



C/FST Quarter 2 Report  
(October, November, December)

**Survey breakdown:**

**Adult Mental Health** – 54 surveys were completed

**Adult Drug & Alcohol** – 15 surveys were completed

**Family/Children** – 10 surveys were completed

**Total participants 37**

**Total of completed surveys 79**

**Demographics & Community Resources Questions:** There was a total of **37 individuals** that participated in **Quarter 2 surveys**.

1. Age of participants:

Under 17	4 individuals
18 – 24	1 individual
25-44	20 individuals
45-64	11 individuals
65+	1 individual

2. The question in regards to homelessness and/or at risk. Of the **37** individuals that participated, **36** stated that they were NOT homeless or at risk of homelessness, **1** stated yes, that individual was referred to the County Homeless Coordinator.

3. Do you use the local food banks?

26 NO (%)    11 YES (%)

4. Do you use MATP services? (Med-Van)

30 NO (%)    7 YES (%)

Above 85% Benchmark- Meets Expectations

Between 84%-80% - Satisfaction

Below 79% - Requires Action

No data available

5. Are you satisfied with MATP? (Med-Van)

30 DOES NOT APPLY (81%)      7 YES (100 %)      0 NO (0%)

6. Do you have a family doctor?

34 YES (91%)      3 NO (9%)

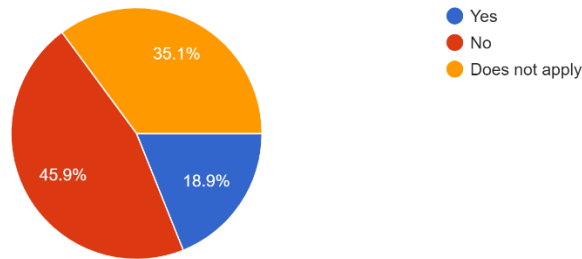
7. Are there any barriers that prevent you from keeping your Mental Health and/or D&A appointments?

37 NO (100%)      0 YES (0%)      0 DOES NOT APPLY (0%)

## Specific questions regarding education from providers.

### Tobacco Recovery

Has your provider offered you information on Tobacco Recovery resources to help you quit?  
 37 responses



17 (50%) No      7 (19%) Yes      13 (35%) Does not apply

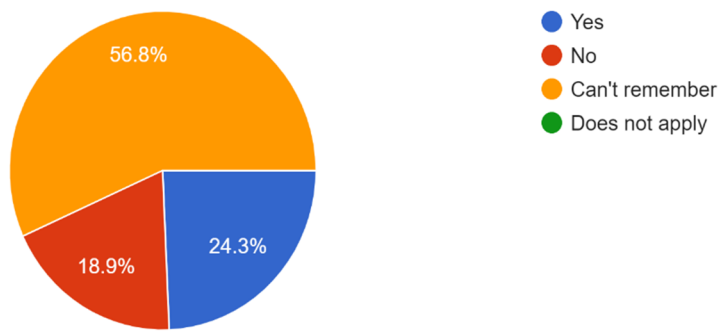
### Would you like information on Tobacco Recovery

0 (0%) NO      10 (27%) Yes      27 (73%) Does not apply

Above 85% Benchmark- Meets Expectations  
 Between 84%-80% - Satisfaction  
 Below 79% - Requires Action  
 No data available

## Mental Health Advance Directive

During your initial intake were you offered information on Advance Directives?  
 37 responses



9 (24%) Yes      7 (19%) No      21 (57%) Can't remember

## Would you like information on Advance Directives?

0 (0%) Yes      19 (51%) No      18 (49%) Does not apply

## Questions regarding the specific level of care:

1. After your intake, were you offered an appointment with your prescriber within 90 days? (*med management only*)

<b>MH Adult</b>	22 YES (100%)	0 NO (0%)
<b>MH Family/Child</b>	2 YES (100%)	0 NO (0%)

2. After your intake visit, were you offered an appointment with your therapist within 30 days? (*IOP therapy only*)

<b>MH Adult</b>	21 YES (100%)	0 NO (0%)
<b>MH Family/Child</b>	3 YES (100%)	0 NO (0%)

Above 85% Benchmark- Meets Expectations  
 Between 84%-80% - Satisfaction  
 Below 79% - Requires Action  
 No data available

3. After your intake, were you offered an appointment within 30 days? (BCM, CPS, CRS)

<b>Adult CPS</b>	3 YES (100%)	1 NO (0%)
<b>Adult CRS</b>	0 YES (0%)	0 NO (0%)
<b>Adult BCM</b>	6 YES (100%)	0 NO (0%)
<b>Family/Child BCM</b>	1 YES (100%)	0 NO (0%)

4. Does the provider meet you in your home or another location that is most convenient for you? (BCM, CPS, CRS)

<b>Adult CPS</b>	3 YES (100%)	1 NO (0%)
<b>Adult CRS</b>	0 YES (100%)	0 NO (0%)
<b>Adult BCM</b>	5 YES (99%)	1 SOMETIMES (1%)
<b>Family/Child BCM</b>	1 YES (100%)	3 NO (0%)

**Managed Care Questions:** There was a total of 37 individuals that participated in **Quarter 2**.

1. Before completing this survey, did you know that you can call the Magellan member call center 24/7?

34 YES (91%)                      3 NO (8%)

2. If you had questions about your benefits or treatment options, do you know how to contact Magellan?

34 YES (91%)                      3 NO (8%)

3. Have you ever called Magellan member call center?

0 YES (%)                      37 NO (100%)

**3a.** If you answered yes, were you satisfied with the outcome?

37 DOES NOT APPLY (100%)

4. Are you aware of how to file a complaint with Magellan?

32 YES (86%)                      5 NO (13%)

**4a.** Have you ever filed a complaint with Magellan?

36 NO (97%)                      1 YES (3.9%)

**4b.** If you answered yes, were you satisfied with the outcome?

36 DOES NOT APPLY (98.1%)                      1 YES (1.9%)

5. Are you aware of how to file a grievance with Magellan?

32 YES (86%)                      5 NO (13%)

Above 85% Benchmark- Meets Expectations

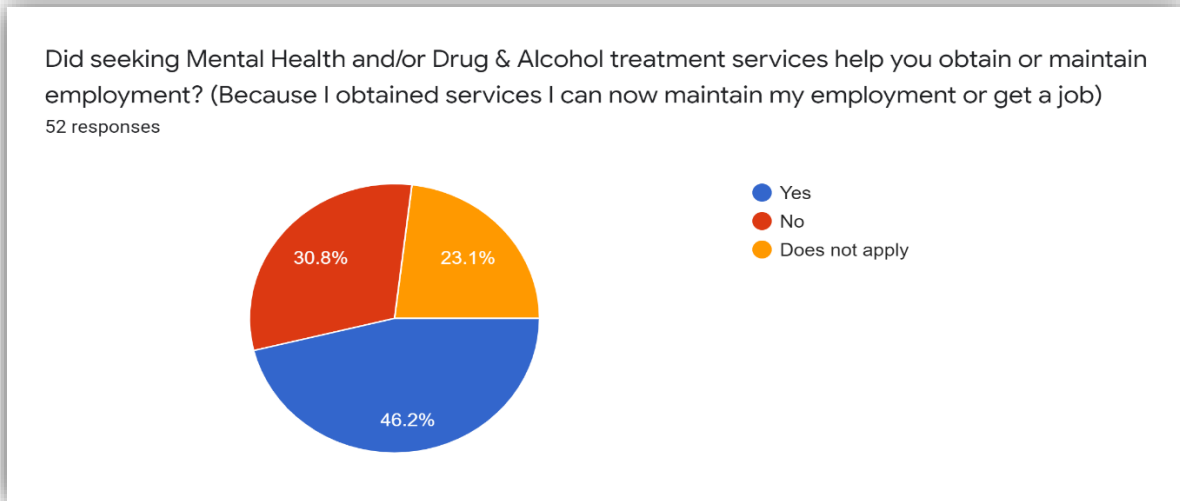
Between 84%-80% - Satisfaction

Below 79% - Requires Action

No data available

**5a** Have you ever filed a grievance with Magellan?  
 0 YES (0%) 37 NO (100%)

**5b.** If you answered yes, were you satisfied with the outcome?  
 0 NO (0%) 37 DOES NOT APPLY (100%)



25 YES (68%) 3 NO (8.1%) 9 Does Not Apply (24.3%)

**Demographics trend results:**

Tobacco Recovery:

*Has your provider offered you information on Tobacco Recovery recourses to help you quit?*

Of the 37 individuals surveyed in Q2, 17 represents 50% surveyed answered no

We will continue to monitor this trend.

Above 85% Benchmark- Meets Expectations  
 Between 84%-80% - Satisfaction  
 Below 79% - Requires Action  
 No data available

**State Questions: 33** Adult individuals were surveyed during **Q2**

In the last 12 months were you able to get the help you needed?

Yes (ALWAYS)	33
Sometimes	0
No (NEVER)	0

Were you given the chance to make treatment decisions?

Yes (ALWAYS)	30
Sometimes	3
No (NEVER)	0

What effect has the treatment you received had on the quality of your life? The quality of my life is:

Much Better	24
A Little Better	8
About the Same	1
A Little Worse	0
Much Worse	0

**Child/Family State Questions: 4** Child/Family individuals were surveyed during **Q2**

In the last 12 months did you or your child have problems getting the help he or she needed?

Yes (ALWAYS)	0
Sometimes	0

Above 85% Benchmark- Meets Expectations

Between 84%-80% - Satisfaction

Below 79% - Requires Action

No data available

No (NEVER) 4

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

Yes 4

Sometimes 0

No (NEVER) 0

What effect has the treatment you received had on the quality of your (or your child's) life?

Much Better 4

A Little Better 0

About the Same 0

A Little Worse 0

Much Worse 0

### Q1 MH Adult Survey Questions Breakout:

43 surveys were completed for Q2

#### Outpatient Med Management \* Outpatient Therapy

1. Are the services provided sensitive to your race, religion, and ethnic background?  
43 YES (100%) 0 NO
2. Do you feel that you can talk freely/openly to the provider?  
43 YES (100%) 0 NO
3. Do you feel that your provider instills hope for you regarding your future?  
43 YES (100%) 0 NO
4. Do you feel that the provider listens to you?  
43 YES (100%) 0 NO
5. Are staff respectful and friendly?  
43 YES (93%) 0 NO
6. Are you given a chance to ask questions about your treatment?  
43 YES (93%) 0 NO
7. Are your medications and their possible side effects clearly explained?  
23 YES (93%) 2 NO 7%
8. If you had a problem with your provider would you feel comfortable filing a complaint  
41 YES (93%) 2 NO 7%
9. Do you feel that you are getting the help that you need?  
41 YES (93%) 2 NO 7%
10. Are you satisfied with the provider?  
41 YES (93%) 2 NO 7%

Above 85% Benchmark- Meets Expectations

Between 84%-80% - Satisfaction

Below 79% - Requires Action

No data available

**Blended Case Management \* Peer Support \* Crisis**

1. Are the services provided sensitive to your race, religion, and ethnic background?  
13 YES (100%)      0 NO
2. Do you feel that you can talk freely/openly to the provider?  
12 YES (98%)      1 NO (2%)
3. Do you feel that your provider instills hope for you regarding your future?  
13 YES (100%)      NO
4. Do you meet with the provider enough to meet your needs?  
12 YES (98%)      1 NO (2%)
5. Do you participate in your treatment planning goals?  
12 YES (98%)      1 NO (2%)
6. Does this provider encourage you in making your own choices and being responsible for those choices?  
9 YES (98%)      1 NO (2%)
7. Does this provider encourage you to advocate for yourself?  
9 YES (98%)      1 NO (2%)
8. Do you feel that this provider is knowledgeable about the resources and supports in the community?  
12 YES (100%)      0 NO
9. If you had a problem with this provider would you feel comfortable filing a complaint?  
9 YES (98%)      1 NO (2%)
10. How long have you had this service?  
1-11 months = 1      1-3 years =2      over 3 years = 7
11. Do you feel that this service is helping?  
9 YES (98%)      1 NO (2%)
12. Are you satisfied with this provider?  
9 YES (98%)      1 NO (2%)

**Partial \* Psych-Rehab\* Partial Hospitalization\***

1. Did you wait longer than 30 days for your initial appointment?  
1 YES (100%)      0 NO
2. Do you feel that the provider listens to you?  
1 YES (100%)      0 NO
3. Are staff respectful and friendly?  
1 YES (100%)      0 NO
4. Do you feel that your provider instills hope for you regarding your future?

Above 85% Benchmark- Meets Expectations

Between 84%-80% - Satisfaction

Below 79% - Requires Action

No data available



- 1 YES (100%)      0 NO
5. Are the services provided sensitive to your race, religion, and ethnic background?  
1 YES (100%)      0 NO
6. Does the provider give you the chance to ask questions about your treatment?  
1 YES (100%)      0 NO
7. Do you feel that you are getting the education that you need to understand your illness?  
1 YES (100%)      0 NO
8. Are you learning coping skills that help you manage your symptoms?  
1 YES (100%)      0 NO
9. Do you feel that this provider is a safe place to express yourself?  
1 YES (100%)      0 NO
10. Do you feel that the group sessions are helpful?  
1 YES (100%)      0 NO
11. Do you feel that the provider is knowledgeable about the resources and supports in the community?  
1 YES 100%      0 NO
12. If you had a problem with your provider would you feel comfortable filing a complaint?  
1 YES 100%      0 NO
13. Do you feel that this service is helping you?  
1 YES 100%      0 NO
14. Are you satisfied with this provider?  
1 YES 100%      0 NO
15. How long have you had this service?  
1-11 months = 1      1-3 years = 2      over 3 years = 7

### MH Inpatient

1. Are the services provided sensitive to your race, religion, and ethnic background?  
1 YES 100%      0 NO
2. Do you feel that the provider listens to you?  
1 YES 100%      0 NO
3. Are staff respectful and friendly?  
1 YES 100%      0 NO
4. Do you feel that your provider instills hope for you regarding your future?  
1 YES 100%      0 NO

Above 85% Benchmark- Meets Expectations

Between 84%-80% - Satisfaction

Below 79% - Requires Action

No data available

5. Does the provider give you the chance to ask questions about your treatment?  
1 YES 100% 0 NO
6. Does the provider clearly explain your medications and their possible side effects?  
1 YES 100% 0 NO
7. Are you learning coping skills that help you manage your symptoms?  
1 YES 100% 0 NO
8. Do you feel that this is a safe place to express yourself?  
1 YES 100% 0 NO
9. Are group sessions offered?  
1 YES 100% 0 NO
10. If you had a problem with the provider would you feel comfortable filing a complaint?  
1 YES 100% 0 NO
11. Do you feel that this service is/has helped you?  
1 YES 100% 0 NO
12. Are you satisfied with this provider?  
1 YES 100% 0 NO

**Adult Mental Health Summary:** There are no trends at this time.

**D&A Adult Survey Breakout:**

15 surveys were completed for Q1

**D&A Outpatient**

1. Are the services provided sensitive to your race, religion, and ethnic background?  
10 YES (100%) 0 NO
2. Do you feel that the provider listens to you?  
10 YES (100%) 0 NO

Above 85% Benchmark- Meets Expectations

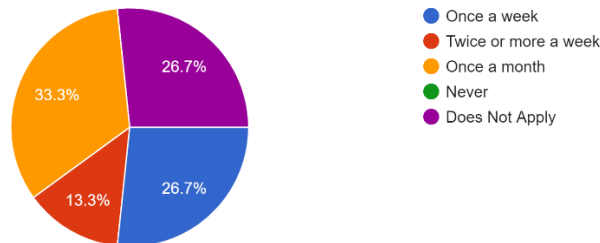
Between 84%-80% - Satisfaction

Below 79% - Requires Action

No data available

3. Are staff respectful and friendly?  
 10 YES (100%)                      0 NO
4. Do you feel that your provider instills hope for you regarding your future?  
 10 YES                      (100%)                      0 NO
5. Does the provider give you the chance to ask questions about your treatment?  
 10 YES (100%)                      0 NO
6. Does the provider talk to you about how medications are working for you?  
 10 Does not apply (100%)
7. Does the provider clearly explain your medications and their possible side effects?  
 10 Does not apply (100%)

How often do you participate in therapy?  
 15 responses



8. How long have you been receiving this service?  
 1-11 months = 5 (33%)      1-3 years = 4 (27%)      over 3 years = 4 (40%)
9. If you had a problem with your provider would you feel comfortable filing a complaint?  
 10 YES (100%)                      0 NO
10. Are you satisfied with your provider?  
 10 YES (100%)                      0 NO

**D&A Outpatient \* Methadone (bundled)\* Suboxone\* Vivitrol**

1. Are the services provided sensitive to your race, religion, and ethnic background?

Above 85% Benchmark- Meets Expectations  
Between 84%-80% - Satisfaction  
Below 79% - Requires Action  
No data available

- 5 YES (100%)      0 NO
2. Do you feel that the provider listens to you?  
5 YES (100%)      0 NO
3. Are staff respectful and friendly?  
5 YES (100%)      0 NO
4. Do you feel that your provider instills hope for you regarding your future?  
5 YES (100%)      0 NO
5. Does the provider give you the chance to ask questions about your treatment?  
5 YES (100%)      0 NO
6. Does the provider talk to you about how medications are working for you?  
5 YES (100%)      0 NO
7. Does the provider clearly explain your medications and their possible side effects?  
5 YES (100%)      0 NO
8. How often do you participate in therapy?  
5 (33.3%)- ONCE A MONTH      2 (13.3%) TWICE OR MORE A MONTH  
4 (26.7%) - ONCE A WEEK      4 (26.7%) DOES NOT APPLY
9. How long have you been receiving this service?  
5 (33%) 1-11 MONTHS      4 (27%) 1-3 YEARS      6 (40%) OVER 3 YEARS
10. If you had a problem with your provider would you feel comfortable filing a complaint?  
5 YES (100%)      0 NO
11. Are you satisfied with your provider?  
5 YES (100%)      0 NO

### CRS

1. Are the services provided sensitive to your race, religion, and ethnic background?
2. Do you feel that you can talk freely/openly to the provider?
3. Do you feel that your provider instills hope for you regarding your future?

Above 85% Benchmark- Meets Expectations

Between 84%-80% - Satisfaction

Below 79% - Requires Action

No data available

4. Do you meet with the provider enough to meet your needs?
5. Do you participate in your treatment planning goals?
6. Does this provider encourage you in making your own choices and being responsible for those choices?
7. Does this provider encourage you to advocate for yourself?
8. Do you feel that this provider is knowledgeable about the resources and supports in the community?
9. If you had a problem with this provider would you feel comfortable filing a complaint?
10. How long have you had this service?
11. Do you feel that this service is helping?
12. Are you satisfied with this provider?

### **D&A Partial**

1. Did you wait longer than 30 days for your initial appointment?
2. Do you feel that the provider listens to you?
3. Are staff respectful and friendly?
4. Do you feel that your provider instills hope for you regarding your future?
5. Are the services provided sensitive to your race, religion, and ethnic background?
6. Does the provider give you the chance to ask questions about your treatment?
7. Do you feel that you are getting the education that you need to understand your illness?
8. Are you learning coping skills that help you manage your symptoms?
9. Do you feel that this provider is a safe place to express yourself?
10. Do you feel that the group sessions are helpful?
11. Do you feel that the provider is knowledgeable about the resources and supports in the community?
12. If you had a problem with your provider would you feel comfortable filing a complaint?
13. Do you feel that this service is helping you?
14. How long have you had this service?
15. Are you satisfied with this provider?

**Adult D&A Summary:** There are no trends at this time.

Above 85% Benchmark- Meets Expectations

Between 84%-80% - Satisfaction

Below 79% - Requires Action

No data available

**MH Child/Family Survey Breakout:**  
5 surveys were completed in Q2

**Outpatient Med Management \* Outpatient Therapy \***

1. Are the services provided sensitive to your race, religion, and ethnic background?  
5 YES (100%)      0 NO
2. Do you feel that you can talk freely/openly to the provider?  
5 YES (100%)      0 NO
3. Do you feel that your provider instills hope for you regarding your future?  
5 YES (100%)      0 NO
4. Do you feel that the provider listens to you?  
5 YES (100%)      0 NO
5. Are staff respectful and friendly?  
5 YES (100%)      0 NO
6. Are you given a chance to ask questions about your treatment?  
5 YES (100%)      0 NO
7. Are your medications and their possible side effects clearly explained?  
2 YES (100%)      0 NO
8. If you had a problem with your provider would you feel comfortable filing a complaint?  
4 YES (98%)      1 (2%) NO
9. Do you feel that you are getting the help that you need?  
5 YES (100%)      0 NO
10. Are you satisfied with the provider?  
5 YES (100%) 0 NO

**MH Inpatient \* MH CRR \* MH RTF \***

1. Were you offered an appointment within 7 days of discharge from MH inpatient?
2. Were you re-admitted within 30 days of your discharge?
3. Are the services provided sensitive to your race, religion, and ethnic background?
4. Do you feel that the provider listens to you?
5. Are staff respectful and friendly
6. Do you feel that your provider instills hope for you regarding your future?
7. Does the provider give you the chance to ask questions about your treatment?
8. Does the provider clearly explain your medications and their possible side effects?
9. Are you learning coping skills that help you manage your symptoms?
10. Do you feel that this is a safe place to express yourself?

Above 85% Benchmark- Meets Expectations  
Between 84%-80% - Satisfaction  
Below 79% - Requires Action  
No data available

11. Are group sessions offered?
12. If you had a problem with the provider would you feel comfortable filing a complaint?
13. Do you feel that this service is/has helped you?
14. Are you satisfied with this provider?

### Blended Case Management \* Crisis

1. Are the services provided sensitive to your race, religion, and ethnic background?  
3 YES 100%                      0 NO
2. Do you feel that you can talk freely/openly to the provider?  
3 YES 100%                      0 NO
3. Do you feel that your provider instills hope for you regarding your future?  
3 YES 100%                      0 NO
4. Do you meet with the provider enough to meet your needs?  
1 YES 100%                      0 NO
5. Do you participate in your treatment planning goals?  
1 YES 100%                      0 NO
6. Does this provider encourage you in making your own choices and being responsible for those choices?  
1 YES 100%                      0 NO
7. Does this provider encourage you to advocate for yourself?  
1 YES 100%                      0 NO
8. Do you feel that this provider is knowledgeable about the resources and supports in the community?  
1 YES 100 %                      0 NO
9. If you had a problem with this provider would you feel comfortable filing a complaint?  
3 YES 100%                      0 NO
10. How long have you had this service?  
1-11 MONTH = 1 (100%)
11. Do you feel that this service is helping?  
3 YES (100%)                      0 NO
12. Are you satisfied with this provider?  
3 YES (100%)                      1 NO 1%

### Partial \* Partial Hospitalization

1. Did you wait longer than 30 days for your initial appointment?
2. Do you feel that the provider listens to you?
3. Are staff respectful and friendly?
4. Do you feel that your provider instills hope for you regarding your future?
5. Are the services provided sensitive to your race, religion, and ethnic background?

Above 85% Benchmark- Meets Expectations

Between 84%-80% - Satisfaction

Below 79% - Requires Action

No data available

6. Does the provider give you the chance to ask questions about your treatment?
7. Do you feel that you are getting the education that you need to understand your illness?
8. Are you learning coping skills that help you manage your symptoms?
9. Do you feel that this provider is a safe place to express yourself?
10. Do you feel that the group sessions are helpful?
11. Do you feel that the provider is knowledgeable about the resources and supports in the community?
12. If you had a problem with your provider would you feel comfortable filing a complaint?
13. Do you feel that this service is helping you?
14. How long have you had this service?
15. Are you satisfied with this provider?

**IBHS**

1. Does the provider return your call in a timely manner?  
2 YES (100%)      0 NO
2. Are staff respectful and friendly?  
2 YES (100%)      0 NO
3. Do you feel that your provider instills hope for you regarding your future?  
2 YES (100%)      0 NO
4. Are the services provided sensitive to your race, religion, and ethnic background?  
2 YES (100%)      0 NO
5. Do you feel that the provider listens to you?  
2 YES (100%)      0 NO
6. Do you feel that the provider is knowledgeable about the resources and support in the community?  
2 YES (100%)      0 NO
7. Do you see the provider enough to meet your needs?  
2 YES (100%)      0 NO
8. Are you and your child involved in treatment planning goals and decision-making?  
2 YES (100%)      0 NO
9. Does the provider keep in contact with you regarding your child's progress and/or concerns?  
2 YES (100%)      0 NO
10. Has the discharge/transition plan been discussed with you?

Above 85% Benchmark- Meets Expectations

Between 84%-80% - Satisfaction

Below 79% - Requires Action

No data available



0 YES (0%)      2 NO (100%)

11. Were you satisfied with the ISPT meeting?

2 YES (100%)      0 NO

12. Do you feel that your child is getting the help that he/she needs?

2 YES (100%)      0 NO

13. If you had a problem with the provider would you feel comfortable filing a complaint?

2 YES (100%)      0 NO

14. How long have you had this service?

1-3 YEARS = 2 (100%)

15. Are you satisfied with this provider?

2 YES (100%)      0 NO

**Child/Family Mental Health Summary:** One trend that we are going to continue to watch is in regards to question 10. We will monitor question 10 during the next quarter. If needed at that time an action plan will be put into place

Has the discharge/transition plan been discussed with you?

Q1

0 YES 52%   8 NO (100%)      Q2 0 YES 52%   3 NO (100%)

### Family/Child D&A Survey Breakout:

#### D&A Rehab

1. Were you offered an appointment within 7 days of discharge from MH inpatient?
2. Were you re-admitted within 30 days of your discharge?
3. Are the services provided sensitive to your race, religion, and ethnic background?
4. Do you feel that the provider listens to you?
5. Are staff respectful and friendly?
6. Do you feel that your provider instills hope for you regarding your future?
7. Does the provider give you the chance to ask questions about your treatment?
8. Does the provider clearly explain your medications and their possible side effects?
9. Are you learning coping skills that help you manage your symptoms?
10. Do you feel that this is a safe place to express yourself?

Above 85% Benchmark- Meets Expectations

Between 84%-80% - Satisfaction

Below 79% - Requires Action

No data available



11. Are group sessions offered?
12. If you had a problem with the provider would you feel comfortable filing a complaint?
13. Do you feel that this service is/has helped you?
14. Are you satisfied with this provider?

**Child/Family D&A Summary:** There are no trends at this time

Above 85% Benchmark- Meets Expectations

Between 84%-80% - Satisfaction

Below 79% - Requires Action

No data available