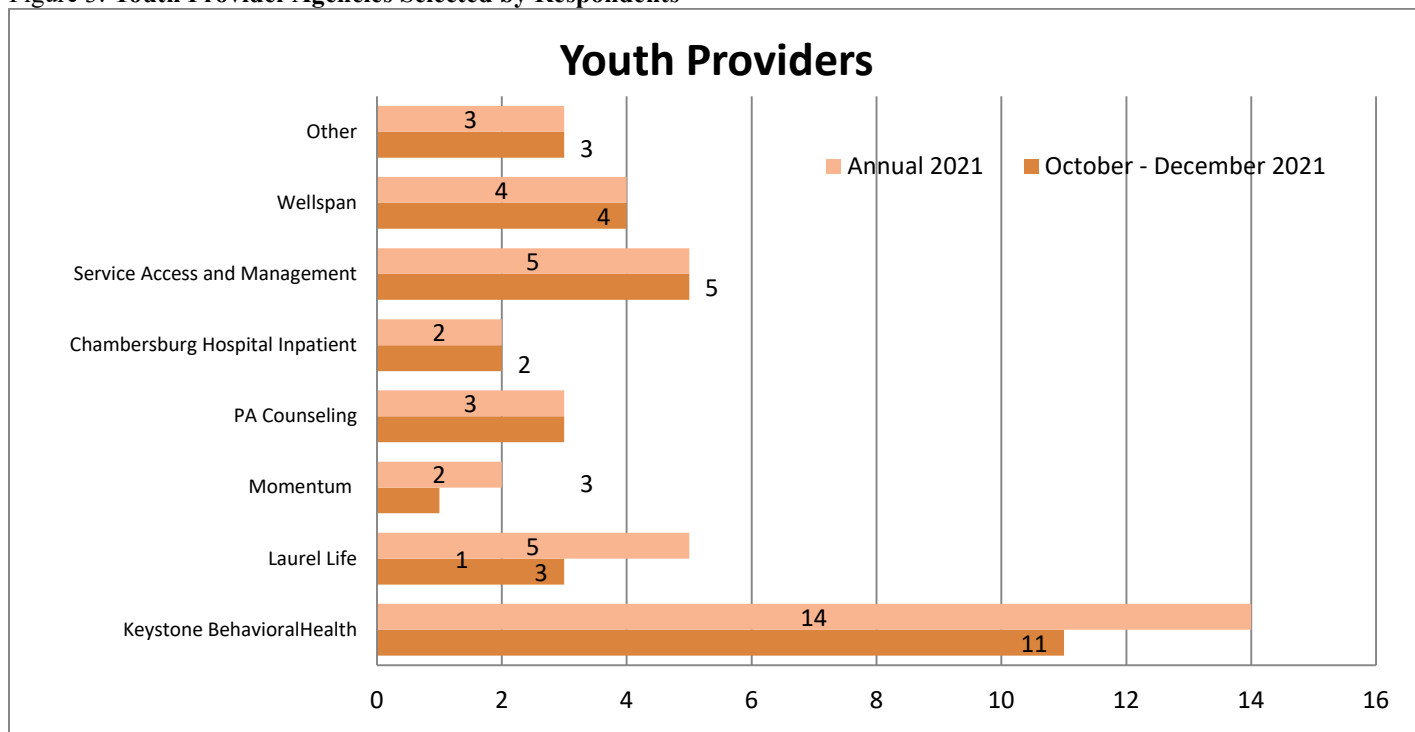
Figure 2: Family Provider Agencies Selected by Respondents



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Figure 3: Youth Provider Agencies Selected by Respondents



Level of Care Received

Table 7 shows the 2021 calendar year's targeted goal for each level of care and the progress towards those goals from January 2021 to December 2021. This table shows the number of completed surveys for the last quarter broken down by survey type (adult – "A", family – "F", and youth – "Y"). Note that some surveys are ended before a level of care is identified or participants can elect to not answer. The increased levels of care goals for 2021 are shown below. "---TBD" indicates that the goal for that level of care has not yet been confirmed or will not be a target survey goal for this calendar year. *Note: On average, each quarter, at least 177 total surveys need to be completed to achieve a total of 709 surveys for the year. Level of care goals are monitored regularly to determine if a concentrated focus on a specific level of care will be needed to meet level of care targets by the end of the year.*

Table 7: Level of Care

Levels of Care	2021 Fiscal Year Target Survey Goals	January – March 2021			April-June 2021			July – September 2021			October – December 2021			Total Complete
		A	F	Y	A	F	Y	A	F	Y	A	F	Y	
Inpatient Psychiatric	25	2	0	0	0	0	0	0	0	0	1	1	1	5
Inpatient D&A	--- TBD	0	0	0	0	0	0	0	0	0	0	0	0	0
Psychiatric Outpatient Services/Med Psychiatry	470	97	73	4	57	45	6	120	80	19	82	59	22	664
BHRS	--- TBD	0	0	0	0	0	0	0	7	0	0	0	0	7
Residential Treatment Facility	--- TBD	0	0	0	0	0	0	0	0	0	0	1	0	1
Outpatient D&A	90	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Based Services	14	0	5	0	0	2	0	0	3	0	0	1	1	12
Targeted Case Management	60	7	1	0	0	0	0	53	15	4	11	4	5	100
Crisis Intervention	50	2	0	0	0	1	0	0	0	0	4	1	1	9
Total	709	108	79	4	57	48	6	173	105	23	98	67	30	798

Provider-Specific and Level-of-Care-Specific Questions

Respondents are able to end their participation in the survey at any time. Due to the ordering of survey questions, surveys may end before provider-specific and level-of-care-specific questions are asked. In these instances, a respondent's data are still included in analysis, where applicable. These are generally PerformCare items.

At times, respondents indicate that they receive a treatment from a provider which does not exist. In these cases, all provider-specific and level-of-care-specific responses are redacted and not included in analysis. These include access to services, treatment experiences/recovery practices, and direct outcomes. However, certain responses, such as PerformCare and DHS responses are still included in analysis, as they are not dependent on provider or level of care.

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In addition, respondents are able to skip any questions they wish. These factors contribute to varying numbers of respondents (N) throughout the report.

Quarter 4

Adult Survey Highlights

N=103

Overall Satisfaction for Combined Counties:

-Overall satisfaction for Adults is rated at 4.25* with statistical significance seen in the core areas of treatment experiences/recovery practices and in the overall satisfaction score.

Core Areas:

Access to Services:

- 91.1% feel that services are available at times that are convenient.
- 94.9% feel that the location is convenient for them.
- 96.0% reported that when they call or come in for an appointment, reception staff are pleasant and welcoming.
- 92.1% indicated that they are given clear information on how to contact their provider for assistance if they need help between appointments.

Treatment Experiences/Recovery Practices:

- 100% feel that they are treated with respect and dignity.
- 96.0% feel that staff are respectful of their culture and include their values in their treatment.
- 95.0% reported that staff treats them as an individual and their treatment goals are based on their own particular needs and skills.
- 95.9% feel that staff believes they can grow, change, and recover.
- 93.8% indicated that their provider is open to their questions about treatment.

Direct Outcomes:

- 90.7% indicated that they believe they can grow, change, and recover.
- 93.8% reported that they feel better able to participate in their own recovery.

Providers:

- Keystone Behavioral Health had 38 respondents this quarter. Statistical significance could be seen in the overall satisfaction score 4.34*.
- Momentum had five respondents this quarter and did not meet the threshold for individual responses.
- PA Counseling had 15 respondents this quarter and an overall satisfaction score of 4.42*. Statistical significance was achieved this quarter in the overall satisfaction score.
- Service Access & Management had 11 respondents this quarter. During quarter 4, statistical significance was not achieved.
- Wellspan had eight respondents this quarter. Statistical significance was achieved.
- TrueNorth Wellness had six respondents this quarter. Statistical significance was achieved.
- Laurel Life had four respondents this quarter. Statistical significance was achieved.
- Pyramid has three respondents this quarter. Statistical significance was not achieved.
- Franklin Family Services had three respondents this quarter. Statistical significance was not achieved.

Levels of Care:

- Medication/Psychiatry had 27 respondents this quarter. During quarter 4 statistical significance can be seen in the overall satisfaction score 4.24*.
- Mental Health Outpatient Therapy had 55 respondents this quarter. This quarter statistical

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significance can be seen in the core area of treatment experiences/recovery practices and in the overall satisfaction score 4.24*.

-Case Management had 11 respondents this quarter. This quarter there was no statistical significance achieved.

PerformCare:

-Four Adults reported making a complaint to PerformCare. Three Adults indicated they were satisfied with the way the complaint was handled and one adult declined to answer.

-Three Adult's reported filing a grievance with PerformCare and two reported satisfaction with the process.

Type of Services:

-Survey respondents are asked what types of services they receive. They are then given the choice to complete a survey for the service they wish to evaluate. 94.7% of Adult respondents indicated they received Mental Health Services, four adults indicated they received both Mental Health and Drug and Alcohol Services, and one reported Drug and Alcohol Services.

Delivery of Services:

Survey respondents are asked how services were delivered:

-31.4% received services *Face-to-Face* compared to 23.6% last quarter.

-7.8% received services *Through Telehealth* compared to 7.3% last quarter.

-60.8% received services both *Face to Face* and *Through Telehealth* compared to 69.1% last quarter.

Access to Services:

-49.5% of respondents indicated that their provider discussed a choice of providers which is a 9.3% decrease from last quarter.

-50.0% indicated that they had discussed a choice of staff within the agency which is a decrease of 18.3% from last quarter.

-66.0% reported that they were seen within seven days of their initial contact to the provider which is a 1.5% decrease from last quarter.

DHS Questions:

-85.6% of respondents indicated that they did not have difficulty getting the help they needed in the last 12 months.

-89.7% of respondents indicated that they were able to make treatment decisions this quarter.

-86.0% of respondents indicated that they were "Much Better" or "A Little Better" because of the treatment they received.

Barriers to Service:

-When asked, "In the last 12 months, were you able to get the help you needed?" There were a total of 25 barriers listed by Adults this quarter.

-All respondents were asked to report any barrier they have ever experienced in getting the help they needed. Respondents could choose more than one answer. There was a total of 37 barriers reported during respondents lifetime.

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Knowledge of Complaint Process:

-75.0% of respondents indicated that they had knowledge of the complaint process.

Provider Dissatisfaction:

-This quarter 15 Adults reported dissatisfaction with their provider. The most concerns reported were “other” (4 respondents) and “frequent staff changes” (3 respondents).

Overall Satisfaction

The core of the survey is divided into three categories that are thought to significantly impact an individual's recovery experience. These categories are: access to services; treatment experiences/recovery practices; and direct outcomes of services received. To obtain an average satisfaction score, survey indicators in each group were assigned a numerical value on a five-point Likert scale, with five representing the greatest satisfaction and one the least.

Table 8 shows adult satisfaction for both counties combined. There was a slight decrease in overall satisfaction this quarter compared to last quarter. Statistical significance can be seen in the core area of treatment experiences/recovery practices and in the overall satisfaction score. Statistical significance can be seen in the annual satisfaction scores for all three core areas as well as with the overall satisfaction score.

Table 8: Adult Satisfaction in Both Counties by Quarter

<i>Combined Counties</i>	January – March 2021 N=108	April – June 2021 N=58	July – September 2021 N=173	October – December 2021 N=103	Annual Adult Satisfaction 2021 N=441
Access to Services	4.25	4.41	4.40	4.32	4.35*
Treatment Experiences/ Recovery Practices	4.24	4.37	4.37	4.27*	4.32*
Direct Outcomes	4.22	4.28	4.27	4.14	4.23*
Overall:	4.24	4.35	4.36	4.25*	4.30**

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Adult Satisfaction by Provider

Provider specific results are reported below for each provider that reaches the standard of the greater of 10 respondents or 10% of total adult respondents. This quarter, Keystone Behavioral Health, PA Counseling, Service Access & Management met this threshold.

Keystone Behavioral Health

This quarter, 38 respondents completed surveys on the services they received from Keystone. Twenty-two Adults received mental health outpatient therapy, 12 received medication/psychiatry, and three received crisis intervention services. Statistical significance can be seen in the overall satisfaction score.

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Table 9: Adult Satisfaction for Keystone Behavioral Health

<i>Keystone Behavioral Health</i>	January – March 2021 N=49	April – June 2021 N=28	July- September 2021 N=54	October – December 2021 N=38	Adult Satisfaction Oct - Dec 2021 without Keystone N=168	Annual Keystone Satisfaction 2021 N=169
Access to Services	4.26	4.42	4.44	4.40	4.26	4.37*
Treatment Experiences Recovery Practices	4.19	4.37	4.43*	4.36	4.20*	4.33*
Direct Outcomes	4.20	4.27	4.35	4.21	4.08	4.26*
Overall:	4.21*	4.35	4.41*	4.34*	4.19*	4.35*

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Momentum

This quarter, five respondents completed surveys on the services they received from Momentum. Three individuals received Mental Health Outpatient Therapy and two received medication/psychiatry. Momentum did not meet the threshold this quarter for individualized results. Annual satisfaction scores for 2021 show statistical significance in the overall satisfaction score of 4.37*.

Table 10: Adult Satisfaction for Momentum

<i>Momentum</i>	Annual Momentum Satisfaction 2021 N=35
Access to Services	4.37
Treatment Experiences Recovery Practices	4.39
Direct Outcomes	4.30
Overall:	4.37*

* Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

PA Counseling (PCS)

This quarter, 15 respondents completed surveys on the services they received from PA Counseling. Thirteen individuals received Mental Health Outpatient Therapy, one person received Medication/Psychiatry, and one person reported that they received services for “Nurse Practitioner.” This quarter statistical significance can be seen in the overall satisfaction score. Statistical significance can also be seen in the annual satisfaction score core area treatment experiences/recovery practices and in the annual overall satisfaction score.

Table 11: Adult Satisfaction for PA Counseling (PCS)

<i>PA Counseling (PCS)</i>	January – March 2021 N=12	April – June 2021 N=6	July- September 2021 N=11	October – December 2021 N=15	Adult Satisfaction Oct – Dec 2021 Without PA Counseling N=88	Annual PA Counseling Satisfaction 2021 N=44
Access to Services	4.54*	X	4.75	4.45	4.29	4.53
Treatment Experiences Recovery Practices	4.49*	X	4.64	4.44	4.23*	4.50*
Direct Outcomes	4.36*	X	4.29	4.33	4.09	4.36
Overall:	4.47*	X	4.59	4.42*	4.21*	4.47*

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Service Access & Management

This quarter, 11 respondents completed surveys on the Case Management Services received from Service Access and Management. There was no statistical significance in quarter 4. Statistical significance can be seen in the annual core area of treatment experiences/recovery practices and in the overall satisfaction score for 2021 at 4.34*.

Table 12: Adult Satisfaction for Service Access and Management

<i>Service Access & Management</i>	Annual SAM's Satisfaction 2021 N=71
Access to Services	4.32
Treatment Experiences Recovery Practices	4.37*
Direct Outcomes	4.30
Overall:	4.34*

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Wellspan Behavioral Health

This quarter, eight respondents completed surveys services received from Wellspan Behavioral Health. Four individuals reported they received medication/psychiatry, three individuals received mental health outpatient therapy, and one individual listed other. Statistical significance is seen in the annual overall satisfaction score 4.20*.

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Table 13: **Adult Satisfaction for Wellspan Behavioral Health**

<i>Wellspan Behavioral Health</i>	Annual Wellspan Satisfaction 2021 N=25
Access to Services	4.26
Treatment Experiences Recovery Practices	4.22
Direct Outcomes	4.06
Overall:	4.20*

* Indicates significant differences in means between statements, significant at the .05 level.

**Indicates significant difference in means between statements, significant at the .01 level

TrueNorth Wellness

This quarter, six respondents completed surveys on services received from TrueNorth Wellness. Four individuals received medication/psychiatry, one received mental health outpatient therapy, and one received crisis intervention services. TrueNorth did not meet the threshold this quarter for individualized results. TrueNorth's annual satisfaction shows statistical significance in the overall satisfaction score 4.20*.

Table 14: **Adult Satisfaction for TrueNorth Wellness**

<i>TrueNorth Wellness</i>	Annual TrueNorth Satisfaction 2021 N=33
Access to Services	4.30
Treatment Experiences Recovery Practices	4.22
Direct Outcomes	4.07
Overall:	4.20*

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Pyramid

This quarter, three respondents completed surveys on services received from Pyramid. Two individuals received mental health outpatient therapy and one received medication/psychiatry. Pyramid did not meet the threshold this quarter for individualized results. Pyramid's annual satisfaction shows no statistical significance.

Table 15: **Adult Satisfaction for Pyramid**

<i>Pyramid</i>	Annual Pyramid Satisfaction 2021 N=12
Access to Services	4.18
Treatment Experiences Recovery Practices	4.05
Direct Outcomes	4.03
Overall:	4.08

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

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Laurel Life

This quarter, four respondents completed surveys on mental health outpatient therapy received from Laurel Life. Laurel Life did not meet the threshold this quarter for individualized results. Statistical significance was not seen in the overall annual satisfaction score.

Table 16: Adult Satisfaction for Laurel Life

<i>Laurel Life</i>	Annual Laurel Life Satisfaction 2021 N=16
Access to Services	4.35
Treatment Experiences Recovery Practices	4.27
Direct Outcomes	4.16
Overall:	4.26

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Franklin Family Services

This quarter, three respondents completed surveys on mental health outpatient therapy services received from Franklin Family Services. Franklin Family Services did not meet the threshold this quarter for individualized results. Franklin Family Services' annual satisfaction shows no statistical significance.

Table 17: Adult Satisfaction for Franklin Family Services

<i>Franklin Family Services</i>	Annual FFS Satisfaction 2021 N=13
Access to Services	4.23
Treatment Experiences Recovery Practices	4.13
Direct Outcomes	4.04
Overall:	4.13

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Levels of Care

Figure 4 demonstrates the services utilized (levels of care) by adult survey respondents this quarter. The level of care most frequently selected was mental health outpatient therapy (N=55). Three levels of care met the 10 respondent threshold. Survey respondents may decline to answer questions at any time. Therefore, the number of responses may not always equal the number of surveys completed.

Figure 4: Levels of Care Utilized by Adults

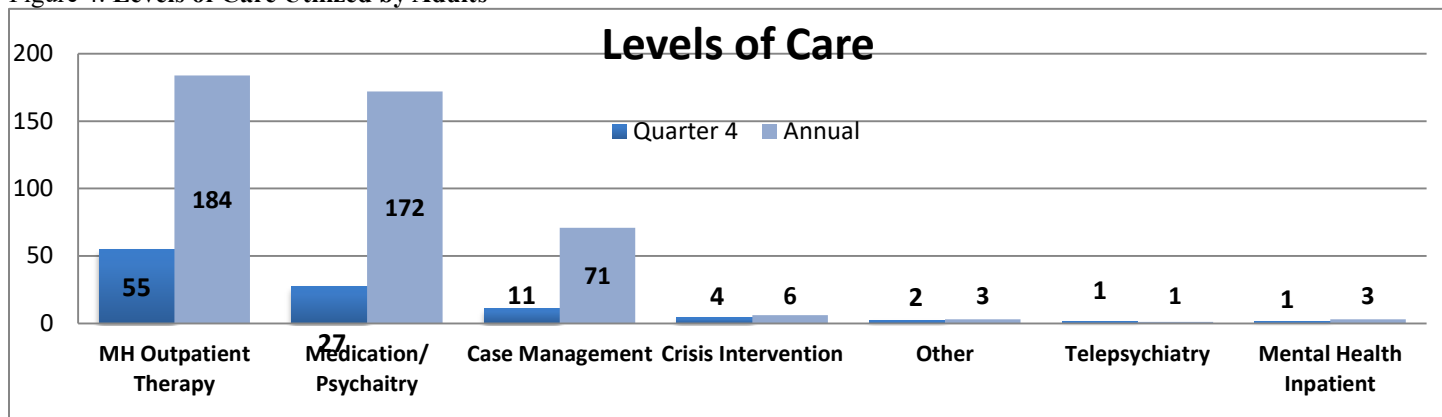


Table 18 shows the satisfaction scores for 2021. Quarter 4 shows decreases in satisfaction for all three of the core areas as well as with the overall satisfaction score. Statistical significance can be seen in the quarter 4 overall satisfaction and in each of the annual satisfaction scores.

Table 18: Adult Medication/Psychiatry

	January – March 2021 Medication/Psychiatry N=63	April – June 2021 Medication/Psychiatry N=19	July – September 2021 Medication/Psychiatry N=62	October – December 2021 N=27	Annual Medication/Psychiatry Satisfaction 2021 N=171
Access to Services	4.29*	4.15	4.39	4.33	4.32*
Treatment Experiences/Recovery Practices	4.30	4.13	4.36*	4.24	4.30*
Direct Outcomes	4.32	4.02	4.27	4.15	4.24*
Overall	4.30	4.11	4.35*	4.24*	4.29*

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Table 19 shows the satisfaction results for mental health outpatient therapy for 2021. As seen in the table below quarter 4 saw decreases in satisfaction for all three of the core areas as well as with the overall satisfaction score. Statistical significance could be seen in the core area of treatment experiences/recovery practices and in the overall satisfaction score for quarter four and in each category for the annual satisfaction.

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Table 19: Adult Mental Health Outpatient Therapy

	January – March 2021 MH Outpatient Therapy N=34	April – June 2021 MH Outpatient Therapy N=38	July – September 2021 MH Outpatient Therapy N=57	October – December 2021 N=55	Annual Outpatient Therapy Satisfaction 2021 N=184
Access to Services	4.28	4.53*	4.45	4.29	4.39*
Treatment Experiences/ Recovery Practices	4.22	4.48*	4.37*	4.27*	4.34*
Direct Outcomes	4.15	4.41	4.23	4.11	4.22*
Overall	4.22	4.48*	4.36*	4.24*	4.32*

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Table 20 shows the satisfaction results for case management for 2021. Statistical significance was not achieved during quarter 4. Statistical significance can be seen in the annual satisfaction scores in the core area of treatment experiences and overall satisfaction.

Table 20: Adult Case Management

Case Management	January – March 2021 Case Management N=7	April – June 2021 Case Management N=0	July – September 2021 Case Management N=53	October – December Case Management 2021 N=11	Annual Case Management Satisfaction 2021 N=71
Access to Services	X	X	4.37	4.37	4.32
Treatment Experiences/ Recovery Practices	X	X	4.39*	4.36	4.37*
Direct Outcomes	X	X	4.33	4.25	4.30
Overall	X	X	4.37*	4.34	4.34*

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Satisfaction with PerformCare

Table 21 shows the responses to all the PerformCare questions asked of adults. Survey respondents may decline to answer, and numbers therefore may not always equal the number of surveys completed.

Table 21: PerformCare Questions

Adult	Total Adult Respondents	“Yes”	“No”	“Not Sure”, “N/A”, or “Neutral”
<i>Have you ever been dissatisfied with a provider or PerformCare, and made a complaint to PerformCare?</i>	103	4 (3.88%)	99 (96.11%)	0
<i>Were you satisfied with how your complaint was handled by PerformCare?</i>	3	3 (100%)	0	0
<i>Have you ever had a service denied by PerformCare and then filed a grievance?</i>	94	3 (3.19%)	91 (96.81%)	0
<i>If you have used PerformCare’s grievance process, were you satisfied with the process?</i>	3	2 (66.7%)	1 (33.3%)	0

Access to Services

Table 22 shows the responses for the question “(Name of provider) discussed with me that I have a choice of providers I could use for my services?” Survey respondents may decline to answer, and numbers therefore may not always equal the number of surveys completed. There is a notable decrease in the number of respondents that replied “Yes” about the discussions relating to their choice of providers since last quarter.

Table 22 Choice of Provider

<i>(Name of Provider) discussed with me that I have a choice of providers I could use for my services?</i>	January – March 2021 N=97	April – June 2021 N=56	July – September 2021 N=165	October – December 2021 N=101	Change
Yes	70.1%	82.1%	58.8%	49.5%	-9.3
No	26.8%	8.9%	37.6%	34.7%	-2.9
Don’t Know	3.1%	8.9%	3.6%	15.8%	+12.2

Table 23 shows responses to the question “(Name of provider) discussed with me that I have a choice of different staff at their agency I could use for my services?” This quarter, there was a notable decrease in the number of respondents that reported their provider discussed that they have a choice of different staff.

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Table 23: **Choice of Staff**

<i>(Name of Provider) discussed with me that I have a choice of different staff at their agency I could use for my services?</i>	January – March 2021 N=100	April - June 2021 N= 57	July – September 2021 N=161	October – December 2021 N=102	Change
Yes	73%	84.2%	68.3%	50.0%	-18.3
No	25%	8.8%	26.7%	33.3%	+6.6
Not Sure	2%	7.0%	5.0%	16.7%	+11.7

Table 24 shows a slight increase in the number of respondents indicating that they were seen within seven days compared to last quarter. 66% of Adults indicated that they were seen within seven days of their initial contact.

Table 24: **Access to Services within Seven Days of Initial Contact**

<i>When you contacted (name of provider) to set up your initial appointment, were you seen within seven days?</i>	January – March 2021 N=95	April- June 2021 N= 57	July – September 2021 N=163	October – December 2021 N=100	Change
Yes	60%	66.7%	67.5%	66.0%	-1.5
No	12.6%	10.5%	14.1%	14.0%	+1.10
Not Sure	27.4%	22.8%	18.4%	20.0%	-1.6

Department of Human Services Required Questions

Table 25 shows the responses to the three Department of Human Services questions.

Table 25: Adult DHS Required Questions

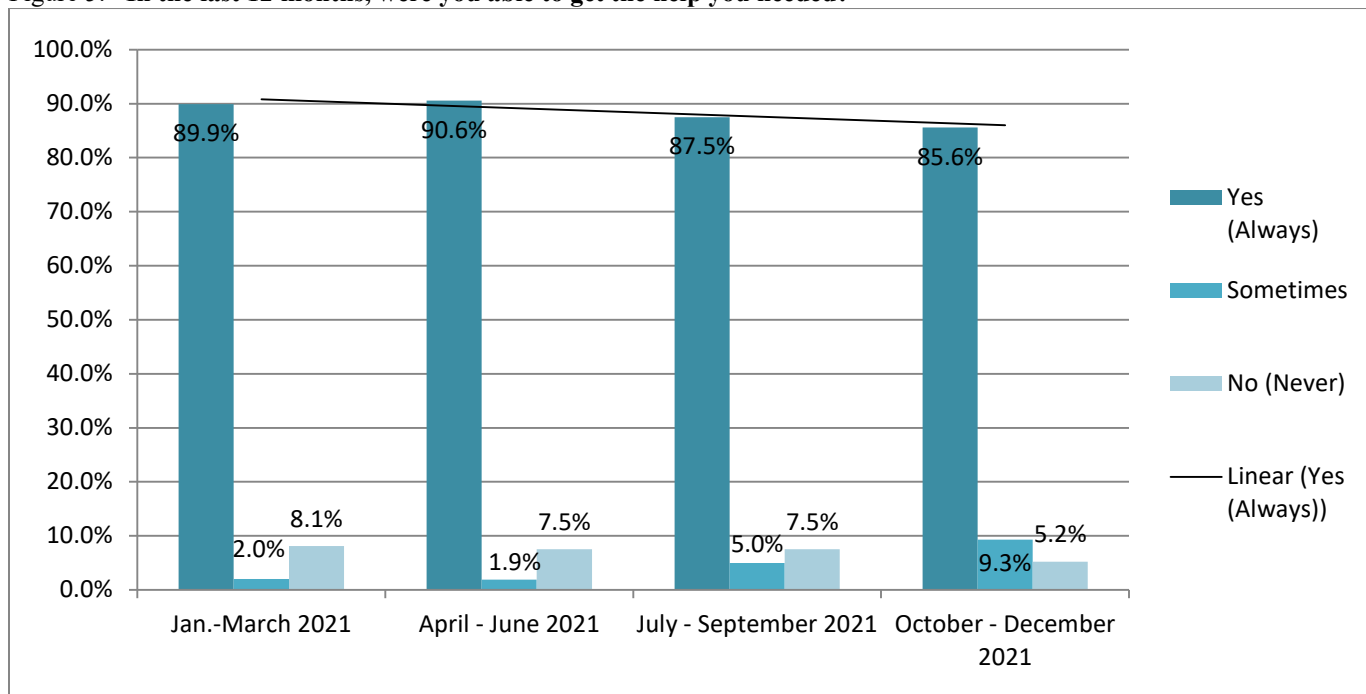
Adult	Franklin County	Fulton County	Total
<i>In the last 12 months, were you able to get the help you needed?</i>			
Yes (Always)	74 (86.0%)	9 (81.8%)	83 (85.6%)
Sometimes	9 (10.5%)	0	9 (9.3%)
No (Never)	3 (3.5%)	2 (18.2%)	5 (5.2%)
Total	86	11	97
<i>Were you given the chance to make treatment decisions?</i>			
Yes (Always)	77 (89.5%)	10 (90.4%)	87 (89.7%)
Sometimes	6 (7.0%)	1 (9.1%)	7 (7.2%)
No (Never)	3 (3.4%)	0	3 (3.1%)
Total	86	11	97
<i>What effect has the treatment you received had on the quality of your life?</i>			
Much Better	30 (36.6%)	7 (63.6%)	37 (39.8%)
A Little Better	41 (50.0%)	2 (18.2%)	43 (46.2%)
About the Same	10 (12.2%)	2 (18.2%)	12 (12.9%)
A Little Worse	1 (1.2%)	0	1 (1.1%)
Much Worse	0	0	0
Total	82	11	93

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Figure 5 shows the responses to the DHS question “In the last 12 months, were you able to get the help you needed?” A slight decrease can be seen from quarter 3 to quarter 4 in the number of Adults responding “Yes” to being able to get the help they needed.

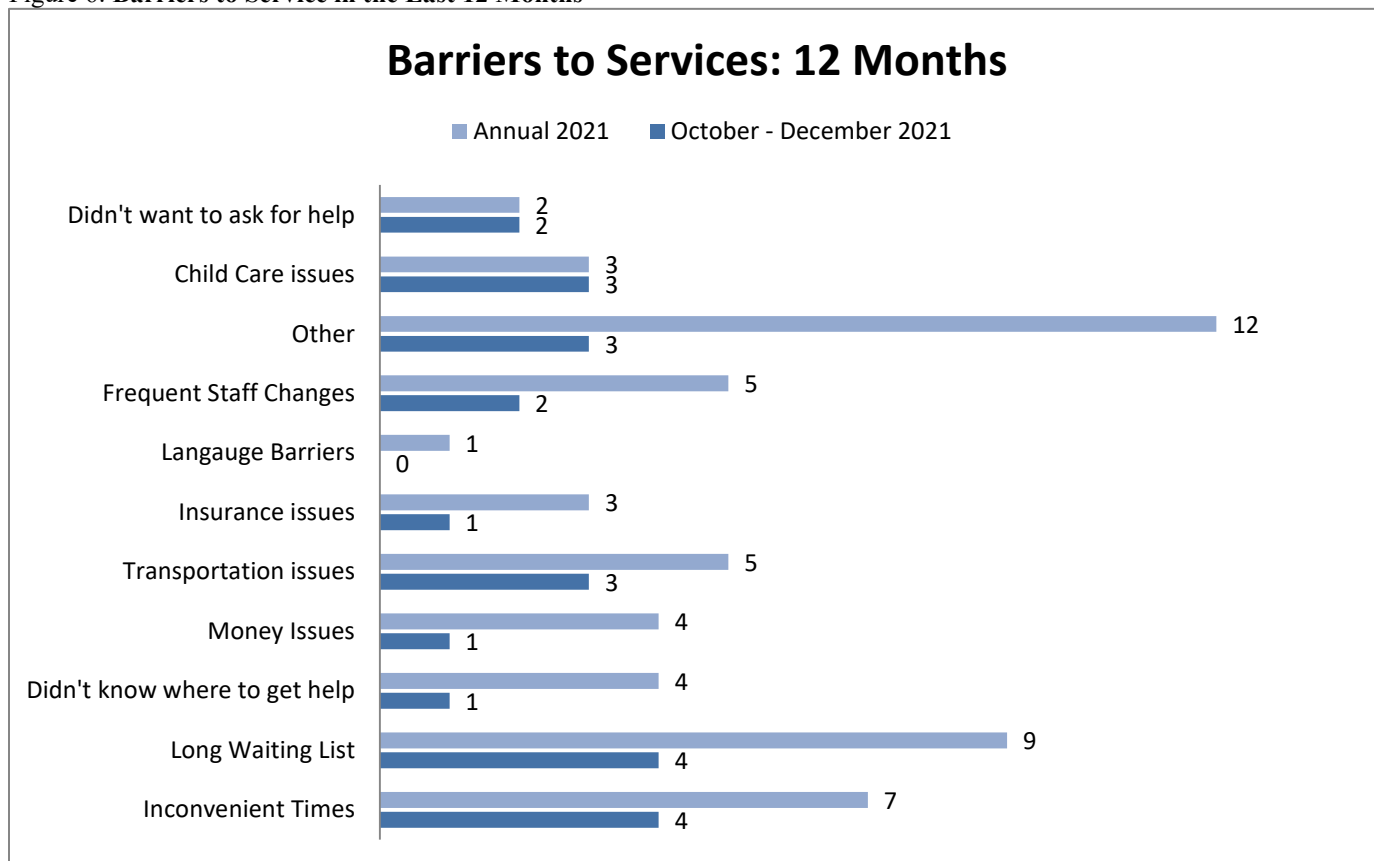
Figure 5: “In the last 12 months, were you able to get the help you needed?”



Barriers to Service

Survey respondents were asked “In the last 12 months, were you able to get the help you needed?” Individuals who responded “no-never” or “sometimes” are asked “What stopped you?” There were a total of 25 barriers reported.

Figure 6: **Barriers to Service in the Last 12 Months**



"Others" Listed:

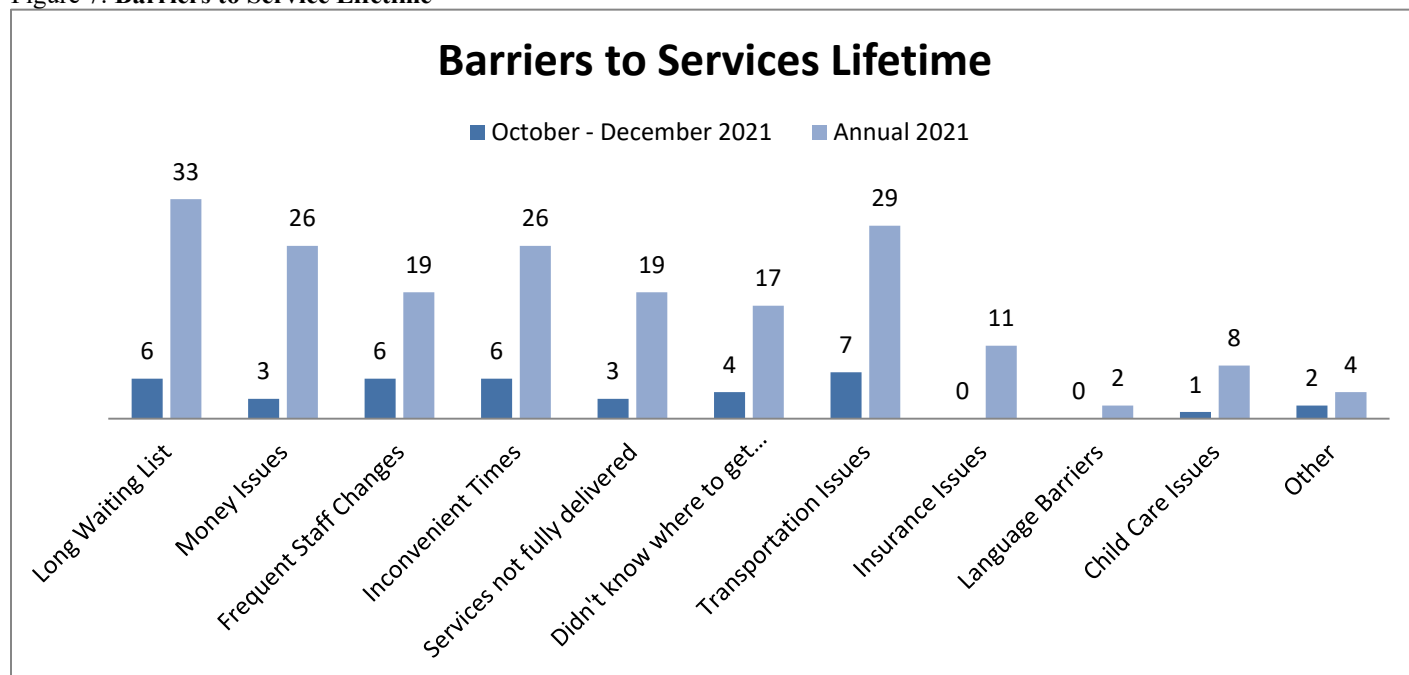
1. *"The process took 4-5 months."*
2. *"Just my granddaughter on the list to be seen. I even asked the school program and I haven't been notified."*

Comments provided:

- *"Discharged from the hospital too early."*
- *"I haven't felt really comfortable going in the office for a year in a half."*
- *"Nobody has called me on who is going to take my case."*
- *"Not available to get help between appointments."*

All survey respondents, regardless of whether or not they indicated that they'd had problems getting the help they needed in the last 12 months were then read the list of barriers and asked to indicate if the barriers had ever prevented them from getting the help they needed. Survey respondents could select more than one barrier. This quarter there was 37 barriers to services were selected. Transportation Issues was selected more frequently. with sever respondents.

Figure 7: Barriers to Service Lifetime



“Others: Listed:

1. *"I've been quite sick."*
2. *"My health."*

Comments Provided:

- *"Participant chose to end the survey."*
- *"Very rarely I did not have way."*
- *"The staff comes and goes."*

Figure 8 shows the adult responses to the Department of Human Services question “Were you given the chance to make treatment decisions?”. There was a slight decrease in the number of Adults reporting they were able to make treatment decisions.

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Figure 8: “Were you given the chance to make treatment decisions?”

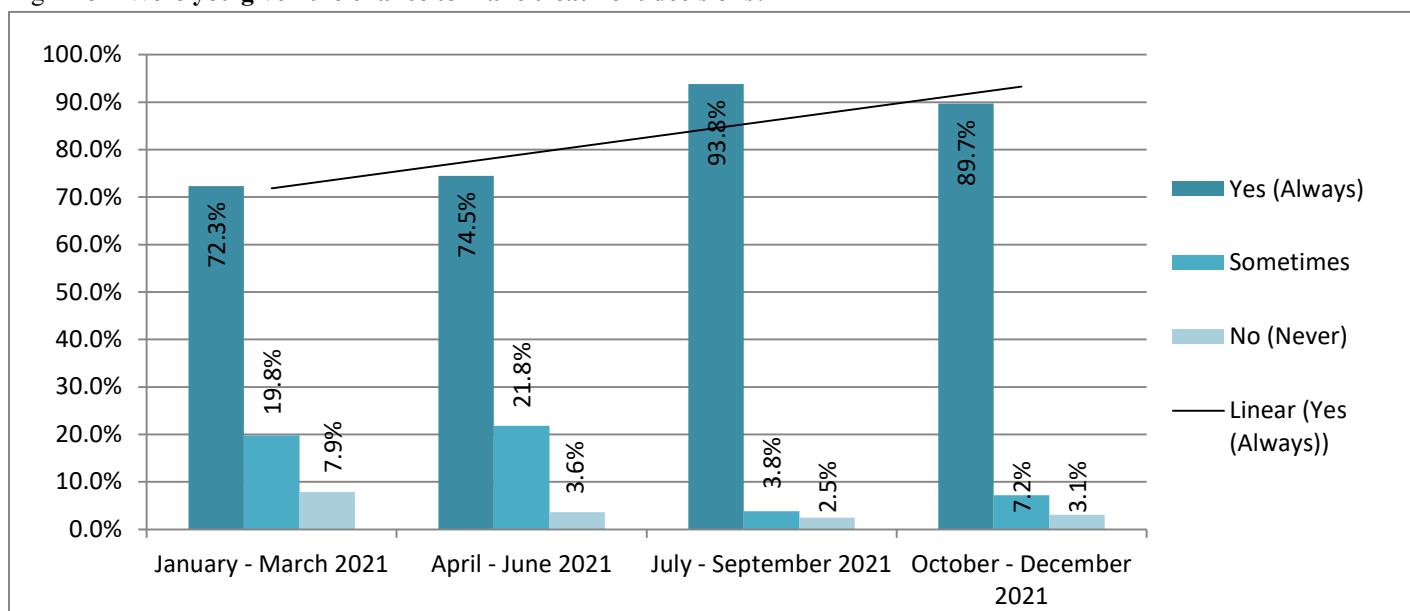
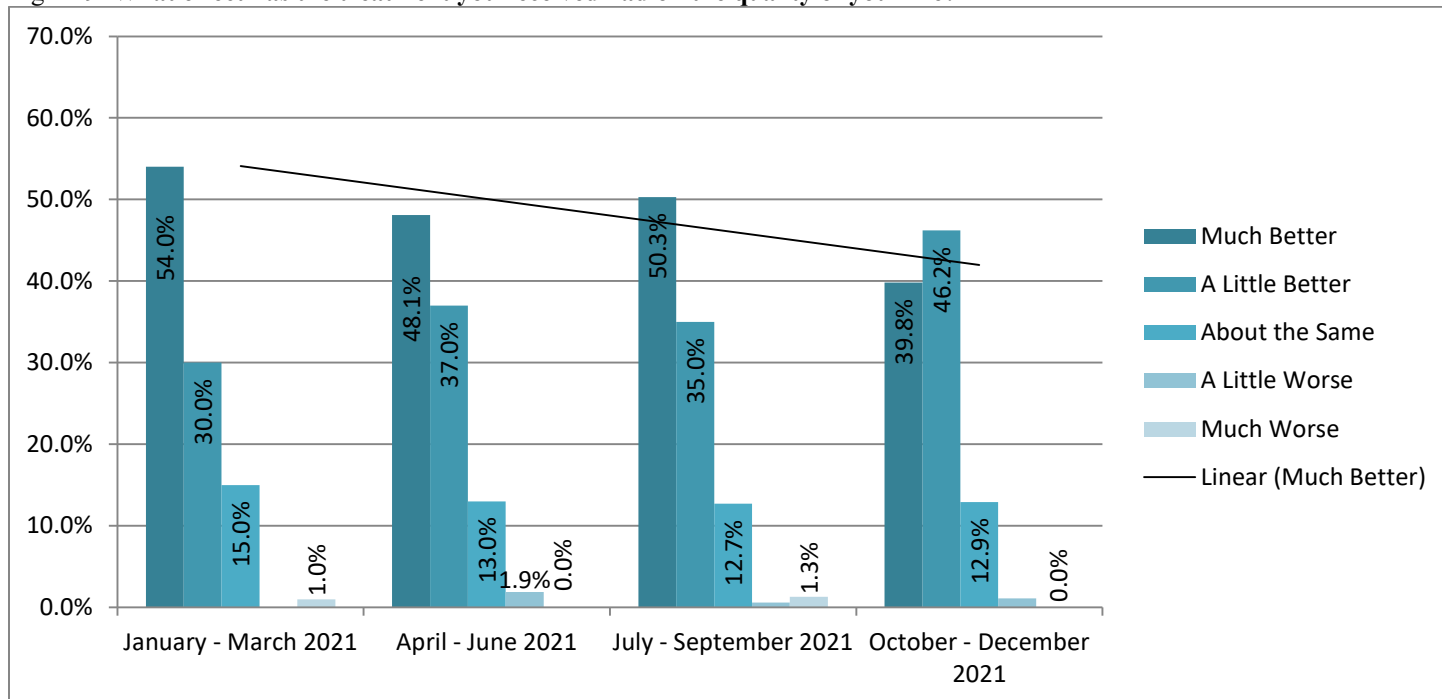


Figure 9 shows the Department of Human Services question “What effect has the treatment you received had on the quality of your life?” for all four quarters and the annual scores.

Figure 9: What effect has the treatment you received had on the quality of your life?



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Adult Services Needed

The following services and comments were listed when adults were asked “Are there any services you need but are not getting?” The following responses were recorded:

- *"Yes I need a psychiatrist and I can't get into one."*
- *"A new psychiatrist and a counselor."*
- *"The psychiatric part."*
- *"We have talked about, I don't know, ADMER or something like that, we talked about some type of PTSD treatments, she said she was going to send me a doctor for that, but that never happened. I mean, I'm sure there was a reason why that never happened."*
- *"Medication for my ADHD."*
- *"Yeah, I need more services, but I don't get it."*
- *"Yes."*
- *"Psychiatrist and Therapist."*
- *"Just the psychiatrist, also figuring out who can take my case for therapy."*
- *"I suppose maybe, I stopped the therapy because the results weren't showing immediate change."*
- *"On the waiting list for a counselor."*
- *"Anger Management Classes."*

Resources Provided

This quarter, resources were provided to 18 Adults. Table 26 details the resources that were provided.

Table 26: **Resources Provided to Adults this Quarter**

TMCA	15
PerformCare Member Services Phone Number	4
MATP	1
Other	2

What is important to you in your treatment?

- *"I would like to see my social anxiety resolved."*
- *"Talking with the psychiatrist and to keep my appointments."*
- *"Finding the right people that can help me."*
- *"Just that I maintain an overall good mental health."*
- *"Just an overall better outcome."*
- *"Coping mechanisms and meditation."*
- *"To be able to be self-deficient."*
- *"Just, that I make progress. I get some kind of treatment to get better."*
- *"The angle is to be better and not be restricted in my life."*
- *"Being able to deal with stressors that could cause a behavior in mental health."*
- *"Being able to talk and getting the help and encouragement that I need to focus on myself."*
- *"Gaining skills, and uh, to help cope and get better, get better handling things."*
- *"Someone who is respectful and listen and won't shut down my problems."*
- *"Treated as equal and also being treated as not a number, but a human, as an individual, as with some places to, especially a couple of hospitals, they would more worried about the money, than the patient."*
- *"Getting well."*
- *"Just being able to be part of my treatment plan."*

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- *"Don't know how to answer that."*
- *"Learning ways and coping with stress and anxiety."*
- *"My mental health."*
- *"That I feel like I'm getting quality treatment and that the person is professional and my best interest."*
- *"Progress."*
- *"I suppose being able to identify my different needs and how to go about finding treatments."*
- *"Pretty much mental health."*
- *"To get better."*
- *"To recover, to set a goal, and to not dwell on the past."*
- *"Getting better and not hearing voices."*
- *"Being heard."*
- *"Feeling comfortable with my provider and validated with my feelings."*
- *"I would like a different psychiatrist for them to go over my treatment plan and get ADHD medication."*
- *"That they talk to you about your problems and to get that out of your head."*
- *"That I have a respectful psychiatrist that listens to me."*
- *"Definitely the same, being motivated."*
- *"My opinion."*
- *"I think the most important thing is that he gets treatment to fit his needs."*
- *"Just understanding I guess, certain things that happened in my life."*
- *"Stability."*
- *"Just being heard. You know, just listening, and trying to push it off to another doctor or something like that."*
- *"Trying to not blame myself as much for things."*
- *"That the caseworker giving me the necessary appointments."*
- *"Mostly just to have him let me talk and listen to what I have wrong with me."*
- *"I don't need to talk about that on here."*
- *"Just that they explain in terms that I can understand and give me information about my diagnosis."*
- *"Just being understood, like truly understood."*
- *"I like all of it."*
- *"Staying focused, taking care of myself and my family and my kids."*
- *"I mean, just, I guess, you know, being the person down to earth."*
- *"Feeling better about myself."*
- *"I guess scheduling appointments would be the biggest thing around my job."*
- *"Empathy, compassion, lived experience with providers."*
- *"That the goals I've written down are attainable."*
- *"Being able to contact them whenever I'm having a moment."*
- *"My most important thing is my meds and my therapy."*
- *"Well I don't know."*
- *"To become healthier mentally."*
- *"Just being able to understand what the goals are."*
- *"Mostly feeling better thanks to their help."*
- *"Working on coping to deal with trauma and anxiety."*
- *"Recovery is important. I want to stop drinking. More counseling on coping skills."*
- *"Somebody who listens."*
- *"I guess, someone I can look forward to talk to."*
- *"Just, um, being able talk to Lori, just being able to adjust to medications, just give*
- *"Honestly, my mental health sake because of the anxiety and depression. My emotions have got worse, it's more emotional and physical, it has gotten worse because I kind of need my psychiatrist and therapist."*

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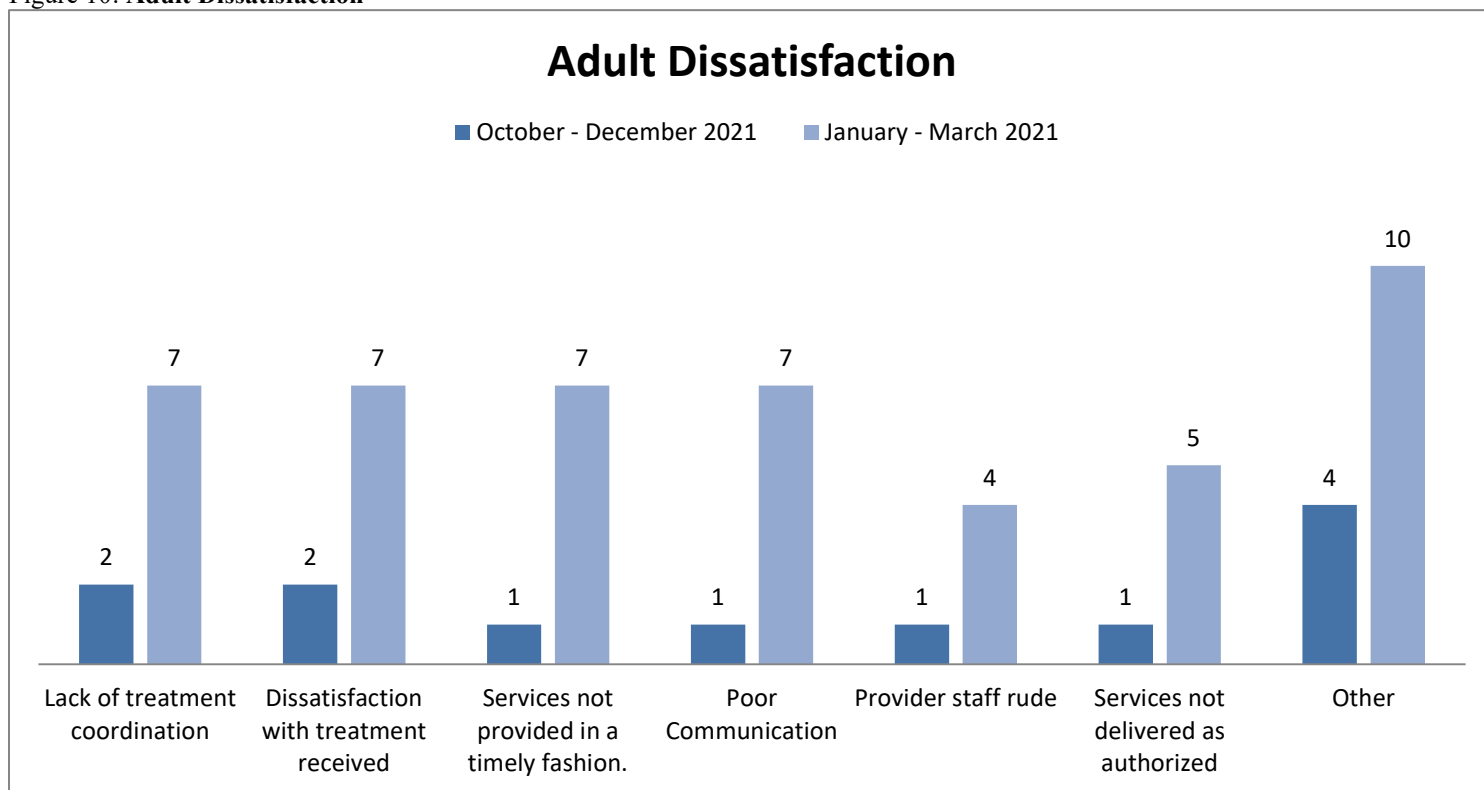
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- *"Results."*
- *"Just getting to the point where I can do the best for my kids."*
- *"I felt like I was not succeeding in life that I wanted to."*
- *"Her listening, understanding, and helping me and doing it all."*
- *"I haven't thought of that one for a very long time, I guess basically being stable, such as sleeping."*
- *"Trying to get over the fact that I have Lyme's disease and other problems that I have."*
- *"Feeling better."*
- *"Want to get mentally better and do what I used to do and to hold down a job."*
- *"Just how to deal with some life issues and concerns that I've been having."*
- *"Just to get better."*
- *"To feel better and think about my life in a more positive light."*
- *"Just somebody that actually listens and tries to understand me."*
- *"Just that I am able to get better."*
- *"Everything. I just know I needed help. Someone to listen and care."*
- *"To get better, to feel better. That's what I need. Is important to me."*
- *"Mostly everything."*
- *"Life changes and just overall to feel better."*
- *"To, uh, feel heard and to speak on behalf on how I feel."*
- *"Not to be put on any mental health medication."*
- *"I am very, very, very good."*
- *"Just feeling better, getting well, learning how to deal with issues that I'm having."*
- *"To make myself better, you know, about my situation."*
- *"Not sure how to answer that one."*
- *"My therapist helps me clarify things."*
- *"For me to get the best mental health help."*
- *"That I know they are there if I need them. When I have challenges I know they are there."*
- *"Just to get back on track with everything that's going on within myself and life in general."*
- *"That I feel better and that."*
- *"Just to keep my medication the way it is."*
- *"That they just listen to my input and they do that every time."*
- *"That the psychiatrist knows me and manages my medicine well."*

Adult Dissatisfaction

This quarter, 18 Adults indicated serious issues with their provider. Figure 10, below, details the responses.

Figure 10: Adult Dissatisfaction



“Others” Listed:

-*"Unbelievable they almost killed me."*

-*"I got discharged to early because I had to miss appointments because work and then I had to go to jail because that was a probation violation. They said I'd just have to miss work to get to appointments but I couldn't do that because I live alone and have bills to pay."*

-*"Medications have been a problem because I've become addicted to some medications."*

-*"Just waiting to be seen."*

Knowledge of Complaint Process

Respondents were asked “Were you informed of what to do if you have a complaint about your mental health services?” 75.0% said “Yes”, and 25.0% said “No”.

Quarter 4

Family Surveys Highlights

N=71

Overall Satisfaction Combined Counties

-This quarter overall satisfaction was a 4.23*. Statistical significance was achieved in the core area of treatment experiences/recovery practices and in the overall satisfaction score.

Core Areas:

Access to Services:

- 92.8% feel that the location is convenient.
- 91.4% reported that services are offered at times that best suit my child's needs.
- 90.0% reported that they are able to reach agency staff when needed.

Treatment Experiences/Recovery Practices:

- 97.1% feel that staff treats their child with respect and dignity.
- 94.0% reported that staff are sensitive to their family's background and respect their values.
- 100.00% feel that their privacy is respected.
- 97.1% reported that they feel comfortable asking questions about their child's treatment.
- 94.2% reported that they have been given information about their rights, including how to address concerns they have about their child's treatment.
- 95.0% feel that child and them are involved as much as they wanted in decisions regarding treatment.
- 94.2% reported that they were given completed information in words they understood before they consented to treatment or medication.
- 95.5% fee that staff understand that their child is an individual, and treats their child's specific, individual needs.

Direct Outcomes:

- 85.1% would recommend this agency to a friend or family member.

Providers:

- Keystone Behavioral Health had 21 respondents this quarter. This quarter Keystone's satisfaction scores had no statistical significance.
- Laurel Life had 17 respondents this quarter. This quarter statistical significance was achieves in the core area of treatment experiences/recovery practices and in the overall satisfaction score 4.19*.
- Momentum had eight respondents this quarter. Momentum did not reach the threshold for individualized results during quarter 4.
- Service Access & Management has four respondents this quarter. SAMs did not reach the threshold for individualized results during quarter 4.
- PA Counseling had four respondents this quarter and did not reach the threshold for individualized results.
- TrueNorth had three respondents this quarter and did not reach the threshold for individualized results.
- Family Behavioral Resources had three respondents this quarter and did not reach the threshold for individualized results.

Level of Care:

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- Medication/Psychiatry had 13 respondents this quarter. Statistical significance was not achieved during quarter 4.
- Mental Health Outpatient had 47 respondents this quarter. During quarter 4 statistical significance was achieved in the core areas of treatment experiences/recovery practices and in the overall satisfaction score 4.27*.
- Case Management has four respondents this quarter. Case management did not meet the threshold for individualized results for quarter 4.
- Family Based Services had two respondents this quarter. Family Based Services did not meet the threshold for individualized results during quarter 4.

PerformCare:

- Two respondents indicated that they made a complaint to PerformCare this quarter. No respondents indicated that they were satisfied with how their complaint was handled.
- Two respondents indicated that they had a service denied for their child and filed a grievance. No respondents indicated that they were satisfied with how they were treated during the grievance process and no respondents indicated that they were satisfied with the outcome of the grievance.

Delivery of Services:

- 35.2% of family respondents indicated they received services Face-to-Face, this is a 5.5% increase from last quarter.
- 5.6% of family respondents indicated they received services through Telehealth, this is a 11.2% decrease from last quarter.
- 57.7% of family respondents indicated that they received both Face-to-Face and Telehealth delivery methods, this is a 4.10% increase from last quarter.

Access to Services:

- 69.0% of respondents indicated that they were given a choice of different providers they could use for their child's services.
- 67.60% of respondents indicated that they were given a choice of different staff they could use for their child's treatment.
- 52.10% of respondents indicated that they were seen within 7 days.

Copy of Treatment Plan:

- 71.80% of respondents indicated that they were given a copy of their child's treatment plan.

DHS:

- 74.60% of respondents indicated that they had no difficulty getting the help needed for their child in the last 12 months.
- 81.70% of respondents indicated that they were given the chance to make treatment decisions.
- 74.70% of respondents indicated that their child was "Much Better" or "A Little Better" because of the treatment received.

Barriers to Service

- This quarter 26 Family respondents indicated that they had difficulty getting help in the last twelve months.
- All respondents were asked if they ever had any difficulty getting help for their child. 37 barriers were

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listed.

Knowledge of Complaint Process

-67.6% of respondents indicated that they were informed of what to do if they had a complaint.

Dissatisfaction

-This quarter 23 concerns were reported.

Overall Satisfaction

Table 27 shows the satisfaction scores from both Franklin and Fulton Counties combined. Overall satisfaction has decreased from last quarter and statistical significance can be seen in the core area of treatment experiences/recovery practices 4.33* and in the overall satisfaction score 4.23*.

Table 27: Family Satisfaction for Combined Counties by Quarter

<i>Combined Counties</i>	January - March 2021 N=80	April- June 2021 N=48	July – September 2021 N=106	October – December 2021 N=71	Annual Family Satisfaction 2021 N=305
Access to Services	4.27	4.22	4.23	4.13	4.22*
Treatment Experiences/ Recovery Practices	4.37	4.35	4.39*	4.33*	4.37*
Direct Outcomes	4.12	4.07	4.11	3.98	4.07*
Overall:	4.31	4.21	4.31*	4.23*	4.29*

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Family Satisfaction by Provider

Provider specific results are reported below for each provider that reaches the standard of the greater of 10 respondents or 10% of total family respondents. This quarter Keystone Behavioral Health and Laurel Life met this threshold.

Laurel Life

This quarter, 17 respondents completed surveys about the services they received from Laurel Life. Twelve Family respondents completed surveys about mental health outpatient therapy, three received medication/psychiatry, one received family based services and one reported Crisis which is not a level of care provided by Laurel Life. Overall satisfaction decreased this quarter.

Table 28: Family Satisfaction for Laurel Life

<i>Laurel Life</i>	January - March 2021 N=17	April – June 2021 N=11	July – September 2021 N=16	October – December 2021 N=17	Oct - Dec 2021 Without Laurel Life N=54	Annual Laurel Life Satisfaction 2021 N=61
Access to Services	4.37*	4.45	4.64	4.45	4.02	4.48
Treatment Experiences/Recovery Practices	4.41	4.47*	4.71	4.40	4.30*	4.50*
Direct Outcomes	4.22	4.09	4.44	3.99	3.98	4.19
Overall:	4.37	4.34	4.65*	4.35	4.19*	4.45*

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

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Keystone Behavioral Health

This quarter, 41 Family respondents completed surveys about the services they received from Keystone Behavioral Health. Thirteen Family respondents completed a survey about mental health outpatient therapy and eight relieved medication/psychiatry. Keystone saw a slight increase in quarter 4 compared to quarter 3.

Table 29: Family Satisfaction for Keystone Behavioral Health

<i>Keystone Behavioral Health</i>	January – March 2021 N=38	April – June 2021 N=15	July – September 2021 N=41	October – December 2021 N=21	Oct - Dec 2021 Without Keystone N=50	Annual Keystone Satisfaction 2021 N=114
Access to Services	4.17	4.14	4.22	4.21	4.09	4.19*
Treatment Experiences/Recovery Practices	4.29	4.30*	4.35*	4.45	4.27*	4.34*
Direct Outcomes	4.03	4.22	4.13	4.37	3.82	4.15
Overall:	4.22	4.22*	4.29*	4.38	4.16*	4.28*

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Momentum

This quarter, eight respondents completed surveys about the services they received from Momentum. Seven Family respondents completed surveys about mental health outpatient therapy and one received medication/psychiatry. Momentum did not reach the threshold for individualized results for the 4th quarter.

Table 30: Family Satisfaction for Momentum

<i>Momentum</i>	Annual Momentum Satisfaction 2021 N=35
Access to Services	3.96
Treatment Experiences/Recovery Practices	4.10
Direct Outcomes	3.68
Overall:	4.00*

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Service Access & Management

This quarter, four respondents completed surveys about the case management services they received from Service Access and Management. Service Access and Management did not reach the threshold for individualized results in quarter 4.

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Table 31: Family Satisfaction for Service Access & Management

<i>Service Access & Management</i>	Annual SAM Satisfaction 2021 N=20
Access to Services	4.35
Treatment Experiences/Recovery Practices	4.63
Direct Outcomes	4.19
Overall:	4.50

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

PA Counseling

This quarter, four respondents completed surveys about the mental health outpatient therapy services they received from PA Counseling. PA Counseling did not reach the threshold for individualized results this quarter.

Table 32: Family Satisfaction for PA Counseling

<i>PA Counseling</i>	Annual PA Counseling Satisfaction 2021 N=16
Access to Services	4.05
Treatment Experiences/Recovery Practices	4.29
Direct Outcomes	3.97
Overall:	4.19*

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

TrueNorth Wellness

This quarter, three respondents completed surveys about the mental health outpatient therapy services they received from TrueNorth Wellness. TrueNorth did not reach the threshold for individualized results this quarter.

Table 33: Family Satisfaction for TrueNorth Wellness

<i>TrueNorth</i>	Annual TrueNorth Satisfaction 2021 N=16
Access to Services	4.31
Treatment Experiences/Recovery Practices	4.48
Direct Outcomes	4.35
Overall:	4.42*

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Family Behavioral Resources

This quarter, three respondents completed surveys about the mental health outpatient therapy services they received from Family Behavioral Resources. FBR did not meet the threshold for individualized results this quarter. Annual satisfaction does not show statistical significance.

Table 34: Family Satisfaction for Family Behavioral Resources

<i>Family Behavioral Resources</i>	Annual FBR Satisfaction 2021 N=14
Access to Services	4.39
Treatment Experiences/Recovery Practices	4.48
Direct Outcomes	4.01
Overall:	4.39

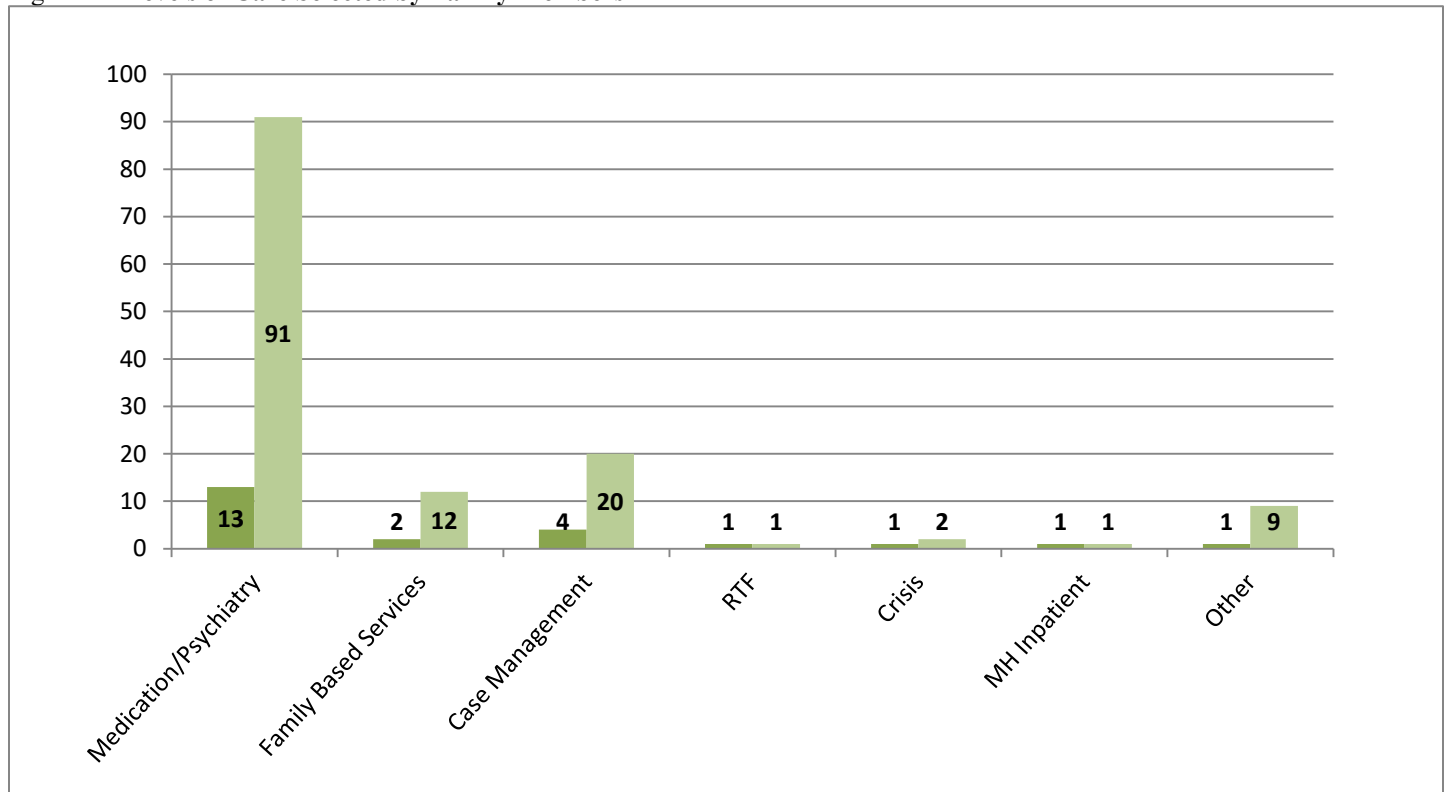
*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Levels of Care

Figure 11 shows the levels of care family members chose to be surveyed about this quarter .

Figure 11: Levels of Care Selected by Family Members



Mental Health Outpatient Therapy

Table 35 shows the satisfaction scores for the level of care mental health outpatient therapy for January – December 2021. In quarter 4 there is statistical significance in the core area of treatment experiences/ recovery practices and in the overall quarterly satisfaction score. Annual satisfaction also shows statistical significance in the core areas of access to services and treatment experiences/recovery practices as well as in the annual overall satisfaction score.

Table 35: Family Mental Health Outpatient Therapy

Mental Health Outpatient Therapy	January – March 2021 N=43	April – June 2021 N=37	July – September 2021 N=40	October – December 2021 N=47	Annual Outpatient Therapy Satisfaction 2021 N=167
Access to Services	4.29	4.24	4.26	4.14	4.23*
Treatment Experiences/ Recovery Practices	4.33	4.31	4.42*	4.38*	4.36*
Direct Outcomes	4.11	4.08	4.14	4.02	4.09
Overall	4.24	4.21	4.34*	4.27*	4.29*

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Medication/Psychiatry

This quarter 13 respondent's selected medication/psychiatry. Table 36 shows the satisfaction scores for 2021. There was a slight increase in the overall satisfaction score from Quarter 3 to Quarter 4. Annual satisfaction shows statistical significance in the core area of treatment experiences/ recovery practices and in the annual overall satisfaction score.

Table 36: Family Medication/Psychiatry

Medication/Psychiatry	January – March 2021 N=30	April – June 2021 N=8	July – September 2021 N=40	October – December 2021 N=13	Annual Medication/ Psychiatry Satisfaction 2021 N=91
Access to Services	4.26	X	4.13	4.29	4.20
Treatment Experiences/ Recovery Practices	4.42*	X	4.21*	4.18	4.31*
Direct Outcomes	4.13	X	3.92	4.13	4.03
Overall	4.27	X	4.15*	4.20	4.25*

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

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Case Management

Four respondents selected case management services this quarter. Table 37 shows that satisfaction scores for 2021. Case management did not meet the threshold for individualized results for quarter 4.

Table 37: Family Case Management

Case Management	January – March 2021 N=1	April – June 2021 N=0	July – September 2021 N=15	October – December 2021 N=4	Annual Case Management Satisfaction 2021 N=20
Access to Services	X	X	4.39	X	4.35
Treatment Experiences/ Recovery Practices	X	X	4.63	X	4.63
Direct Outcomes	X	X	4.37	X	4.19
Overall	X	X	4.54	X	4.50

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Family Based Services

Two respondents selected Family Based Services this quarter. Table 38 shows that satisfaction scores for 2021. Family Based Services did not meet the threshold for individualized results for quarter 4.

Table 38: Family Based Services

Family Based Services	Annual Family Based Satisfaction 2021 N=12
Access to Services	4.05
Treatment Experiences/ Recovery Practices	4.24
Direct Outcomes	4.07
Overall	4.17

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Satisfaction with PerformCare

Table 39 shows the responses to a series of questions asked about PerformCare. Respondents can elect to not answer, so responses may not equal the total number of respondents for the survey. One Family respondent choose not to respond if they were satisfied with how they were treated during the grievance process or if they were satisfied with the outcome of the grievance process.

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Table 39: **PerformCare Questions**

	Total Family Respondents	“Yes”	“No”
Have you ever been dissatisfied with a provider or PeformCare, and made a formal complaint to PerformCare?	70	2 (2.86%)	68 (97.10%)
Were you satisfied with how your formal complaint was handled by PerformCare?	2	0	2 (100.0%)
Have you ever had a service for your child denied by PerformCare and then filed a grievance?	70	2 (2.86%)	68 (97.10%)
Were you satisfied with the way you were treated during the grievance process?	1	0	1 (100.0%)
If you have used PerformCare’s grievance process, were you satisfied with the outcome?	1	0	1 (100.0%)

Access to Services

Table 40 shows the responses for the question “(Name of provider) discussed with me that I have a choice of providers I could use for my child’s services?” Survey respondents may decline to answer questions at any time. This quarter there was a 3.12% decrease in the number of Family respondents indicating that they were told they have a choice of providers they could use for their services.

Table 40: **Choice of Provider by Quarter**

<i>(Name of Provider) discussed with me that I have a choice of providers I could use for my child’s services?</i>	January – March 2021 N=80	April – June 2021 N=48	July – September 2021 N=104	October – December 2021 N=70	Change
Yes	70.00%	77.10%	72.12%	69.00%	-3.12
No	15.00%	16.70%	25.96%	26.80%	+.84
Don’t Know	15.00%	4.20%	1.92%	2.80%	+.88

Table 41 shows the responses for the question “(Name of provider) discussed with me that I have a choice of different staff at their agency I could use for my child’s services?” This quarter there was a 8.60% decrease in the number of Family respondents indicating that they were given a choice.

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Table 41: **Choice of Staff by Quarter**

<i>(Name of Provider) discussed with me that I have a choice of different staff at their agency I could use for my child's services?</i>	January – March 2021 N=80	April – June 2021 N=48	July – September 2021 N=105	October – December 2021 N=70	Change
Yes	65.00%	77.10%	76.20%	67.60%	-8.60
No	20.00%	12.50%	22.90%	23.90%	+1.00
Not Sure	13.80%	6.30%	1.00%	7.00%	+6.00

Table 42 shows the responses for the question “When you contacted (name of provider) to set up your initial appointment, were you seen within seven days?” This quarter there was a 8.50% decrease in the number of Family respondents who indicated that they were seen within seven day.

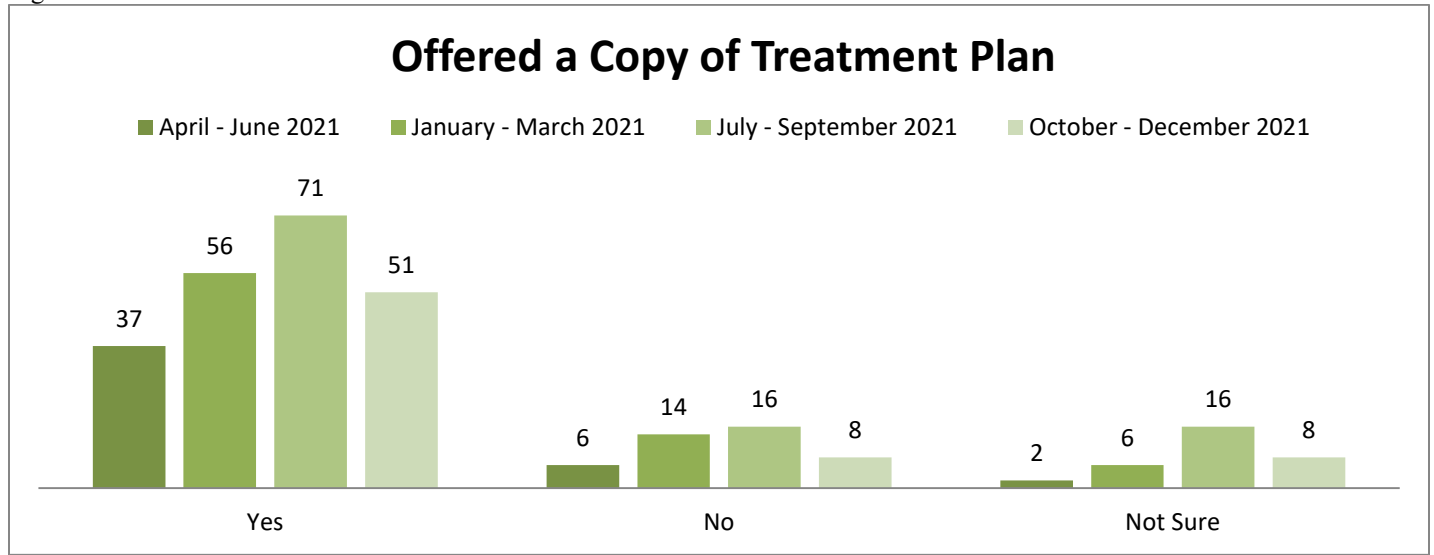
Table 42: **Access to Services within Seven Days of Initial Contact by Quarter**

<i>When you contacted (name of provider) to set up your initial appointment, were you seen within seven days?</i>	January – March 2021 N=80	April – June 2021 N=48	July – September 2021 N=104	October – December 2021 N=69	Change
Yes	53.80%	60.40%	60.60%	52.10%	-8.50
No	12.50%	14.60%	18.30%	22.50%	+4.20
Not Sure	30.00%	18.80%	21.20%	22.50%	+1.30

Copy of Treatment Plan

As Figure 12 shows, (71.8%) Family respondents reported having been offered a copy of their child’s treatment plan.

Figure 12: **Treatment Plan**



Department of Human Services

Table 43 shows the results of the three Department of Human Services questions.

Table 43: DHS Required Questions

Family	Franklin County	Fulton County	Total
<i>In the last 12 months, did you have problems getting the help your child needed?</i>			
Yes (Always)	11 (16.20%)	1 (33.30%)	12 (16.90%)
Sometimes	1 (1.50%)	0	1 (1.40%)
No (Never)	51 (75.00%)	2 (66.70%)	53 (74.60%)
Total	63	3	66
<i>Were you and your child given the chance to make treatment decisions?</i>			
Yes (Always)	56 (82.40%)	2 (66.70%)	58 (81.70%)
Sometimes	5 (7.40%)	0	5 (7.00%)
No (Never)	1 (1.50%)	1 (33.30%)	2 (2.80%)
Total	62	3	65
<i>What effect has the treatment your child received had on the quality of your child's life?</i>			
Much Better	21 (30.90%)	1 (33.33%)	22 (31.00%)
A Little Better	30 (44.10%)	1 (33.33%)	31 (43.70%)
About the Same	8 (11.80%)	1 (33.33%)	9 (12.70%)
A Little Worse	0	0	0
Much Worse	3 (4.40%)	0	3 (4.20%)
Total	62	3	65

Family Barriers to Service

Figure 13 shows responses to the DHS question “In the last 12 months, did you have problems getting the help your child needed?” There was a 13.16% decrease in the number of Family respondents indicating that they did not have problems getting the help their child needed. Annually, 76.10% of Family respondents reported not having barriers to getting the help their child needed in the last 12 months.

Figure 13: In the last 12 months, did you have problems getting the help your child needed?

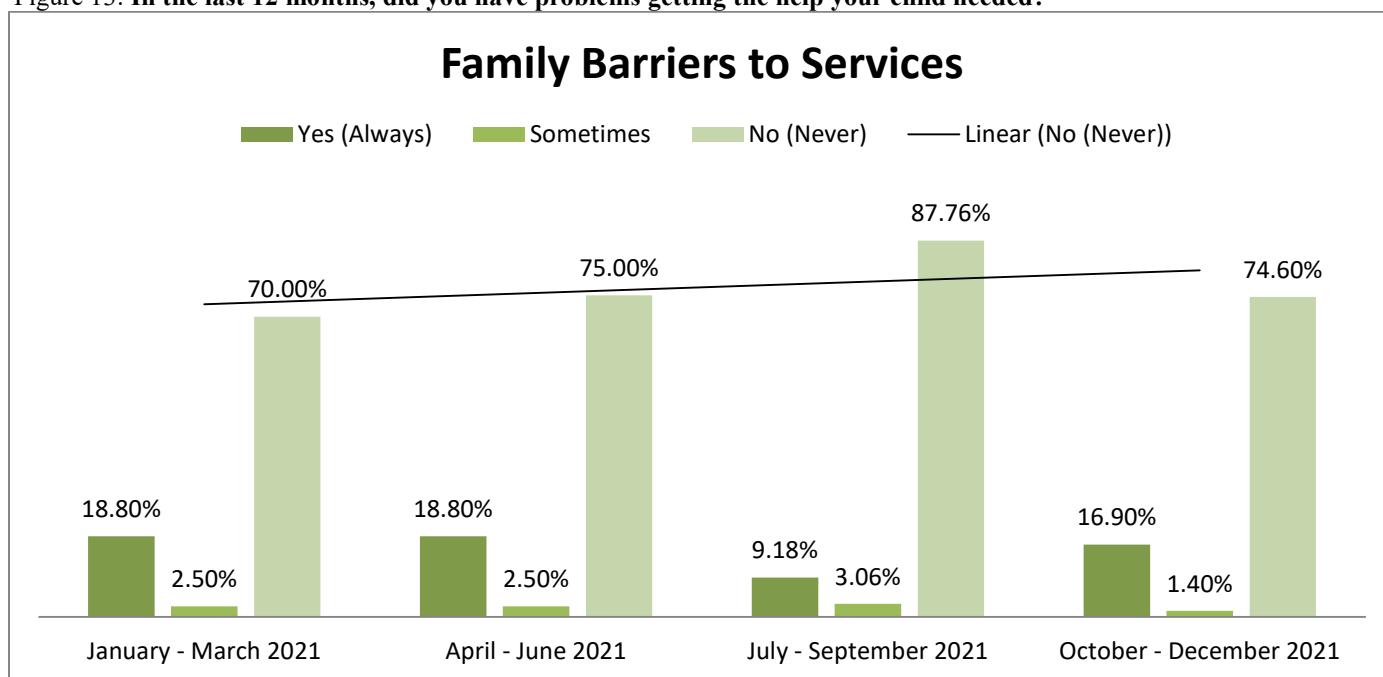
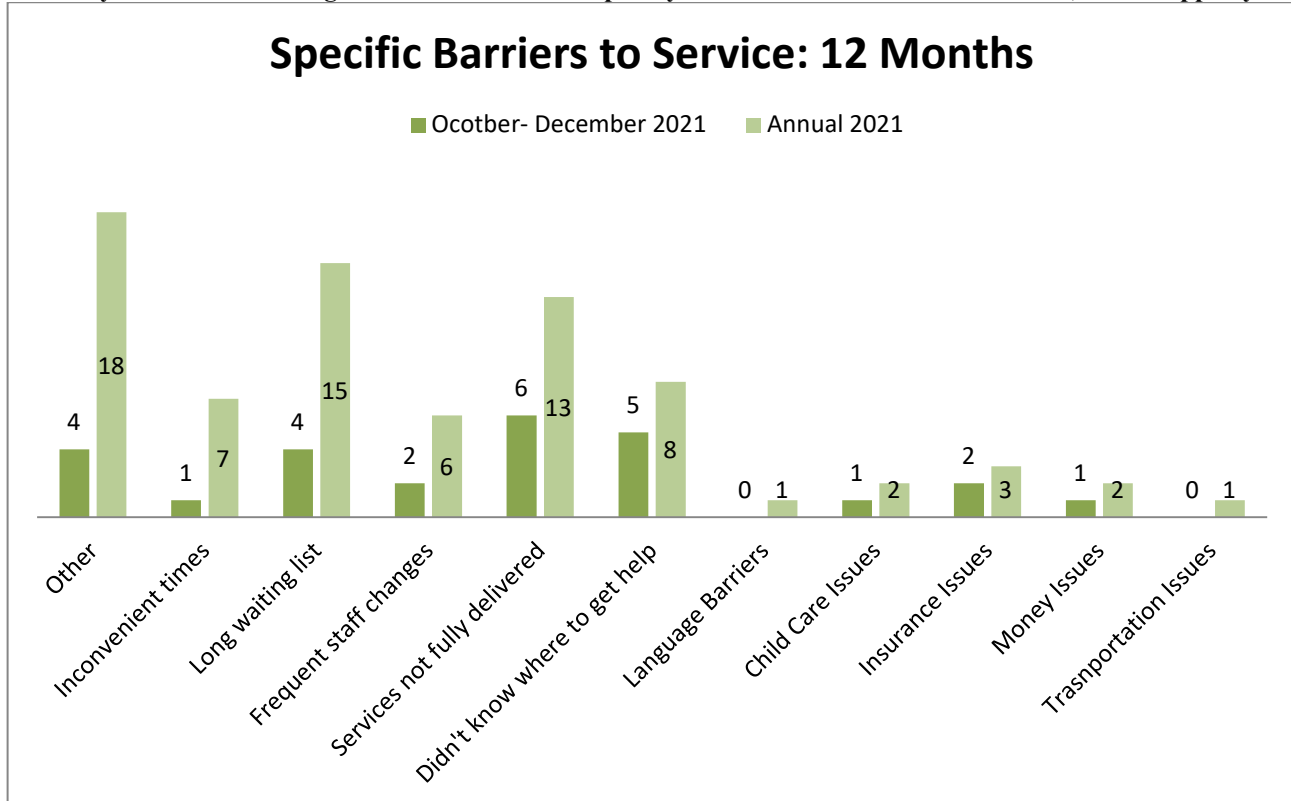


Figure 14 shows there are a total of 26 barriers listed by Family respondents this quarter. Services not fully delivered was selected most frequently with 6 respondents.

Figure 14: “If you weren't able to get behavioral health help for your child in the last twelve months, what stopped you?”



“Others” Listed:

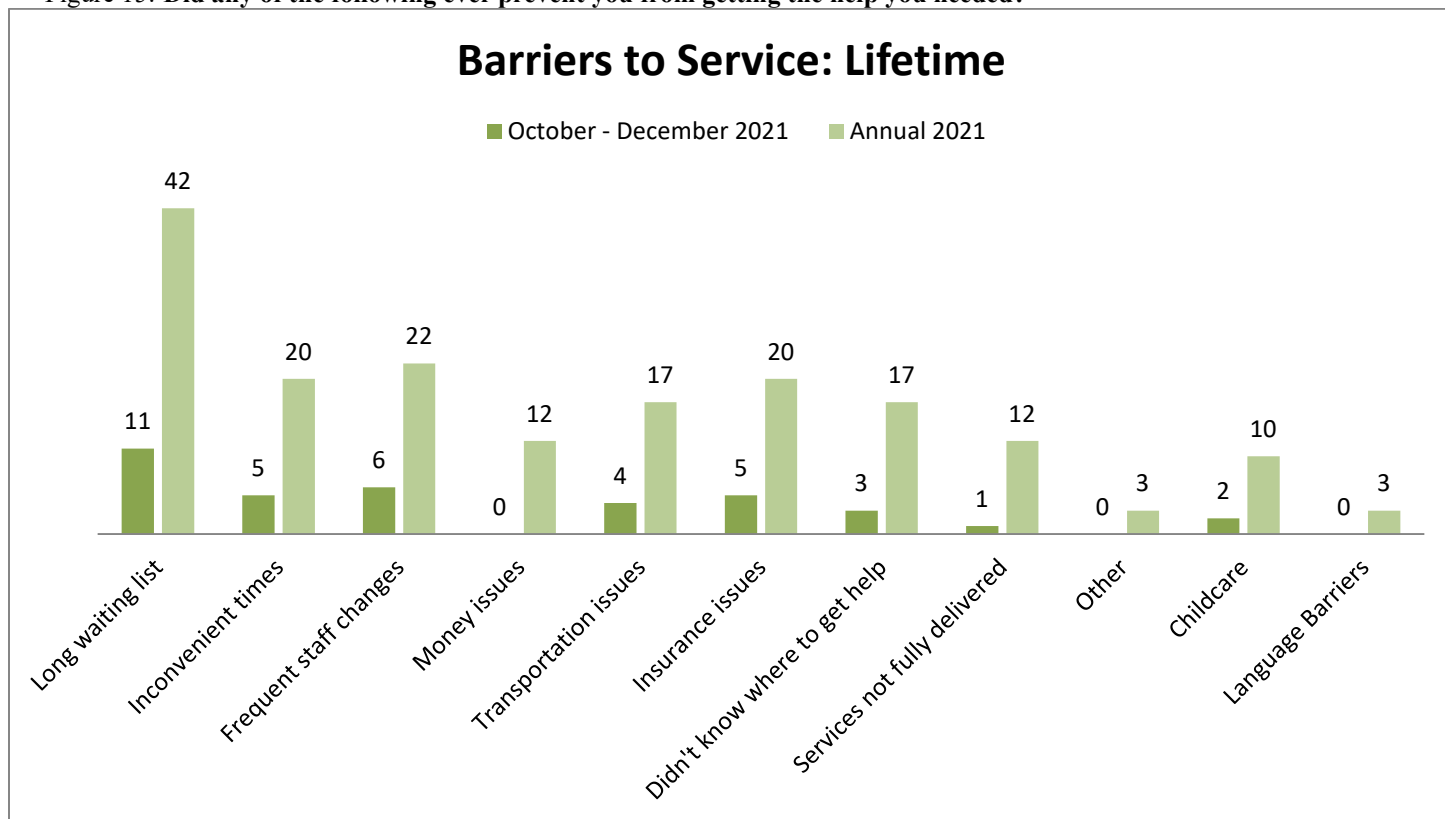
- "There isn't a whole lot of mental health help around here."*
- "The ER did not feel it was necessary for him to be sent anywhere. Once she actually listened to him and heard him then she felt he needed additional help."*
- "I didn't know we could change providers or that telehealth was an option."*
- "Staff is rude."*

Comments Provided:

- "She brought Covid to the school."*
- "Parents. I feel like you know that we as parents should come together for her. I don't get to decide since I don't know."*
- "She needed more 24/7 care."*

All survey respondents, regardless of whether or not they indicated that they’d had problems getting the help they needed in the last 12 months were then read the list of barriers and asked to indicated if these barriers had ever prevented them from getting the help they needed. There were 37 life time barriers reported. The respondent who listed “other” did not elaborate on their response.

Figure 15: Did any of the following ever prevent you from getting the help you needed?

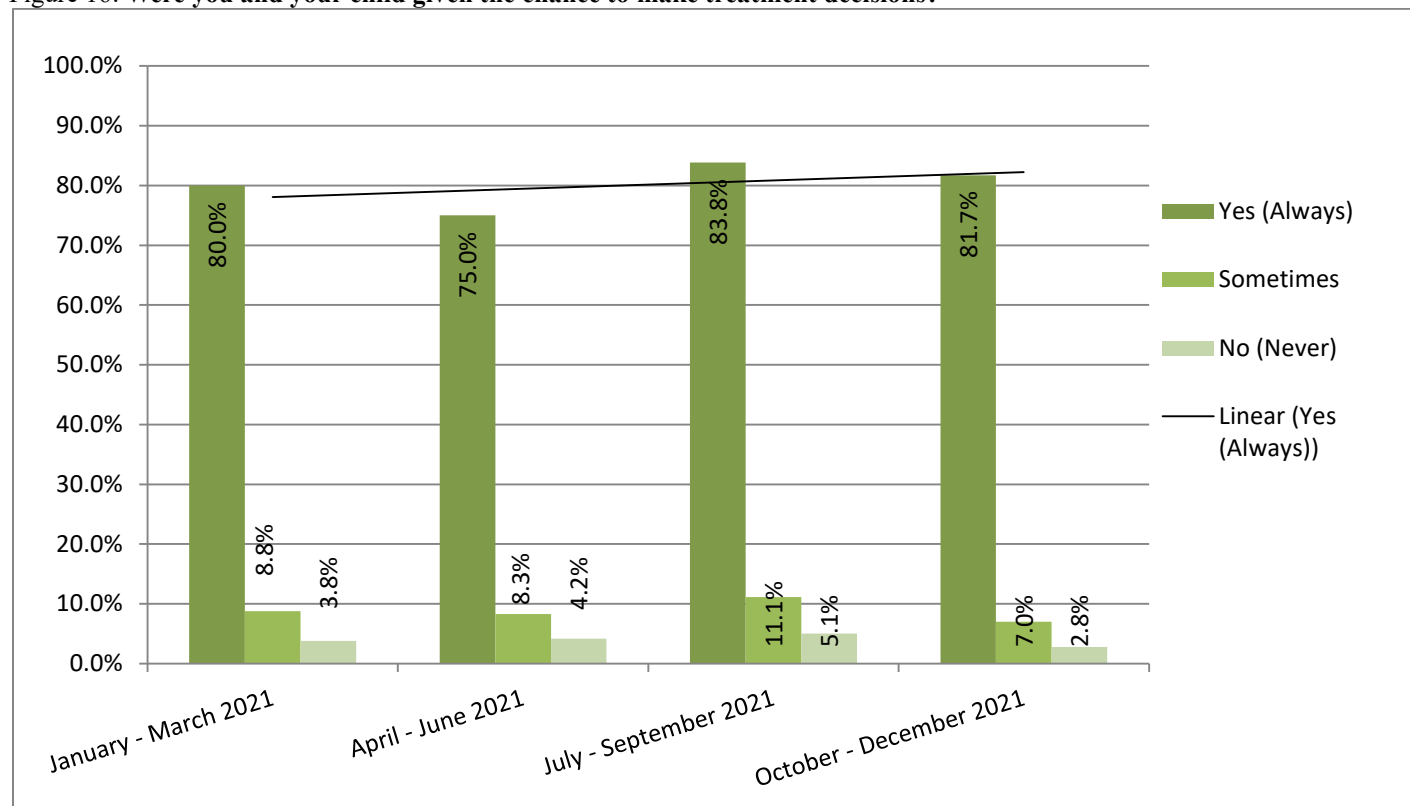


Comments provided:

- "In the beginning we did yes, but we were able to get that figured out."*
- "Be nice if we could go back to previous provider."*

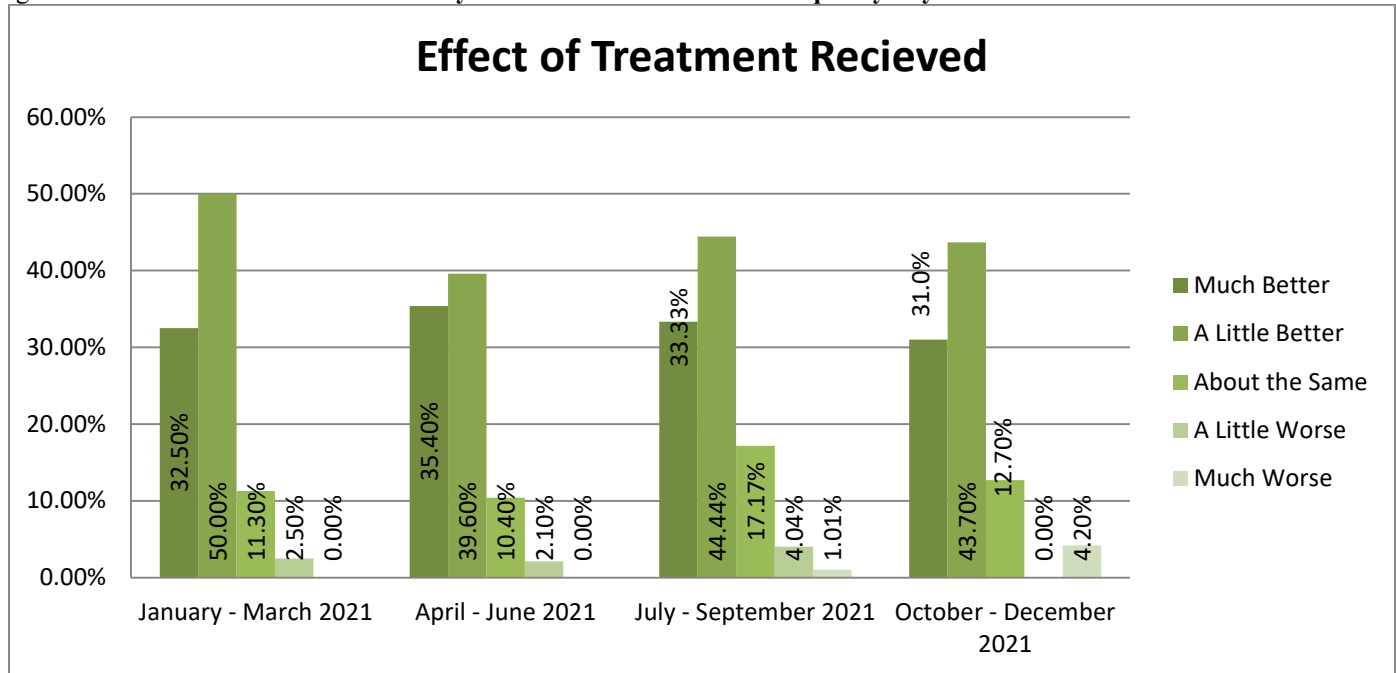
Figure 16 shows responses to the required Department of Human Services question “Were you and your child given the chance to make treatment decisions?”. There was a 2.1% decrease this quarter in the number of respondents indicating that they were given the change to make treatment decisions. Annually, 79% of family respondents indicated that they were given the change to make treatment decisions.

Figure 16: Were you and your child given the chance to make treatment decisions?



Family members were asked about the effect their child’s treatment has had on their child’s life. Figure 17 shows the responses to this question for 2021. There was a slight decrease in the number of Family respondents indicating that their child was “much better” because of treatment received.

Figure 17: What effect has the treatment your child received had on the quality of your child's life?



Services Needed

Family respondents were asked an open-ended question to find out if their child receives all the services they need and if not, what service(s) their child still needs. Responses from this quarter are presented below.

- "TSS."
- "Psychiatrist and behavior therapy."
- "He needs something but I don't know what because no one around here knows what he needs either or can tell me how to help him."
- "Yes, a therapist so my daughter can open up to about her father molesting her so there can be justice if it's true."
- "SSI."
- "At home behavioral health."
- "Community hours for TSS."
- "Outpatient therapy & medication."
- "We're on a waiting for another provider & he does need to be seen again."
- "I'm willing to try everything."
- "Yes and no. He needs someone to help with his schoolwork. Other than that he's doing well."
- "I contacted one place which is behavioral structured and firm facility, but have not heard back."
- "Education."
- "I feel like she's needing sexual psychology, you know that type of therapist. I feel like that's what she needs."
- "Not getting meds when they need to be."
- "He needs services, behavior services. I'm actually calling momentum tomorrow, his case worker told me to give them a call."
- "Right now individual therapy and an evaluation for school (IEP)."
- "On a wait list for an aid."

Resources Provided

Table 44 details the resources that were provided to Family respondents this quarter.

Table 44: **Resources Provided to Families this Quarter**

PerformCare Member Services	5
TMCA	18
MATP	2

“What is important to you in your child’s treatment?”

Respondents were asked “What is important to you in your child’s treatment?” Literal responses follow.

- *"Having a good relationship between him and Laurel Life staff.*
- *"That she feels better and that they don't push certain treatments and let the parent give the choice of medication."*
- *"Since they ended, we wanted improvements with his anger problems and his frustrations, they worked."*
- *"Just that he continues to approve his behavior."*
- *"That he would maintain his focus, get better grades in school, and eliminate the anxiety that he has. He's getting him to open up with his anxiety and I noticed that he's been getting good grades."*
- *"To be involved."*
- *"That she feels better."*
- *"Keep up with treatment so he can get better."*
- *"Get her the help she needs."*
- *"In her school setting that she initiated conversation in whispers."*
- *"Consistency with appointment times and availability."*
- *"That he receives all of the necessary care and support that he needs."*
- *"Her safety, her school performance as far as being able to focus"*
- *"Just for him to figure out the best way to help him and achieve his goals."*
- *"That he gets better."*
- *"To know what to help her with and set her goals."*
- *"The therapist was very accommodating to adjusting the treatments as needed as well as incorporating mothers input"*
- *"That he receives help that he needs to get better so that he can come home"*
- *"That she gets the help she needs."*
- *"Understanding of him and not expecting him to be like everybody else."*
- *"Just making sure he has everything he needs to succeed."*
- *"Qualifications and professionalism on both counselor and therapist."*
- *"That were listened to and our concerns are addressed either taken seriously or thought of."*
- *"That he's given every opportunity to succeed."*
- *"She has the proper tools to succeed in life."*
- *"Consistency."*
- *"I just want my daughter's mental health to get better."*
- *"For my son it would be trying to find an outlet for his aggression"*
- *"I guess right now maintaining where were at and just continuing treatment"*
- *"Consistency."*
- *"Like to see him not get in trouble and grow up to be a good adult."*
- *"To function in society."*
- *"Just focused on him on positive outcome."*
- *"Just her learning how to deal with her anger and emotions."*
- *"That he gets what he needs & has someone who better understands him."*
- *"Him being able to realize his strengths and live a normal life. "*

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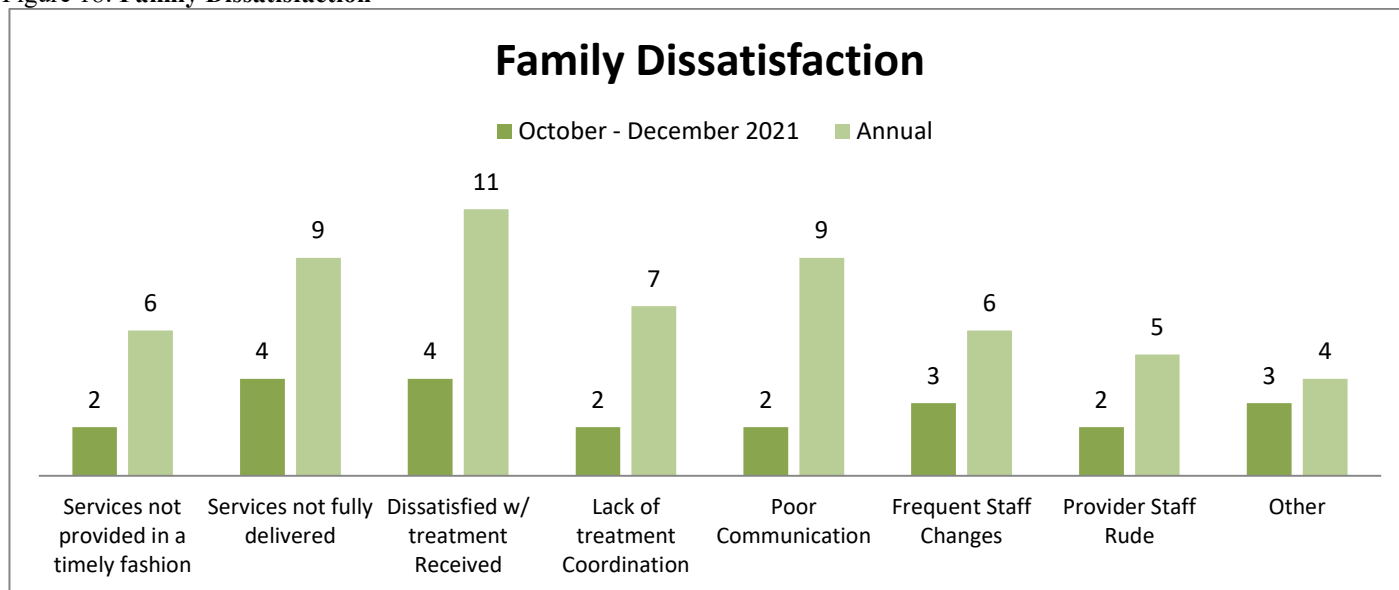
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- *"Helping her be the best she can be."*
- *"Important to me for my child to get the help he needs and that they are treating him effectively."*
- *"That we could find something that could work for her."*
- *"To help control her anger."*
- *"Improving his day to day life."*
- *"That he gets the services he needs. He has autism, so he needs the extra support."*
- *"Like to see him not get in trouble and grow up to be a good adult."*
- *"I just want my daughter's mental health to get better."*
- *"The therapist does not listen to me as a parent."*
- *"He can get better and able to function as a normal adult when he gets older."*
- *"School."*
- *"Just trying to get through her process with trauma."*
- *"Just how to deal with the daily struggles."*
- *"We've seen improvement with everything that's being done and just want to continue services."*
- *"Just for her to gain self confidence again and for her mental health to be stable as is."*
- *"Like his anger management and that he's getting the help that he needs."*
- *"I want her to be better and to be healthy. I want her to do what she has to do for her."*
- *"Getting meds in a timely manner and making sure child's mental health is being taken seriously, and I feel momentum is not doing that."*
- *"Working together with his father to get child's behavior under control."*
- *"I think whatever he needs, needs to be guided, fulfilled; and we need more guidance about his needs."*
- *"For my child to be successful and have a positive relationship with his care team."*
- *"That she gets better."*
- *"That he can just function and doing well in school and home."*
- *"That they listen to her and keep me involved."*
- *"Progression."*
- *"Just having behavioral health support."*
- *"Just the way it helps with child's anxiety, helps her to cope."*
- *"Privacy and that personal feelings and values are respected."*

Family Dissatisfaction

This quarter, a total of 22 issues were selected by family respondents expressing dissatisfaction with a provider.

Figure 18: Family Dissatisfaction



“Other” Listed:

-*"Discharged."*

-*"Discharged."*

-*"I'm uncertain about the staff and have not met them in person."*

Knowledge of Complaint Process

Respondents were asked if they were informed of what to do if they have a complaint about their child’s mental health services. This quarter 67.6% of respondents indicated that they knew what to do if they had a complaint.

End of Year

Youth Survey Highlights

N=32

Overall Satisfaction Combined Counties

-Overall satisfaction for Youth was a 4.31. No statistical significance was achieved.

Core Areas:

Access to Services:

- 96.8% reported that they were given their first appointment in a timely manner.
- 96.9% indicated that they meet at times that are convenient for them.
- 96.4% reported that the places where they meet are clean and inviting.

Treatment Experiences/Recovery Practices:

- 96.9% reported that they have a good understanding of the type of service they are involved in.
- 96.9% reported that their provider is open to questions.
- 96.9% indicated that staff encourages them to include the important people in their life to support them in reaching their goals.
- 96.9% feel that staff encourages them to take responsibility for how they choose to live their life.

Statistical Significance in Direct Outcomes:

- 90.6% reported that they use the skills learn in treatment to more effectively manage everyday problems.

Providers:

- Keystone Behavioral health had 11 respondents this quarter with an overall satisfaction score of 4.13.

Level of Care:

- Medication/Psychiatry had 11 respondents this quarter. There was no statistical significance seen. Overall satisfaction is a 4.25.
- Mental Health Outpatient Therapy had 11 respondents this quarter. Overall satisfaction was a 4.18. No statistical significance was achieved during the End of Year reporting period.

PerformCare:

- 78.1% of Youth respondents indicated that they know who to go to if they want to file a grievance about the type of amount of services they receive.
- 100% of Youth know that if they have a problem with their treatment provider they can make a formal complaint to PerformCare.
- 96.9% of Youth feel that they have enough information about PerformCare to meet their needs.

Delivery of Services:

Survey respondents are asked how services were delivered to them:

- 46.9% of Youth respondents indicated they received services Face-to-Face, this is a 13.6% increase from the Mid Year report.
- 15.6% of Youth respondents indicated they received services through Telehealth, this is a 15.6% decrease from the Mid Year report.
- 37.5% of family respondents indicated that they received both Face-to-Face and Telehealth delivery

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methods, this is a 29.2% decrease from the Mid Year report.

Access to Services:

- 37.5% of respondents indicated that they were given a choice of different providers they could use for their services.
- 40.6% of respondents indicated that they were given a choice of different staff they could use for their treatment.

Copy of Treatment Plan:

- 78.1% of respondents indicated that they were given a copy of their treatment plan.

DHS:

- 87.5% of respondents indicated that they had no difficulty getting the help they needed in the last 12 months.
- 78.1% of respondents indicated that they were given the chance to make treatment decisions.
- 81.3% of respondents indicated that they were “Much Better” or “A Little Better” because of the treatment received.

Barriers to Service

- There were four barriers to services in the last 12 months were reported by Youth. Money issues (2) and I don't like to ask for help (2).
- All respondents were asked if they ever had any difficulty getting the help they needed. 26 barriers were reported.

Dissatisfaction

- Two youth reported dissatisfaction during the End of Year reporting period.

Overall Satisfaction

Table 45 shows the satisfaction scores from both Franklin and Fulton Counties combined. Youth satisfaction is reviewed every 6 months. For the End of Year reporting period, statistical significance can be seen in the overall satisfaction score 4.24*.

Table 45: Youth Satisfaction for Combined Counties for the End of Year Reporting Period

<i>Combined Counties</i>	Mid Year January -June 2021 N=6	End of Year July – December 2021 N=32	Annual Satisfaction N=38
Access to Services	4.45	4.31	4.34
Treatment Experiences/ Recovery Practices	4.60	4.31	4.35
Direct Outcomes	4.58	3.99	4.08
Overall:	4.54	4.24*	4.29*

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Provider Agencies

While Youth may get services from more than one agency, each survey focuses on only one agency in order to produce satisfaction results for that specific treatment provider. Figure 18 shows the providers Youth survey respondents chose to be surveyed about this quarter. Youth respondents completed surveys on ten different providers.

Youth Satisfaction by Provider

Provider specific results are reported below for each provider that reaches the standard of the greater of 10 respondents or 10% of total family respondents. For the End of Year reporting period Keystone met the threshold for individualized results.

Keystone Behavioral Health

This quarter, 11 respondents completed surveys about the services they received from Keystone. Eight youth respondents completed surveys about medication/psychiatry, four youth received mental health outpatient therapy, and one received crisis intervention services. Overall satisfaction increased during the End of Year reporting period.

Table 46: Youth Satisfaction for Keystone Behavioral Health

<i>Keystone Behavioral Health</i>	Mid Year January – June 2021 N=3	End of Year July – December 2021 N=11	July - Dec 2021 Without Keystone N=24	Annual Keystone Satisfaction 2021 N=11
Access to Services	X	4.16	4.40	4.16
Treatment Experiences/Recovery Practices	X	4.16	4.38	4.21
Direct Outcomes	X	4.03	3.97	4.10
Overall:	X	4.13	4.30	4.17

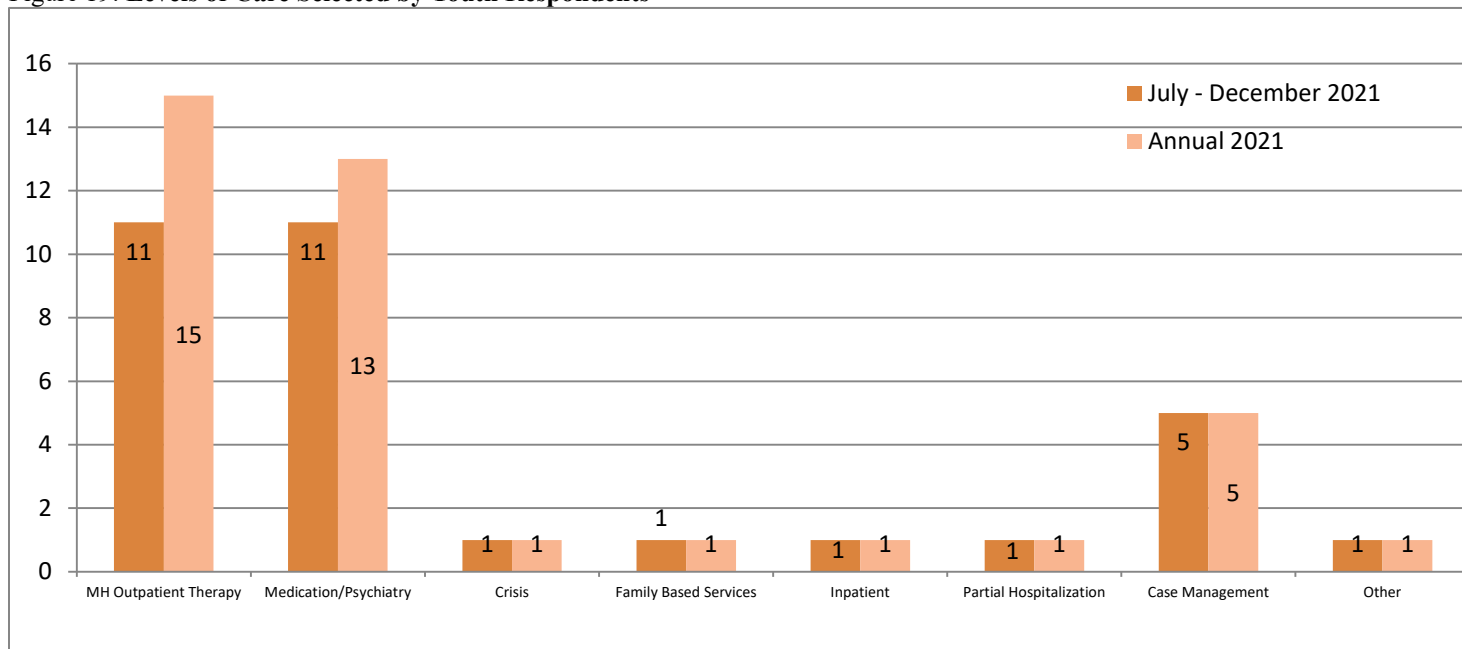
*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Levels of Care

Figure 19 shows the levels of care Youth respondents chose to be surveyed about during the End of Year reporting period (N=32).

Figure 19: Levels of Care Selected by Youth Respondents



Mental Health Outpatient Therapy

Table 47 shows the satisfaction scores for the level of care mental health outpatient therapy for 2021. For the End of Year reporting period there was no statistical significance.

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Table 47: Youth Mental Health Outpatient Therapy

Mental Health Outpatient Therapy	Mid Year January – June 2021 N=X	End of Year July – December 2021 N=11	Annual Outpatient Therapy Satisfaction 2021 N=27
Access to Services	X	4.35	4.44
Treatment Experiences/ Recovery Practices	X	4.23	4.40
Direct Outcomes	X	3.85	4.12
Overall	X	4.18	4.35

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Medication/Psychiatry

This quarter, 11 respondents have selected medication/psychiatry. Table 48 shows the satisfaction scores for 2021. During quarters 3 and 4 there was no statistical significance.

Table 48: Youth Medication/Psychiatry

Medication/Psychiatry	Mid Year January – June 2021 N=X	End of Year July – December 2021 N=11	Annual Medication/ Psychiatry Satisfaction 2021 N=27
Access to Services	X	4.32	4.27
Treatment Experiences/ Recovery Practices	X	4.32	4.28
Direct Outcomes	X	3.97	3.97
Overall	X	4.25	4.21

*Indicates significant difference in means between statements, significant at the .05 level

**Indicates significant difference in means between statements, significant at the .01 level

Satisfaction with PerformCare

Table 49 shows the responses to a series of questions asked about PerformCare.

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Table 49: **PerformCare Questions**

	Total Youth Respondents	“Yes”	“No”	“Not Sure”
I know who to go to if I disagree with PerformCare’s decisions about the type or amount of services I get and want to file a complaint.	32	25 (78.1%)	5 (15.6%)	2 (6.3%)
I know if I have a problem with my treatment provider I can make a formal complaint to PerformCare.	32	32 (100%)	0	0
I feel I receive enough information about PerformCare to meet my needs.	32	(96.9%)	1 (3.1%)	0

Access to Services

Table 50 shows the responses for the question “(Name of provider) discussed with me that I have a choice of providers I could use for my services?” There was a 12.50% decrease in the percentage of youth indicating that they were given a choice of providers from the first two quarters of 2021 to the second two quarters of 2021.

Table 50: **Choice of Provider for the End of Year Reporting Period**

<i>(Name of Provider) discussed with me that I have a choice of providers I could use for my child’s services?</i>	Mid Year January – June 2021 N=6	End of Year July – December 2021 N=31	Change
Yes	50.00%	37.50%	-12.50
No	16.70%	43.80%	+27.10
Don’t Know	33.30%	15.60%	-17.70

Table 51 shows the responses for the question “(Name of provider) discussed with me that I have a choice of different staff at their agency I could use for my services?” There was a 7.27% increase from the first two quarters to the second two quarters of 2021.

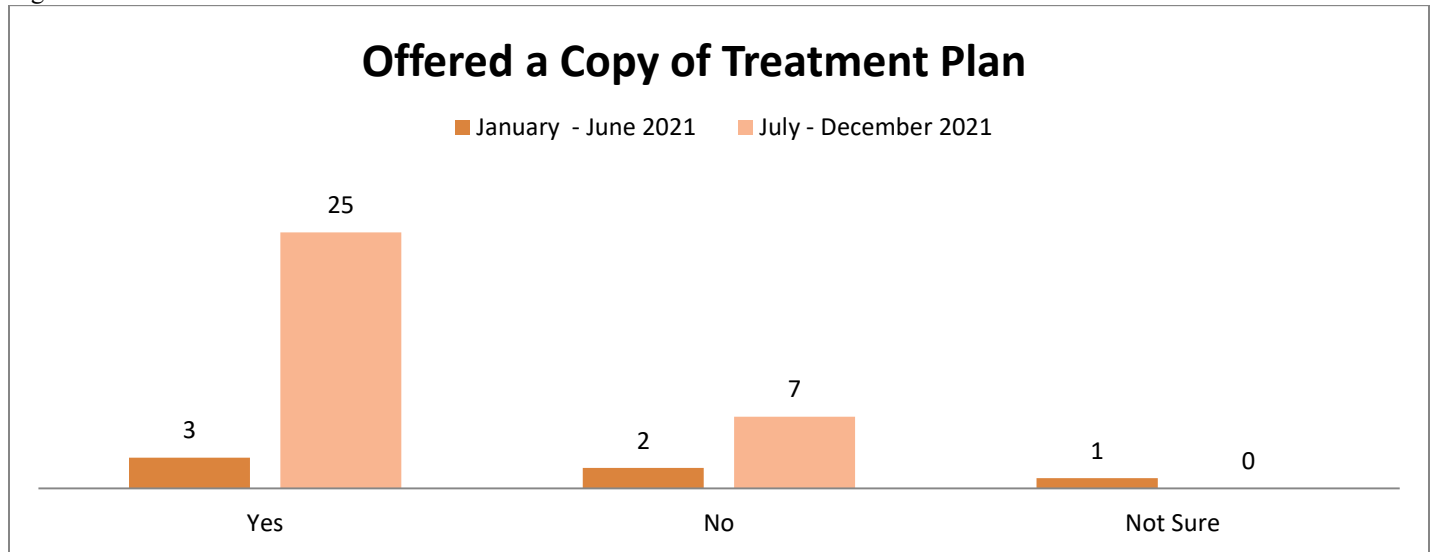
Table 51: **Choice of Staff for End of Year Reporting Period**

<i>(Name of Provider) discussed with me that I have a choice of different staff at their agency I could use for my child’s services?</i>	Mid Year January – June 2021 N=6	End of Year July – December 2021 N=32	Annual 2021
Yes	33.33%	40.60%	+7.27
No	33.33%	31.30%	-2.03
Not Sure	33.33%	28.10%	-5.23

Copy of Treatment Plan

As Figure 20 shows, (78.1%) of Youth respondents reported having been offered a copy of their treatment plan.

Figure 20: Treatment Plan



Department of Human Services

Table 52 shows the results of the three Department of Human Services questions.

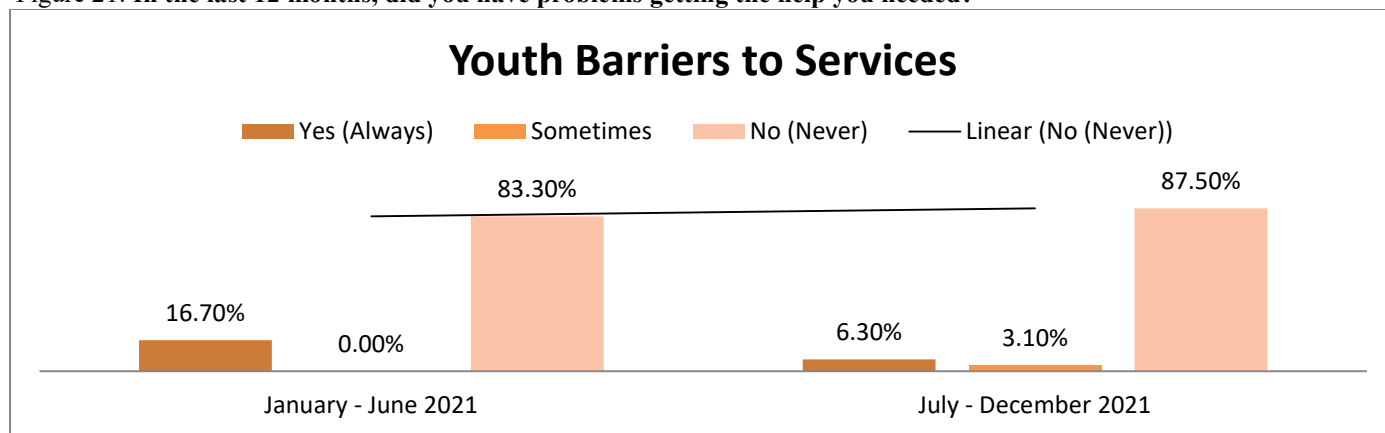
Table 52: DHS Required Questions

Youth	Franklin County	Fulton County	Total
<i>In the last 12 months, did you have problems getting the help you needed?</i>			
Yes (Always)	2 (6.50%)	0	2 (6.30%)
Sometimes	1 (3.20%)	0	1 (3.10%)
No (Never)	27 (87.10%)	1 (100.00%)	28 (87.50%)
Total	30	1	31
<i>Were you given the chance to make treatment decisions?</i>			
Yes (Always)	24 (77.40%)	1 (100.00%)	25 (78.10%)
Sometimes	3 (9.70%)	0	3 (9.40%)
No (Never)	2 (6.50%)	0	2 (6.30%)
Total	29	1	30
<i>What effect has the treatment your child received had on the quality of your life?</i>			
Much Better	12 (38.70%)	0	12 (37.50%)
A Little Better	13 (41.90%)	1 (100.00%)	14 (43.80%)
About the Same	3 (9.70%)	0	3 (9.40%)
A Little Worse	1 (3.20%)	0	1 (3.10%)
Much Worse	1 (3.20%)	0	1 (3.10%)
Total	6	0	6

Youth Barriers to Service

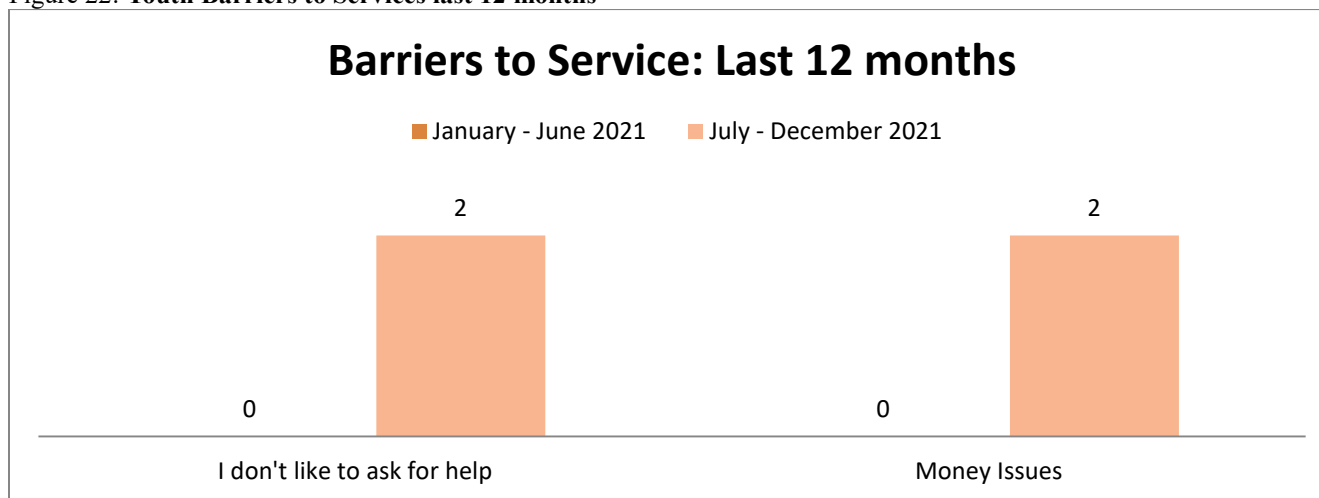
Figure 21 shows responses to the DHS question “In the last 12 months, did you have problems getting the help you needed?” As seen in figure 12, 87.50% of Youth reported not having barriers to service from July – December 2021. Annually, 86.80% reported not having barriers.

Figure 21: In the last 12 months, did you have problems getting the help you needed?



From July – December 2021, Youth reported that there were four barriers to services in the last 12 month.

Figure 22: Youth Barriers to Services last 12 months



All survey respondents, regardless of whether or not they indicated that they’d had problems getting the help they needed in the last 12 months were then read the list of barriers and asked to indicated if these barriers had ever prevented them from getting the help they needed. There were 26 barriers reported. The other that was reported was "Major problems with my anger issues and depression."

Figure 23: Did any of the following ever prevent you from getting the help you needed?

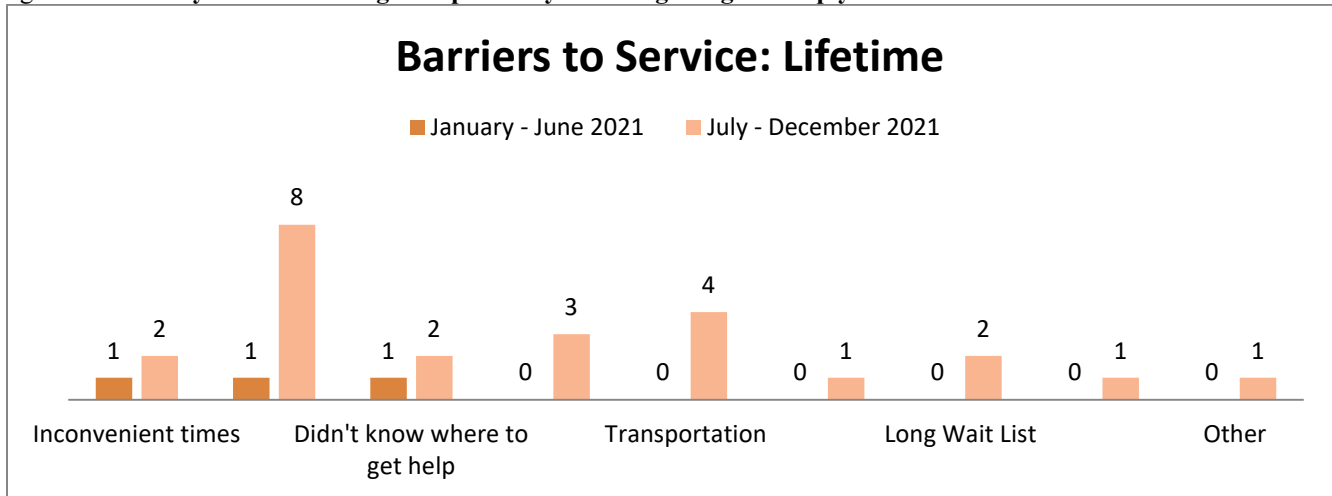
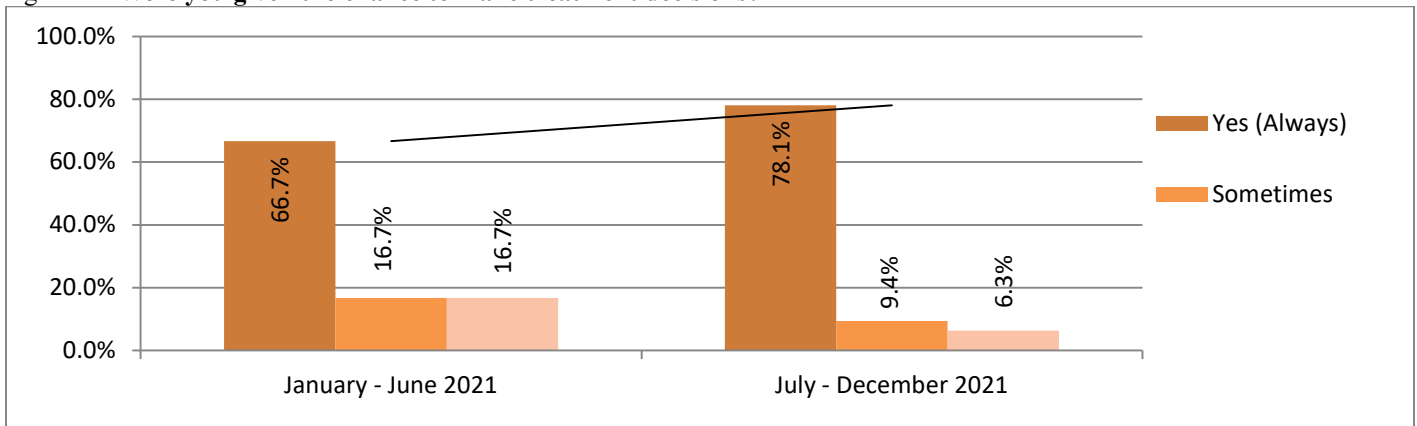


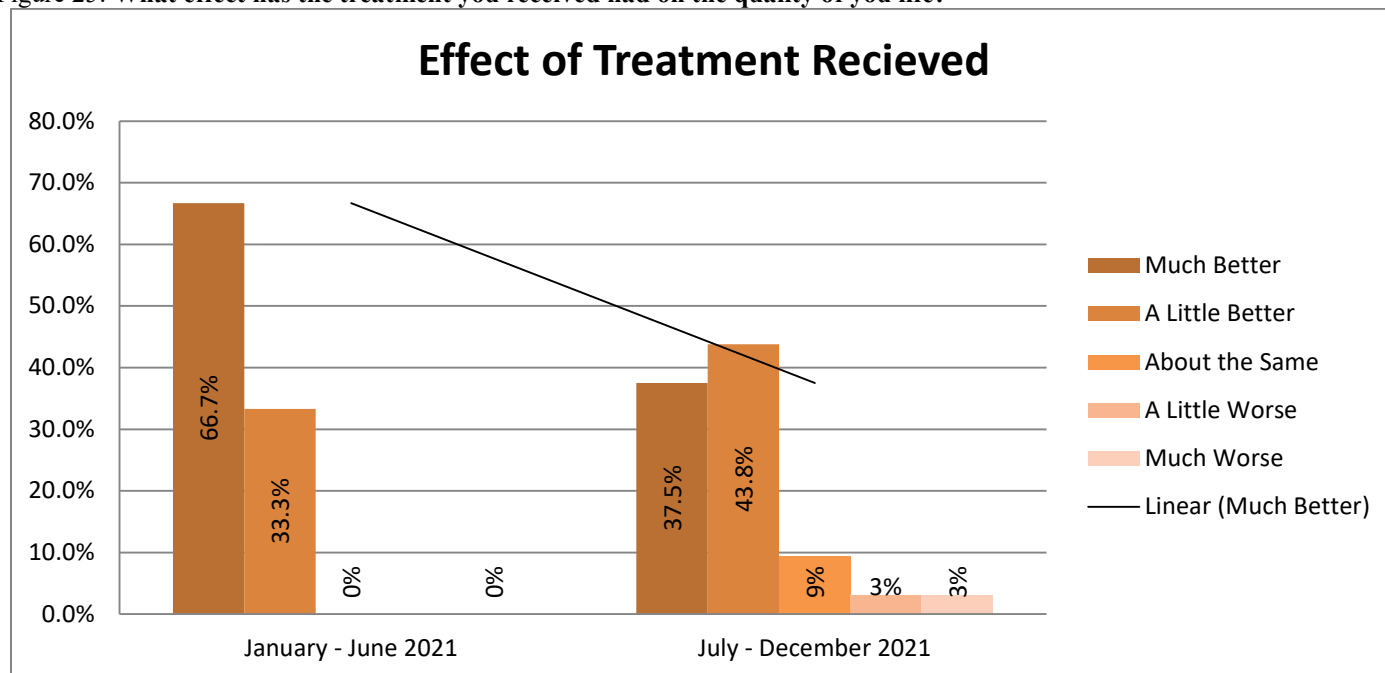
Figure 24 shows responses to the required Department of Human Services question “Were you given the chance to make treatment decisions?” There was an 11.40% increase in youth indicating that they were given the chance to make treatment decisions between the first two quarters and the second two quarters of 2021. Annually, 76.30% reported that they were given the chance to make treatment decisions.

Figure 24: Were you given the chance to make treatment decisions?



Youth respondents were asked about the effect their treatment has had on their life. Figure 25 shows the responses to this question for 2021.

Figure 25: What effect has the treatment you received had on the quality of you life?



Behavioral Health Medications

For 2021, 66.7% Youth reported that they were taking behavioral health medications.

Table 53: Behavioral Health Medications

<i>Question</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
The person who prescribes my medications clearly explains the purpose of the medication.	12 (60.00%)	8 (40.00%)	0	0	0
The person who prescribes my medications has clearly explained possible side effects.	13 (65.00%)	7 (35.00%)	0	0	0
The person who prescribes my medications listens to all of my concerns regarding the use of medications.	15 (75.00%)	5 (25.00%)	0	0	0

Quarterly Report

October 2021 –December 2021

Services Needed

From July – December 2021, Youth reported two services that are needed:

- *"Better services where there's confidentiality."*
- *"Counseling services."*

Resources Provided

Table 54 details the resources that were provided to Youth respondents from July - December 2021.

Table 54: Resources Provided to Youth

PerformCare Member Services	2
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Additional comments shared:

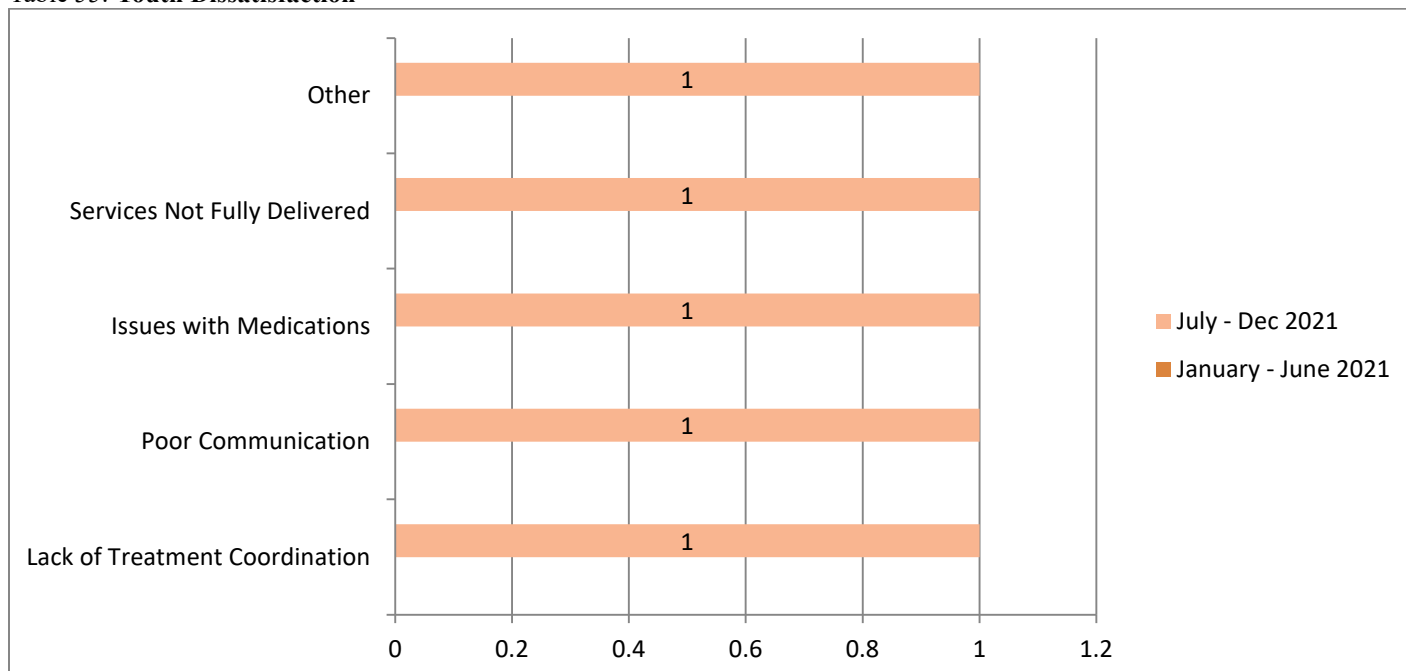
Respondents were asked "Please feel free to share any additional comments you have about your behavioral health services" Literal responses follow.

- *"I really like my therapist."*
- *"It really helped me out. It changed my perspective on how people can help other people. They helped me realize how much my life meant to other people like my parents. They helped me realize there is help for kids who are suicidal and how they help them."*
- *"Just that the worker we got, is like, amazing with her job. I highly recommend it."*

Youth Dissatisfaction

Five Youth reported dissatisfaction between July and December 2021. The other that was mentioned was "Just the staff."

Table 55: Youth Dissatisfaction



I/FST Problem Resolution and Follow-up-

During the course of a survey when an individual or family member identifies a problem, the surveyor gives them the choice for their problem to be resolved. If the individual or family member agrees their information is forwarded to TMCA for resolution to occur. Depending on the nature of the concern TMCA or PerformCare may take the lead on resolving the problem directly with the individual or family member.

This quarter no concern reports were submitted to TMCA for follow up.