

## **Adult Demographics Survey Data Summary:**

### **Homelessness:**

- **96% (48 respondents)** report no homelessness, while another **2% (1 respondent)** receive assistance.

### **Utilization of Food Bank:**

- **64% (32 respondents)** utilize the food bank, indicating a significant dependence on food assistance services.
- **36% (18 respondents)** do not use food bank services.

### **Utilization of Med Van:**

- **64% (32 respondents)** use the Med Van service.
- **36% (18 respondents)** do not.

### **Satisfaction with MedVan:**

- **64% (32 respondents)** express satisfaction with the Med Van.
- **4% (2 respondents)** report dissatisfaction
- **32% (16 respondents)** did not provide feedback (N/A).

### **Family Doctor:**

- **96% (48 respondents)** have a family doctor
- **4% (2 respondents)** do not have a family doctor.

### **Tobacco Recovery:**

- **32% (16 respondents)** were offered information about tobacco recovery.
- **10% (5 respondents)** were not offered information about tobacco recovery.
- **58% (29 respondents)** stated they were not smokers.

### **Advance Directives:**

- **78% (39 respondents)** offered advanced directives information.

- **4% (2 respondents)** did not offer advance directive information.
- **18% (9 respondents)** cannot remember if they have advanced directives.

**Recovery Centers (PEN Drop-In Center):**

- **56% (28 respondents)** have been to the PEN Drop-In Center.
- **44% (22 respondents)** have not been to the PEN Drop-In Center.

**Recovery Centers (Favor)**

- **18% (9 respondents)** have been to the Favor Center
- **82% (41 respondents)** Have not been to the Favor Center.

**Employment/Treatment Questions:**

- **32% (16 respondents)** answered yes, Did MH and/or D&A treatment services help you to obtain or maintain employment?
- **28% (14 respondents)** answered no, Did MH and/or D&A treatment services help you to obtain or maintain employment?
- **40% (20 respondents)** did not answer this question, most of the time indicating a disability that does not allow them to work.

**Barriers:**

- **76% (38 respondents)** report no barriers preventing them from keeping MH and/or D&A appointments.
- **24% (12 respondents)** left this question blank.

**Specific Level of Care (CPS/CRS):**

- **54% (27 respondents)** were offered CPS/CRS services.
- **38% (19 respondents)** were not offered CPS/CRS services.
- **8% (4 respondents)** left this question blank

## Trends and Insights:

1. **Homelessness is Low:** Many respondents are not experiencing homelessness, but 2% were recovering assistance to address their homelessness.
2. **High Utilization of Food Bank and Med Van:** A sizable number of individuals rely on the food bank and Med Van services (64%).
3. **Satisfaction with Med Van:** 64% are satisfied with the Med Van service.
4. **Family Doctor:** The high percentage (96%) with a family doctor but the 4% without a family doctor.
5. **Tobacco Recovery Participation:** With 32% in tobacco recovery and 10% not.
6. **Advance Directives:** The majority (78%) of individuals offered information about advanced directives, while 22% were not.
7. **CPS/CRS Services:** More than half (54%) of individuals offered CPS/CRS services, but a sizable percentage (38%) were not.

## Adult Managed Care Question Survey Data Summary:

- **Knowledge of Treatment Choice:**
  - **48 respondents (96%)** are aware that they can choose where they get their treatment.
- **Knowledge of Contacting Magellan for Questions:**
  - **100%** of respondents are aware of how to contact Magellan for benefits or treatment-related questions.
- **Knowledge of 24/7 Magellan Call Center Access:**
  - **100%** of respondents are aware they can contact Magellan's member call center 24/7.
- **Experience Calling the Magellan Member Call Center:**
  - **9 respondents (18%)** have called the Magellan call center.
- **Satisfaction with Magellan Call Center:**
  - Among those who called, **9 respondents** expressed satisfaction, representing **100% satisfaction** with the outcome.
- **Awareness of How to File a Complaint:**
  - Only **23 respondents (46%)** is aware of how to file a complaint with Magellan,
- **Experience Filing a Complaint with Magellan:**
  - **3 respondents (6%)** have filed a complaint with Magellan.

- **Satisfaction with Complaint Outcome:**
  - **2 respondents (80%)** were satisfied with the outcome of their complaint.
- **Awareness of How to File a Grievance:**
  - **28 respondents (56%)** are aware of how to file a grievance with Magellan.
- **Experience Filing a Grievance with Magellan:**
- **0 respondents** have filed a grievance with Magellan
- **Satisfaction with Grievance Outcome:**
- **No data available**, as no respondents have filed a grievance.

### Trends and Insights:

- **Satisfaction with Call Center Services:** Among those who did call, satisfaction is high (100%), indicating that the service is functioning well for those who engage with it.
- **Low Awareness of Complaint and Grievance Procedures:** The awareness of how to file complaints and grievances is low, with only 46% and 56% respectively.
- **Complaint and Grievance Engagement:** Very few individuals have filed complaints (6%) or grievances (0%), and even fewer have been satisfied with complaint outcomes (4%). This indicates potential areas for improvement.

## Adult Survey State Questions Data Summary

1. **In the Last 12 Months, Were You Able to Get the Help You Needed?**
  - **50 respondents (100%)** indicate they were able to get the help they needed in the last 12 months.
2. **Were You Given the Chance to Make Treatment Decisions?**
  - **50 respondents (100%)** report that they were given the chance to make treatment decisions.
3. **What Effect Has the Treatment You Received Had on the Quality of Your Life?**
  - **0 respondents** report that their quality of life is "A Little Worse."
  - **0 respondents** report that their quality of life is "Much Worse."
  - **50 respondents (100%)** indicate that treatment has had a positive or neutral effect on their quality of life, as none report negative impacts.

### Trends and Insights:

- **Access to Help:** Every respondent has reported being able to get the help they needed, which indicates strong access to services for all participants.
- **Involvement in Treatment Decisions:** All respondents (100%) report being given the opportunity to make decisions about their treatment, which suggests that patient-centered care is being provided.

- **Positive Treatment Outcomes:** No respondents reported a decline in their quality of life due to treatment, indicating that the treatment provided has had a positive or neutral impact on participants.

## Adult Mental Health Medication Management Survey Summary:

- 1. Provider of Services:**
  - **ACRP: 30%** (11 respondents)
  - **Conemaugh Counseling: 3%** (1 respondent)
  - **FBR: 8%** (3 respondents)
  - **Nulton: 59%** (22 respondents)
- 2. How Services Were Received:**
  - **In-Person: 84%** (31 respondents)
  - **Telehealth: 3%** (1 respondent)
  - **Both In-Person and Telehealth: 13%** (5 respondents)
- 3. Cultural Sensitivity of Services:**
  - **Yes: 100%** (37 respondents)
- 4. Appointment Offered Within 90 Days for Medication Management:**
  - **Yes: 89%** (33 respondents)
  - **No: 11%** (4 respondents)
- 5. Comfort in Talking Freely/Openly to Provider:**
  - **Yes: 100%** (37 respondents)
- 6. Provider Instills Hope Regarding Future:**
  - **Yes: 100%** (37 respondents)
- 7. Provider Listens to You:**
  - **Yes: 95%** (35 respondents)
  - **No: 5%** (2 respondents)
- 8. Staff Respectfulness and Friendliness:**
  - **Yes: 94%** (35 respondents)
  - **No: 2%** (2 respondents)
  - **N/A: 94%**
- 9. Chance to Ask Questions About Treatment:**
  - **Yes: 100%** (37 respondents)
- 10. Clear Explanation of Medications and Side Effects:**
  - **Yes: 97%** (36 respondents)
  - **No: 3%** (1 respondent)
- 11. Comfort with Filing a Complaint:**
  - **Yes: 97%** (36 respondents)
  - **No: 3%** (1 respondent)

## 12. Feeling of Getting the Help Needed:

- **Yes: 100%** (37 respondents)

## 13. Satisfaction with the Provider:

- **Yes: 100%** (37 respondents)

## Trends and Insights:

1. **Provider:** Most respondents (59%) receive services from **Nulton**, followed by **ACRP** (30%). The other providers have a much smaller share of respondents.
2. **Service Delivery:** Most participants (84%) receive services **in-person**, with a smaller percentage (13%) using a combination of **in-person and telehealth**.
3. **Cultural Sensitivity:** **100%** of respondents feel that the services they receive are sensitive to their **race, religion, and ethnic background**.
4. **Timeliness of Appointments:** 89% of respondents who were offered an appointment within **90 days**
5. **Communication and Trust:** All respondents feel that they can speak **freely/openly** with their provider, and all report that the provider instills **hope** for the future.
6. **Listening and Respect:** Most respondents (**95%**) feel their provider listens to them, and the majority (**94%**) find the staff to be respectful and friendly.
7. **Patient Engagement:** There is a strong level of engagement, with **100%** of respondents feeling they can ask questions about their treatment, and **97%** stating that medications and side effects were clearly explained.
8. **Complaint and Satisfaction:** **97%** of respondents feel comfortable filing a complaint if necessary, and **100%** express satisfaction with their provider.

## Adult Mental Health Out/Pt Therapy Survey Summary:

1. **Provider of Services:**
  - **ACRP: 30%** (8 respondents)
  - **FBH: 3%** (1 respondent)
  - **FBR: 8%** (3 respondents)
  - **Nulton: 59%** (22 respondents)
2. **How Services Were Received:**
  - **In-Person: 82%** (28 respondents)
  - **Telehealth: 9%** (3 respondents)
  - **Both In-Person and Telehealth: 9%** (3 respondents)
3. **Appointment Offered Within 90 Days for Medication Management:**
  - **Yes: 91%** (31 respondents)
  - **No: 9%** (3 respondents)

4. **Cultural Sensitivity of Services:**
  - **Yes: 89%** (34 respondents)
  - **No: 11%** (0 respondents)
5. **Comfort in Talking Freely/Openly to Provider:**
  - **Yes: 97%** (33 respondents)
  - **No: 3%** (1 respondent)
6. **Provider Instills Hope Regarding Future:**
  - **Yes: 100%** (34 respondents)
7. **Provider Listens to You:**
  - **Yes: 100%** (34 respondents)
8. **Staff Respectfulness and Friendliness:**
  - **Yes: 100%** (34 respondents)
9. **Chance to Ask Questions About Treatment:**
  - **Yes: 97%** (33 respondents)
  - **No: 3%** (1 respondent)
10. **Comfort with Filing a Complaint:**
  - **Yes: 97%** (33 respondents)
  - **No: 3%** (1 respondent)
11. **Feeling of Getting the Help Needed:**
  - **Yes: 100%** (34 respondents)
12. **Satisfaction with the Provider:**
  - **Yes: 100%** (34 respondents)

### Trends and Insights:

1. **Provider Distribution:** 59% of respondents receive services from **Nulton**, followed by **ACRP** (30%). The other providers have a smaller representation.
2. **Service Delivery:** Most respondents (82%) receive **in-person** services, with 9% using both **in-person and telehealth**, and 9% utilizing **telehealth**.
3. **Cultural Sensitivity:** 89% of respondents feel the services provided are sensitive to their **race, religion, and ethnic background**, with 11% reporting no.
4. **Appointment Follow-up:** The majority (91%) were offered an appointment within **90 days**, indicating good timeliness in follow-up appointments.
5. **Communication and Trust:** Most respondents feel they can speak **freely** with their provider (97%) and that their provider instills **hope** for the future (100%). Additionally, all respondents feel their provider listens to them.
6. **Staff Respect and Friendliness:** 100% of respondents report that staff are **respectful** and **friendly**, highlighting positive interpersonal interactions.

7. **Patient Engagement:** 97% of respondents have the chance to ask **questions** about their treatment and would feel comfortable **filing a complaint** if necessary.
8. **Satisfaction and Help:** All respondents feel they are getting the help they need and are **satisfied** with their provider (**100%**).

## **Adult MH Walk-In Crisis Survey Summary:**

1. **Provider of Services:**
  - **Nulton: 100%** (3 respondents)
2. **Cultural Sensitivity of Services:**
  - **Yes: 100%** (3 respondents)
3. **Provider Listening to You:**
  - **Yes: 100%** (3 respondents)
4. **Staff Respect and Friendliness:**
  - **Yes: 100%** (3 respondents)
5. **Did You Meet with a Peer?**
  - **Yes: 100%** (3 respondents)
6. **Provider Instills Hope Regarding Future:**
  - **Yes: 100%** (3 respondents)
7. **Satisfaction with Services:**
  - **Yes: 100%** (3 respondents)
8. **Receipt of Community Resources:**
  - **Yes: 100%** (3 respondents)
9. **Follow-Up Appointment for Treatment:**
  - **Yes: 100%** (3 respondents)
10. **Likes About Experience at the Walk-In Crisis Center:**
  - **Everything**
  - **The staff is very nice**
  - **The staff were very nice**
11. **Suggestions for Improvement at the Walk-In Crisis Center:**
  - **Nothing** (3 respondents)
12. **Comfort with Filing a Complaint:**
  - **Yes: 100%** (3 respondents)



## Trends and Insights:

1. **Provider Consistency:** All respondents received services from **Nulton**, which indicates a centralized provider for this service.
2. **Cultural Sensitivity:** **100%** of respondents felt that the services provided were sensitive to their **race, religion, and ethnic background**.
3. **Communication and Support:** All respondents felt that their provider **listened** to them and instilled **hope** for the future. The staff was perceived as both **respectful** and **friendly** by every respondent.
4. **Peer Interaction:** Every respondent reported meeting with a peer, indicating a strong peer-support component.
5. **Service Satisfaction and Follow-Up:** **100%** of respondents were satisfied with the services, received **community resources**, and had a follow-up appointment for treatment.
6. **Positive Feedback and Suggestions:** All respondents were happy with their experience, with comments praising the staff. There were no suggested improvements, showing a high level of satisfaction.
7. **Complaint Filing:** **100%** of respondents would feel comfortable filing a complaint, suggesting that the process is accessible and trusted.

## Adult MH Peer Support Survey Summary:

1. **Provider of Services:**
  - **ACRP: 48%** (10 respondents)
  - **Peer Star: 52%** (11 respondents)
2. **How Services Were Received:**
  - **In-Person: 100%** (21 respondents)
  - **Telehealth: 0%** (0 respondents)
  - **Both In-Person and Telehealth: 0%** (0 respondents)
3. **Cultural Sensitivity of Services:**
  - **Yes: 100%** (21 respondents)
4. **Provider Listening to You:**
  - **Yes: 100%** (21 respondents)
5. **Staff Respect and Friendliness:**
  - **Yes: 100%** (21 respondents)
6. **Provider Instills Hope Regarding Future:**
  - **Yes: 100%** (21 respondents)
7. **Participation in Treatment Planning Goals:**
  - **Yes: 100%** (21 respondents)
8. **Meeting with Provider Enough to Meet Needs:**
  - **Yes: 100%** (21 respondents)

9. **Provider Encourages Making Own Choices and Responsibility:**

- **Yes: 100%** (21 respondents)

10. **Provider Encourages Self-Advocacy:**

- **Yes: 100%** (21 respondents)

11. **Provider's Knowledge of Community Resources:**

- **Yes: 100%** (21 respondents)

12. **Appointment Offered Within 30 Days After Intake:**

- **Yes: 100%** (21 respondents)

13. **Provider Meets at Convenient Location (Home or Other):**

- **Yes: 100%** (21 respondents)

14. **Duration of Service:**

- **1-11 Months: 14%** (3 respondents)
- **1-3 Years: 24%** (5 respondents)
- **Over 3 Years: 62%** (13 respondents)

15. **Comfort with Filing a Complaint:**

- **Yes: 100%** (3 respondents)

16. **Service Effectiveness (Helping):**

- **Yes: 100%** (21 respondents)

17. **Satisfaction with the Provider:**

- **Yes: 100%** (21 respondents)

### **Trends and Insights:**

1. **Provider Distribution:** Respondents primarily receiving services from **Peer Star** (52%) and **ACRP** (48%).
2. **Service Delivery:** All respondents receive services **in-person (100%)**, with no telehealth participation or combination of service delivery.

3. **Cultural Sensitivity and Listening:** Every respondent (100%) feels the services are culturally sensitive, and that the provider listens to them.
4. **Staff Interactions:** The staff is perceived as **respectful** and **friendly** by all respondents, highlighting strong interpersonal dynamics.
5. **Hope and Engagement:** Every respondent feels that the provider instills **hope** for their future, and all are actively involved in their **treatment planning goals** and feel that they meet with the provider enough to meet their needs.
6. **Self-Advocacy and Choices:** All respondents feel encouraged to make their own choices and be responsible for those choices, as well as to advocate for themselves.
7. **Knowledge of Community Resources:** All respondents feel that their provider is **knowledgeable** about the community resources available to them.
8. **Timeliness and Accessibility:** **100%** of respondents were offered an appointment within **30 days** of intake and had access to services at a **convenient location**.
9. **Duration of Services:** A significant portion (62%) of respondents have been receiving services for **over 3 years**, which suggests that these services have long-term engagement with participants.
10. **Complaint and Satisfaction:** **100%** of respondents are comfortable filing a complaint if necessary and are satisfied with the service provided.

## Adult MH Blended Case Management Survey Summary:

1. **Provider of Services:**
  - **ACRP: 62%** (5 respondents)
  - **Nulton: 38%** (3 respondents)
2. **How Services Were Received:**
  - **In-Person: 100%** (8 respondents)
  - **Telehealth: 0%** (0 respondents)
  - **Both In-Person and Telehealth: 0%** (0 respondents)
3. **Appointment Offered Within 30 Days After Intake:**
  - **Yes: 100%** (8 respondents)
4. **Cultural Sensitivity of Services:**
  - **Yes: 100%** (8 respondents)
5. **Provider Listening to You:**
  - **Yes: 100%** (8 respondents)
6. **Staff Respect and Friendliness:**
  - **Yes: 100%** (8 respondents)
7. **Provider Instills Hope Regarding Future:**
  - **Yes: 100%** (8 respondents)
8. **Participation in Treatment Planning Goals:**
  - **Yes: 100%** (8 respondents)
9. **Meeting with Provider Enough to Meet Needs:**
  - **Yes: 100%** (8 respondents)
10. **Provider Encourages Making Own Choices and Responsibility:**
  - **Yes: 100%** (8 respondents)
11. **Appointment Offered Within 30 Days After Intake (Duplicate Question):**

- **Yes: 100%** (8 respondents)
- 12. **Provider Meets You at Convenient Location (Home or Other):**
  - **Yes: 88%** (7 respondents)
  - **No: 12%** (1 respondent)
- 13. **Provider Encourages Self-Advocacy:**
  - **Yes: 100%** (8 respondents)
- 14. **Provider's Knowledge of Community Resources:**
  - **Yes: 100%** (8 respondents)
- 15. **Duration of Service:**
  - **1-11 Months: 0%** (0 respondents)
  - **1-3 Years: 50%** (4 respondents)
  - **Over 3 Years: 50%** (4 respondents)
- 16. **Comfort with Filing a Complaint:**
  - **Yes: 100%** (8 respondents)
- 17. **Service Effectiveness (Helping):**
  - **Yes: 100%** (8 respondents)
- 18. **Satisfaction with the Provider:**
  - **Yes: 100%** (8 respondents)

### Trends and Insights:

1. **Provider Distribution:** The majority of respondents (62%) receive services from **ACRP**, while 38% receive services from **Nulton**.
2. **Service Delivery:** All respondents receive services **in-person (100%)**, with no telehealth or hybrid service models.
3. **Cultural Sensitivity and Communication:** **100%** of respondents feel that the services are sensitive to their **race, religion, and ethnic background**, and that the provider listens to them and instills **hope** for the future.
4. **Staff Interaction:** Every respondent feels the staff are **respectful** and **friendly**.
5. **Treatment Planning and Engagement:** All respondents participate in **treatment planning goals** and feel that they meet with their provider sufficiently to meet their needs.
6. **Self-Advocacy and Responsibility:** **100%** of respondents feel encouraged to make their own choices and be responsible for them, as well as to advocate for themselves.
7. **Knowledge of Resources:** All respondents feel that their provider is **knowledgeable** about the **community resources** available to them.
8. **Timeliness and Accessibility:** **100%** of respondents were offered an appointment within **30 days** of intake, and **88%** had services at a **convenient location** (with 12% indicating that the location was less convenient).
9. **Long-Term Engagement:** Half of the respondents (50%) have been receiving services for **1-3 years**, with the other half (50%) receiving services for **over 3 years**, indicating sustained engagement.

10. **Complaint Filing and Satisfaction:** **100%** of respondents would feel comfortable filing a complaint, and **100%** are satisfied with their provider.  
Here's the **D&A Recovery Specialist** survey summary in the same format:

## **Adult MH In-Patient Survey Summary:**

1. **Provider of Services:**
  - **Conemaugh Hospital: 100%** (2 respondents)
2. **Cultural Sensitivity of Services:**
  - **Yes: 100%** (2 respondents)
3. **Provider Listening to You:**
  - **Yes: 100%** (2 respondents)
4. **Staff Respect and Friendliness:**
  - **Yes: 100%** (2 respondents)
5. **Provider Instills Hope Regarding Future:**
  - **Yes: 100%** (2 respondents)
6. **Chance to Ask Questions About Treatment:**
  - **Yes: 100%** (2 respondents)
7. **Clear Explanation of Medications and Side Effects:**
  - **Yes: 100%** (2 respondents)
8. **Learning Skills to Manage Symptoms:**
  - **Yes: 100%** (2 respondents)
9. **Safe Place to Express Yourself:**
  - **Yes: 100%** (2 respondents)
10. **Group Sessions Offered:**
  - **No: 100%** (2 respondents)
11. **Comfort with Filing a Complaint:**
  - **Yes: 100%** (2 respondents)
12. **Service Effectiveness (Helping):**
  - **Yes: 100%** (2 respondents)
13. **Follow-Up Appointment Within 7 Days of Discharge:**
  - **No: 100%** (2 respondents)
14. **Attendance at Follow-Up Appointment:**
  - **No: 100%** (2 respondents)

#### 15. Barrier to Attending Follow-Up Appointment:

- **Yes: 100%** (2 respondents)
- **Barriers:**
  1. **Was not set up**
  2. **My appointment was never set up**

#### 17. Satisfaction with the Provider:

- **Yes: 100%** (2 respondents)

### Trends and Insights:

1. **Provider Consistency:** Both respondents received services from **Conemaugh Hospital (100%)**, indicating a single-provider model for this service.
2. **Cultural Sensitivity and Communication:** All respondents felt that services were **sensitive to their race, religion, and ethnic background** and felt that their provider **listened** to them.
3. **Staff Interaction:** **100%** of respondents felt that staff were **respectful** and **friendly**, with positive interpersonal dynamics.
4. **Hope and Engagement:** **100%** of respondents felt that their provider instills **hope** for their future and that they had the chance to ask questions about their treatment.
5. **Medication Explanation and Symptom Management:** All respondents felt the **medications and side effects** were clearly explained and that they were **learning skills** to manage their symptoms.
6. **Safety and Expressing Yourself:** Every respondent felt that the environment was a **safe place** to express themselves.
7. **Group Sessions and Follow-Up Appointments:**
  - **100%** of respondents indicated that **group sessions were not offered**, and **100%** did not attend a **follow-up appointment** due to scheduling barriers.
  - **Barriers:** Both respondents cited that their follow-up appointment was either **not set up** or **never set up**.
8. **Complaint Filing and Satisfaction:** **100%** of respondents felt comfortable filing a complaint, and **100%** were satisfied with the provider.

### Adult D&A Recovery Specialist Survey Summary:

1. **Provider of Services:**
  - **ACRP: 67%** (2 respondents)
  - **Peer Star: 33%** (1 respondent)
2. **How Services Were Received:**
  - **In-Person: 100%** (3 respondents)
  - **Telehealth: 0%** (0 respondents)

- **Both In-Person and Telehealth: 0%** (0 respondents)
- 3. **Cultural Sensitivity of Services:**
  - **Yes: 100%** (3 respondents)
- 4. **Provider Listening to You:**
  - **Yes: 100%** (3 respondents)
- 5. **Staff Respect and Friendliness:**
  - **Yes: 100%** (3 respondents)
- 6. **Provider Instills Hope Regarding Future:**
  - **Yes: 100%** (3 respondents)
- 7. **Participation in Treatment Planning Goals:**
  - **Yes: 100%** (3 respondents)
- 8. **Meeting with Provider Enough to Meet Needs:**
  - **Yes: 100%** (3 respondents)
- 9. **Provider Encourages Making Own Choices and Responsibility:**
  - **Yes: 100%** (3 respondents)
- 10. **Appointment Offered Within 30 Days After Intake:**
  - **Yes: 33%** (1 respondent)
  - **No: 67%** (2 respondents)
- 11. **Provider Meets You at Convenient Location (Home or Other):**
  - **Yes: 100%** (3 respondents)
- 12. **Provider Encourages Self-Advocacy:**
  - **Yes: 100%** (3 respondents)
- 13. **Provider's Knowledge of Community Resources:**
  - **Yes: 100%** (3 respondents)
- 14. **Duration of Service:**
  - **1-11 Months: 0%** (0 respondents)
  - **1-3 Years: 100%** (3 respondents)
  - **Over 3 Years: 0%** (0 respondents)
- 15. **Comfort with Filing a Complaint:**
  - **Yes: 100%** (3 respondents)
- 16. **Service Effectiveness (Helping):**
  - **Yes: 100%** (3 respondents)
- 17. **Satisfaction with the Provider:**
  - **Yes: 100%** (3 respondents)

### Trends and Insights:

1. **Provider Distribution:** The majority of respondents (67%) receive services from **ACRP**, while **Peer Star** serves a smaller group (33%).
2. **Service Delivery:** All respondents receive services **in-person (100%)**, with no participation in telehealth or a hybrid service model.
3. **Cultural Sensitivity and Communication:** **100%** of respondents report that services are culturally sensitive and that the provider listens to them.
4. **Staff Respect and Friendliness:** Every respondent feels the staff are **respectful** and **friendly**, indicating strong interpersonal dynamics.

5. **Hope and Engagement: 100%** of respondents feel that their provider instills **hope** for their future, and all participate in **treatment planning goals** and feel they meet with their provider sufficiently to meet their needs.
6. **Self-Advocacy and Responsibility:** All respondents feel encouraged to make their own choices and be responsible for them, as well as to advocate for themselves.
7. **Knowledge of Resources:** Every respondent feels their provider is **knowledgeable** about the **community resources** available to them.
8. **Timeliness and Accessibility: 33%** of respondents were offered an appointment within **30 days**, with **67%** not receiving a timely appointment, indicating room for improvement in appointment scheduling.
9. **Long-Term Engagement: 100%** of respondents have been receiving services for **1-3 years**, with no new or long-term engagements reported.
10. **Complaint Filing and Satisfaction: 100%** of respondents would feel comfortable filing a complaint and are satisfied with their provider.

## **Adult D&A Rehab Survey Summary:**

1. **Provider of Services:**
  - **Cove Forge: 50%** (2 respondents)
  - **Twin Lakes: 50%** (2 respondents)
2. **Cultural Sensitivity of Services:**
  - **Yes: 100%** (4 respondents)
3. **Provider Listening to You:**
  - **Yes: 100%** (4 respondents)
4. **Staff Respect and Friendliness:**
  - **Yes: 100%** (4 respondents)
5. **Provider Instills Hope Regarding Future:**
  - **Yes: 100%** (4 respondents)
6. **Chance to Ask Questions About Treatment:**
  - **Yes: 100%** (4 respondents)
7. **Clear Explanation of Medications and Side Effects:**
  - **Yes: 100%** (4 respondents)
8. **Learning Skills to Manage Symptoms:**
  - **Yes: 100%** (4 respondents)
9. **Safe Place to Express Yourself:**
  - **Yes: 100%** (4 respondents)
10. **Group Sessions Offered:**
  - **Yes: 100%** (4 respondents)
11. **Comfort with Filing a Complaint:**
  - **Yes: 100%** (4 respondents)



#### 12. Service Effectiveness (Helping):

- **Yes: 100%** (2 respondents)
- **No: 0%** (2 respondents)

#### 13. Satisfaction with the Provider:

- **Yes: 100%** (2 respondents)
- **No: 0%** (2 respondents)

### Trends and Insights:

1. **Provider Distribution:** Services are equally distributed between **Cove Forge** and **Twin Lakes** providers, each serving **50%** of the respondents.
2. **Cultural Sensitivity and Communication:** **100%** of respondents report that the services provided are sensitive to their **race, religion, and ethnic background** and feel that their provider **listens** to them.
3. **Staff Interaction:** All respondents felt that staff were **respectful** and **friendly**.
4. **Hope and Engagement:** **100%** of respondents felt that the provider instills **hope** for their future, and all had the opportunity to ask questions about their treatment and received clear explanations about medications and side effects.
5. **Skill Development and Safe Expression:** **100%** of respondents reported that they were learning skills to manage their symptoms and that the environment was a **safe place** to express themselves.
6. **Group Sessions and Complaint Filing:** All respondents indicated that **group sessions** were offered, and all felt comfortable filing a complaint if necessary.
7. **Service Effectiveness and Satisfaction:** **100%** of respondents believe the service is helpful and are **satisfied** with their provider.

### Adult D&A Out/Patient Survey Summary:

1. **Provider of Services:**
  - **Crossroads: 40%** (2 respondents)
  - **New Visions: 40%** (2 respondents)
  - **Pinnacle: 20%** (1 respondent)
2. **Cultural Sensitivity of Services:**
  - **Yes: 100%** (5 respondents)
3. **Provider Listening to You:**
  - **Yes: 100%** (5 respondents)
4. **Staff Respect and Friendliness:**
  - **Yes: 100%** (5 respondents)

5. **Provider Instills Hope Regarding Future:**
  - **Yes: 100%** (5 respondents)
6. **Chance to Ask Questions About Treatment:**
  - **Yes: 100%** (5 respondents)
7. **Clear Explanation of Medications and Side Effects:**
  - **Yes: 100%** (5 respondents)
8. **Learning Skills to Manage Symptoms:**
  - **Yes: 100%** (5 respondents)
9. **Frequency of Therapy Participation:**
  - **Once a week: 80%** (4 respondents)
  - **Once a month: 20%** (1 respondent)
10. **Duration of Service:**
  - **1-11 Months: 80%** (4 respondents)
  - **Over 3 Years: 20%** (1 respondent)
11. **Comfort with Filing a Complaint:**
  - **Yes: 100%** (5 respondents)
12. **Satisfaction with the Provider:**
  - **Yes: 100%** (5 respondents)

### Trends and Insights:

1. **Provider Distribution:** The services are equally distributed between **Crossroads** and **New Visions**, each serving **40%** of the respondents, while **Pinnacle** serves **20%**.
2. **Cultural Sensitivity and Communication:** **100%** of respondents reported that services are culturally sensitive and that the provider listens to them.
3. **Staff Interaction:** All respondents felt that staff were **respectful** and **friendly**, indicating strong interpersonal dynamics.
4. **Hope and Engagement:** **100%** of respondents felt that their provider instills **hope** for their future and that they had the chance to ask questions about their treatment.
5. **Medication and Symptom Management:** Every respondent felt that medications and side effects were **clearly explained** and that they were learning skills to manage their symptoms.
6. **Therapy Participation:** Most respondents participate in therapy **once a week (80%)**, with a small portion attending **once a month (20%)**.
7. **Service Duration:** Most respondents have had this service for **1-11 months (80%)**, with a smaller group (20%) receiving services for over **3 years**.
8. **Complaint Filing and Satisfaction:** **100%** of respondents would feel comfortable filing a complaint if necessary and are **satisfied** with the provider.

### Adult D&A Methadone Survey Summary:

1. **Provider of Services:**
  - **Alliance: 100%** (4 respondents)
2. **Cultural Sensitivity of Services:**

- **Yes: 100%** (4 respondents)
- 3. **Provider Listening to You:**
  - **Yes: 100%** (4 respondents)
- 4. **Staff Respect and Friendliness:**
  - **Yes: 100%** (4 respondents)
- 5. **Provider Instills Hope Regarding Future:**
  - **Yes: 100%** (4 respondents)
- 6. **Chance to Ask Questions About Treatment:**
  - **Yes: 100%** (4 respondents)
- 7. **Provider Talks About How Medications Are Working:**
  - **Yes: 100%** (4 respondents)
- 8. **Clear Explanation of Medications and Side Effects:**
  - **Yes: 100%** (4 respondents)
- 9. **Frequency of Therapy Participation:**
  - **Once a week: 20%** (1 respondent)
  - **N/A: 80%** (4 respondents)
- 10. **Duration of Service:**
  - **1-11 Months: 80%** (3 respondents)
  - **1-3 Years: 20%** (1 respondent)
- 11. **Comfort with Filing a Complaint:**
  - **Yes: 100%** (4 respondents)
- 12. **Satisfaction with the Provider:**
  - **Yes: 100%** (4 respondents)

### Trends and Insights:

1. **Provider Consistency:** All respondents receive services from **Alliance**, indicating a single-provider model for this service.
2. **Cultural Sensitivity and Communication:** **100%** of respondents report that services are culturally sensitive and that the provider listens to them.
3. **Staff Interaction:** **100%** of respondents felt that staff were **respectful** and **friendly**.
4. **Hope and Engagement:** **100%** of respondents felt that their provider instills **hope** for their future and provides them with the chance to ask questions about their treatment.
5. **Medication and Symptom Management:** All respondents felt that **medications and their side effects** were clearly explained and that they were learning skills to manage their symptoms.
6. **Therapy Participation:** Many respondents (80%) did not participate in regular therapy sessions (marked as N/A), with only **20%** attending therapy **once a week**.
7. **Service Duration:** The majority (80%) of respondents have had the service for **1-11 months**, with a smaller portion (20%) receiving services for **1-3 years**.

8. **Complaint Filing and Satisfaction: 100%** of respondents would feel comfortable filing a complaint, and **100%** are satisfied with their provider.

## Adult D&A Suboxone Survey Summary:

1. **Provider of Services:**
  - **Crossroads: 100%** (4 respondents)
2. **Cultural Sensitivity of Services:**
  - **Yes: 100%** (3 respondents)
3. **Provider Listening to You:**
  - **Yes: 100%** (3 respondents)
4. **Staff Respect and Friendliness:**
  - **Yes: 100%** (3 respondents)
5. **Provider Instills Hope Regarding Future:**
  - **Yes: 100%** (3 respondents)
6. **Chance to Ask Questions About Treatment:**
  - **Yes: 100%** (3 respondents)
7. **Provider Talks About How Medications Are Working:**
  - **Yes: 100%** (3 respondents)
8. **Clear Explanation of Medications and Side Effects:**
  - **Yes: 100%** (3 respondents)
9. **Frequency of Therapy Participation:**
  - **Once a month: 20%** (1 respondent)
  - **N/A: 80%** (2 respondents)
10. **Duration of Service:**
  - **1-11 Months: 80%** (2 respondents)
  - **Over 3 Years: 20%** (1 respondent)
11. **Comfort with Filing a Complaint:**
  - **Yes: 100%** (3 respondents)
12. **Satisfaction with the Provider:**
  - **Yes: 100%** (3 respondents)

## Trends and Insights:

1. **Provider Consistency: 100%** of respondents receive services from **Crossroads**, indicating a single-provider model for this service.
2. **Cultural Sensitivity and Communication:** All respondents reported that services are **sensitive** to their **race, religion, and ethnic background** and that the provider **listens** to them.
3. **Staff Interaction: 100%** of respondents felt that staff were **respectful** and **friendly**.
4. **Hope and Engagement:** All respondents felt that the provider instills **hope** for their future and provides them with the opportunity to ask questions about their treatment.
5. **Medication Management:** Every respondent felt that **medications and their side effects** were clearly explained and that they had discussions about how medications are working.

6. **Therapy Participation:** Most respondents did not participate in regular therapy (**80%** indicated N/A), while one respondent participates in therapy **once a month (20%)**.
7. **Service Duration:** Most respondents (80%) have been receiving services for **1-11 months**, with **20%** having received services for **over 3 years**.
8. **Complaint Filing and Satisfaction:** **100%** of respondents are comfortable filing a complaint if necessary and are **satisfied** with their provider.

## Adult D&A Vivitrol Survey Summary:

1. **Provider of Services:**
  - **Highland Health: 100%** (2 respondents)
2. **Cultural Sensitivity of Services:**
  - **Yes: 100%** (2 respondents)
3. **Provider Listening to You:**
  - **Yes: 100%** (2 respondents)
4. **Staff Respect and Friendliness:**
  - **Yes: 100%** (2 respondents)
5. **Provider Instills Hope Regarding Future:**
  - **Yes: 100%** (2 respondents)
6. **Chance to Ask Questions About Treatment:**
  - **Yes: 100%** (2 respondents)
7. **Provider Talks About How Medications Are Working:**
  - **Yes: 100%** (2 respondents)
8. **Clear Explanation of Medications and Side Effects:**
  - **Yes: 100%** (2 respondents)
9. **Frequency of Therapy Participation:**
  - **N/A: 100%** (2 respondents)
10. **Duration of Service:**
  - **1-3 Years: 100%** (2 respondents)
11. **Comfort with Filing a Complaint:**
  - **Yes: 100%** (2 respondents)
12. **Satisfaction with the Provider:**
  - **Yes: 100%** (2 respondents)

### Trends and Insights:

1. **Provider Consistency:** 100% of respondents receive services from **Highland Health**, indicating a single-provider model for this service.
2. **Cultural Sensitivity and Communication:** 100% of respondents report that services are **sensitive** to their **race, religion, and ethnic background** and that the provider **listens** to them.
3. **Staff Interaction:** All respondents felt that staff were **respectful** and **friendly**, highlighting positive interpersonal dynamics.
4. **Hope and Engagement:** Every respondent felt that their provider instills **hope** for their future and provides them with the chance to ask questions about their treatment.
5. **Medication Management:** 100% of respondents felt that **medications and their side effects** were clearly explained and that they had discussions about how medications are working.
6. **Therapy Participation:** 100% of respondents marked therapy participation as **N/A**, which could indicate that therapy was not part of their treatment or engagement.
7. **Service Duration:** Both respondents have received services for **1-3 years**, showing moderate long-term engagement with the service.
8. **Complaint Filing and Satisfaction:** 100% of respondents would feel comfortable filing a complaint if necessary and are **satisfied** with their provider.

## Family/Child Survey Demographics Summary:

1. **How Survey Was Conducted:**
  - **In-Person: 22%** (6 respondents)
  - **Phone: 78%** (21 respondents)
2. **Location of Completed Survey:**
  - **Provider - Nulton: 10%** (3 respondents)
  - **PEN: 88%** (24 respondents)
3. **Age:**
  - **Under 17: 100%** (27 respondents)
4. **Zip Codes:**
  - **15902: 63%** (17 respondents)
  - **15906: 30%** (8 respondents)
  - **15904: 7%** (2 respondents)
5. **Homelessness:**
  - **No: 100%** (27 respondents)
6. **Utilization of Food Bank:**
  - **Yes: 41%** (11 respondents)
  - **No: 59%** (16 respondents)
7. **Utilization of Med Van:**
  - **Yes: 4%** (1 respondent)
  - **No: 96%** (26 respondents)
8. **Satisfaction with MedVan:**
  - **Yes: 4%** (1 respondent)
  - **No: 4%** (1 respondent)
  - **N/A: 93%** (25 respondents)
9. **Family Doctor:**
  - **Yes: 100%** (27 respondents)
  -

## Trends and Insights:

1. **Survey Methodology:** The majority of respondents completed the survey via phone (**78%**), with a smaller portion responding in-person (**22%**).
2. **Location of Surveys:** A large majority of the surveys were completed through **PEN (88%)**, with a smaller portion completed at **Nulton (10%)**.
3. **Age Range:** All respondents are **under 17**, indicating the survey exclusively targets children and families.
4. **Geographic Distribution:** A significant portion of respondents reside in **15902 (63%)**, with smaller groups from **15906 (30%)** and **15904 (7%)**.
5. **Homelessness:** **None** of the respondents reported homelessness, though **100%** of respondents indicated they are not experiencing homelessness.
6. **Food Insecurity:** **41%** of respondents reported using the food bank, highlighting a notable portion of respondents with food insecurity.
7. **Med Van Utilization:** Only **4%** of respondents utilized the Med Van service, suggesting limited use of this service.

8. **MedVan Satisfaction:** Satisfaction with the MedVan service was low, with **93%** marking it as N/A (indicating they did not use the service), and only **4%** expressing satisfaction or dissatisfaction.
9. **Access to Family Doctor:** **100%** of respondents have a **family doctor**, suggesting strong healthcare access for all participants.

## Family/Child Survey Managed Care Questions and State Questions

### Summary:

1. **Knowledge of Treatment Choices:**
  - **Yes: 100%** (28 respondents)
  - **No: 0%**
2. **Knowledge of How to Contact Magellan for Benefits or Treatment Options:**
  - **Yes: 100%** (28 respondents)
  - **No: 0%**
3. **Knowledge of 24/7 Magellan Member Call Center:**
  - **Yes: 96%** (27 respondents)
  - **No: 4%** (1 respondent)
4. **Experience Calling the Magellan Member Call Center:**
  - **Yes: 14%** (4 respondents)
  - **No: 86%** (24 respondents)
5. **Satisfaction with Magellan Call Center Outcome:**
  - **Yes: 14%** (4 respondents)
  - **No: 0%**
  - **N/A: 86%** (24 respondents)
6. **Awareness of How to File a Complaint:**
  - **Yes: 93%** (26 respondents)
  - **No: 7%** (2 respondents)
7. **Experience Filing a Complaint with Magellan:**
  - **Yes: 100%** (28 respondents)
  - **No: 0%**
8. **Awareness of How to File a Grievance with Magellan:**
  - **Yes: 96%** (27 respondents)
  - **No: 4%** (1 respondent)
9. **Experience Filing a Grievance with Magellan:**
  - **Yes: 0%**
  - **No: 100%** (28 respondents)
  - **N/A: 0%**



## State Questions:

1. **Problems Getting the Help Needed:**
  - **Yes (Sometimes): 11%** (3 respondents)
  - **No (Never): 89%** (25 respondents)
2. **Chance to Make Treatment Decisions:**
  - **Yes (ALWAYS): 100%** (28 respondents)
3. **Effect of Treatment on Quality of Life:**
  - **Much Better: 25%** (7 respondents)
  - **A Little Better: 39%** (11 respondents)
  - **About the Same: 36%** (10 respondents)
  - **A Little Worse: 0%**
  - **Much Worse: 0%**

## Trends and Insights:

1. **Treatment and Contact Knowledge:**
  - **100%** of respondents are aware that they can **choose their treatment** and know how to contact **Magellan** for benefits or treatment-related questions.
2. **Magellan Call Center Use and Satisfaction:**
  - **14%** of respondents have called the **Magellan member call center**, and those who did were **satisfied** with the outcome (**14%**).
  - A **high** portion of respondents (86%) did not use the call center.
3. **Complaint and Grievance Awareness:**
  - The majority of respondents are **aware** of how to file a complaint (**93%**) or a grievance (**96%**), but **none** have filed a grievance with **Magellan**.
4. **Treatment Accessibility:**
  - **89%** of respondents reported no issues getting the help they needed, while **11%** experienced some difficulty.
5. **Treatment Decision Making:**
  - **100%** of respondents were given the **chance to make treatment decisions**.
6. **Impact of Treatment on Life Quality:**
  - **64%** of respondents report that the treatment has made their **life a little better (39%)** or **much better (25%)**.
  - **36%** indicated their life is **about the same** after treatment, while **no respondents** reported a worsening effect.

## Family/Child Survey Med Management Summary:

1. **Who is the Provider:**
  - **ACRP: 20%** (5 respondents)
  - **Behavioral Health Services (BHS): 8%** (2 respondents)
  - **Nulton: 72%** (18 respondents)
2. **How Did You Receive Your Services:**
  - **In-Person: 76%** (19 respondents)
  - **Telehealth: 24%** (6 respondents)
  - **Both: 0%**
3. **Cultural Sensitivity of Services:**
  - **Yes: 100%** (37 respondents)
4. **Appointment with Prescriber Within 90 Days:**
  - **Yes: 89%** (33 respondents)
  - **No: 11%** (4 respondents)
5. **Ability to Talk Freely/Openly to the Provider:**
  - **Yes: 100%** (37 respondents)
6. **Provider Instills Hope Regarding Future:**
  - **Yes: 100%** (37 respondents)
7. **Provider Listening to You:**
  - **Yes: 95%** (35 respondents)
  - **No: 5%** (2 respondents)
8. **Staff Respect and Friendliness:**
  - **Yes: 94%** (35 respondents)
  - **No: 2%** (2 respondents)
  - **N/A: 0%**
9. **Chance to Ask Questions About Treatment:**
  - **Yes: 100%** (37 respondents)
10. **Clear Explanation of Medications and Side Effects:**
  - **Yes: 97%** (36 respondents)
  - **No: 3%** (1 respondent)
11. **Comfort with Filing a Complaint:**
  - **Yes: 97%** (36 respondents)
  - **No: 3%** (1 respondent)
12. **Getting the Help You Need:**
  - **Yes: 100%** (37 respondents)
13. **Satisfaction with the Provider:**
  - **Yes: 100%** (37 respondents)

### Trends and Insights:

1. **Provider Distribution:**
  - **72%** of respondents are receiving services from **Nulton**, while **20%** are with **ACRP** and **8%** with **Behavioral Health Services**. This indicates that Nulton is the most utilized provider for medication management.
2. **Service Delivery:**

- The majority of respondents (**76%**) are receiving **in-person** services, with **24%** utilizing **telehealth**. This highlights a preference for in-person services, although telehealth is still utilized by a significant portion of respondents.
- 3. **Cultural Sensitivity:**
  - **100%** of respondents feel that the services are sensitive to their **race, religion, and ethnic background**, indicating that providers are meeting the cultural needs of the patients.
- 4. **Appointment Timeliness:**
  - **89%** of respondents report being offered an appointment with their prescriber within **90 days**, suggesting good access to timely medication management services.
- 5. **Open Communication with Providers:**
  - All respondents indicated that they feel comfortable **talking freely and openly** with their provider, suggesting that the communication is strong and supportive.
- 6. **Hope and Engagement:**
  - Every respondent felt that their provider instills **hope** regarding their future, and **95%** felt that the provider **listens** to them, indicating strong therapeutic rapport.
- 7. **Satisfaction with Care:**
  - **97%** of respondents felt that the **medications and side effects** were **clearly explained**, and all respondents felt that they were getting the help they needed and were **satisfied** with their provider.

## Family/Child OPT/Therapy Survey Summary:

1. **Provider of Services:**
  - **ACRP: 33%** (6 respondents)
  - **Independent Family Services (IFS): 6%** (1 respondent)
  - **Behavioral Health Services (BHS): 6%** (1 respondent)
  - **Community Guidance: 6%** (1 respondent)
  - **Nulton: 50%** (9 respondents)
2. **How Did You Receive Your Services:**
  - **In-Person: 82%** (16 respondents)
  - **Telehealth: 9%** (1 respondent)
  - **Both: 9%** (2 respondents)
3. **Appointment with Prescriber Within 90 Days After Initial Visit:**
  - **Yes: 100%** (2 respondents)
  - **No: 89%** (16 respondents)
4. **Cultural Sensitivity of Services:**
  - **Yes: 100%** (18 respondents)
5. **Ability to Talk Freely/Openly to the Provider:**
  - **Yes: 100%** (18 respondents)

6. **Provider Instills Hope Regarding Future:**
  - **Yes: 100%** (18 respondents)
7. **Provider Listening to You:**
  - **Yes: 100%** (18 respondents)
8. **Staff Respect and Friendliness:**
  - **Yes: 100%** (18 respondents)
9. **Chance to Ask Questions About Treatment:**
  - **Yes: 100%** (18 respondents)
10. **Comfort with Filing a Complaint:**
  - **Yes: 100%** (18 respondents)
11. **Getting the Help You Need:**
  - **Yes: 100%** (18 respondents)
12. **Satisfaction with the Provider:**
  - **Yes: 100%** (18 respondents)

### Trends and Insights:

1. **Provider Distribution:**
  - **50%** of respondents receive services from **Nulton**, followed by **33%** with **ACRP**. Other providers have a smaller representation.
2. **Service Delivery:**
  - **82%** of respondents receive **in-person** services, with a small portion using **telehealth (9%)** or a combination of both (**9%**).
3. **Cultural Sensitivity:**
  - All respondents reported that the services provided are sensitive to their **race, religion, and ethnic background**, showing strong cultural competence.
4. **Communication with Providers:**
  - **100%** of respondents feel that they can **talk freely** and **openly** with their provider, and they feel that their provider instills **hope** for their future and listens to their concerns.
5. **Staff Interaction:**
  - Every respondent reported that the staff are **respectful** and **friendly**, creating a positive and supportive environment.
6. **Treatment Engagement:**
  - **100%** of respondents feel they are given the chance to **ask questions** about their treatment and are satisfied with the care they receive.
7. **Complaint Filing and Satisfaction:**
  - All respondents would feel comfortable filing a complaint if needed, and all are **satisfied** with their provider.
8. **Appointment Timeliness:**
  - While **100%** of respondents feel the services are helpful, only **2 respondents (11%)** reported being offered an appointment with a prescriber within **90 days** after the initial visit. This suggests room for improvement in scheduling or follow-up.

## Family/Child Survey Walk-In Crisis Summary:

1. **Provider of Services:**
  - **Nulton: 100%** (2 respondents)
2. **Cultural Sensitivity of Services:**
  - **Yes: 100%** (2 respondents)
3. **Provider Listening to You:**
  - **Yes: 100%** (2 respondents)
4. **Staff Respect and Friendliness:**
  - **Yes: 100%** (2 respondents)
5. **Peer Interaction:**
  - **Yes: 50%** (1 respondent)
  - **No: 50%** (1 respondent)
6. **Provider Instills Hope Regarding Future:**
  - **Yes: 100%** (2 respondents)
7. **Satisfaction with Services:**
  - **Yes: 100%** (2 respondents)
8. **Receipt of Community Resources:**
  - **Yes: 100%** (2 respondents)
9. **Follow-Up Appointment for Treatment:**
  - **Yes: 100%** (2 respondents)
10. **What Did You Like Most About Your Experience at the Walk-In Crisis Center:**
  - **Blank (No Comments): 100%** (2 respondents)
11. **What Would You Improve About the Walk-In Crisis Center:**
  - **Blank (No Comments): 100%** (2 respondents)
12. **Comfort with Filing a Complaint:**
  - **Yes: 100%** (2 respondents)

## Trends and Insights:

1. **Provider Consistency:**
  - **100%** of respondents received services from **Nulton**, which indicates a centralized provider for this service.
2. **Cultural Sensitivity and Communication:**
  - All respondents felt the services were **sensitive** to their **race, religion, and ethnic background**, and **100%** reported that the provider **listens** to them.
3. **Staff Interaction:**
  - **100%** of respondents felt that staff were **respectful** and **friendly**, suggesting a positive and welcoming environment at the Walk-In Crisis Center.
4. **Hope and Engagement:**
  - All respondents felt that their provider instills **hope** for their future, contributing to a supportive therapeutic environment.
5. **Satisfaction and Resource Provision:**
  - **100%** of respondents were **satisfied** with the services provided, and all received **community resources** and **follow-up appointments** for treatment.

6. **Peer Support:**
  - **50%** of respondents had the opportunity to meet with a **peer**, while the other half did not, indicating a mixed experience in terms of peer support.
7. **Complaint Filing and Comfort:**
  - **100%** of respondents felt comfortable filing a complaint if needed, suggesting that they feel heard and valued in the system.
8. **Lack of Specific Feedback:**
  - No additional comments or suggestions were provided by respondents on **what they liked most** or **what they would improve** about the Walk-In Crisis Center.

## Family/Child Survey Mobile Crisis (REACH) Summary:

1. **Provider of Services:**
  - **Breaking the Barriers: 100%** (8 respondents)
2. **How Did You Receive Your Services:**
  - **In-Person: 88%** (7 respondents)
  - **Telehealth: 13%** (1 respondent)
  - **Both: 0%**
3. **Cultural Sensitivity of Services:**
  - **Yes: 100%** (8 respondents)
4. **Provider Listening to You:**
  - **Yes: 100%** (8 respondents)
5. **Staff Respect and Friendliness:**
  - **Yes: 50%** (4 respondents)
  - **No: 50%** (4 respondents)
6. **Provider Instills Hope Regarding Future:**
  - **Yes: 100%** (8 respondents)
7. **Provider Knowledge of Community Resources and Support:**
  - **Yes: 100%** (8 respondents)
8. **Follow-Up Appointment for Treatment:**
  - **Yes: 100%** (2 respondents)
  - **No: 0%**
9. **Comfort with Filing a Complaint:**
  - **Yes: 100%** (8 respondents)
10. **Service Effectiveness:**
  - **Yes: 100%** (8 respondents)
11. **Satisfaction with the Provider:**
  - **Yes: 100%** (8 respondents)

## Trends and Insights:

1. **Provider Consistency:**
  - All respondents received services from **Breaking the Barriers**, indicating a single-provider model for this service.
2. **Service Delivery:**
  - **88%** of respondents received **in-person** services, while **13%** utilized **telehealth**. There is a preference for **in-person** services, with a smaller portion using telehealth.
3. **Cultural Sensitivity and Communication:**
  - **100%** of respondents felt the services were **sensitive** to their **race, religion, and ethnic background**, and all respondents felt their provider **listened** to them.
4. **Staff Interaction:**
  - While **50%** of respondents found staff **respectful** and **friendly**, the other **50%** did not share the same view, suggesting a mixed perception of staff behavior.
5. **Hope and Engagement:**
  - All respondents felt that their provider instilled **hope** for their future and that they received **appropriate information** about community resources.
6. **Follow-Up Care and Satisfaction:**
  - **100%** of respondents felt that the service was **helping** them, and all are **satisfied** with the provider.
7. **Complaint Filing Comfort:**
  - **100%** of respondents reported they would feel comfortable **filing a complaint**, indicating trust in the system for addressing concerns.

## Family/Child MH In-Patient Survey Summary:

1. **Provider of Services:**
  - **Meadows: 67%** (2 respondents)
  - **Southwood Psychiatric: 33%** (1 respondent)
2. **Appointment Offered Within 7 Days of Discharge:**
  - **Yes: 100%** (3 respondents)
  - **No: 0%**
3. **Attendance at Follow-Up Appointment:**
  - **Yes: 100%** (3 respondents)
  - **No: 0%**
4. **Cultural Sensitivity of Services:**
  - **Yes: 100%** (3 respondents)
5. **Provider Listening to You:**
  - **Yes: 100%** (3 respondents)
6. **Staff Respect and Friendliness:**
  - **Yes: 100%** (3 respondents)
  - **No: 0%**
7. **Provider Instills Hope Regarding Future:**
  - **Yes: 100%** (3 respondents)

8. **Chance to Ask Questions About Treatment:**
  - **Yes: 100%** (3 respondents)
9. **Clear Explanation of Medications and Side Effects:**
  - **Yes: 100%** (3 respondents)
10. **Learning Skills to Manage Symptoms:**
  - **Yes: 100%** (3 respondents)
11. **Safe Place to Express Yourself:**
  - **Yes: 100%** (3 respondents)
12. **Group Sessions Offered:**
  - **Yes: 100%** (3 respondents)
13. **Comfort with Filing a Complaint:**
  - **Yes: 100%** (3 respondents)
14. **Getting the Help You Need:**
  - **Yes: 100%** (3 respondents)
15. **Satisfaction with the Provider:**
  - **Yes: 100%** (3 respondents)

### Trends and Insights:

1. **Provider Distribution:**
  - The majority of respondents (67%) receive services from **Meadows**, with **33%** receiving care at **Southwood Psychiatric**.
2. **Timely Follow-Up Care:**
  - **100%** of respondents were offered a follow-up appointment within **7 days** of discharge and attended the follow-up, highlighting strong adherence to post-discharge care practices.
3. **Cultural Sensitivity:**
  - All respondents reported that services were **sensitive** to their **race, religion, and ethnic background**, ensuring cultural competency in care delivery.
4. **Effective Communication:**
  - **100%** of respondents felt that their provider listens to them, instills hope for the future, and allows them to ask questions about their treatment, demonstrating strong patient-provider communication.
5. **Staff Interaction:**
  - Every respondent reported that staff were **respectful** and **friendly**, contributing to a positive and welcoming environment.
6. **Therapeutic Engagement:**
  - All respondents are learning **skills to manage their symptoms** and feel that they are in a **safe place** to express themselves, indicating effective therapeutic support.
7. **Access to Group Sessions:**
  - **100%** of respondents reported that **group sessions** were offered, which could be an important component of the treatment process.
8. **Complaint Filing and Satisfaction:**
  - **100%** of respondents would feel comfortable filing a complaint if necessary, and **100%** are satisfied with the provider, suggesting high levels of trust and satisfaction with the services received.



## Family/Child Survey Family Based Summary:

1. **Provider of Services:**
  - **ACRP: 20%** (1 respondent)
  - **Community Guidance: 20%** (1 respondent)
  - **IFS: 60%** (3 respondents)
2. **Promptness of Call Return:**
  - **Yes: 100%** (5 respondents)
  - **No: 0%**
3. **How Services Are Received:**
  - **In-Person: 100%** (5 respondents)
  - **Telehealth: 0%**
  - **Both: 0%**
4. **Staff Respect and Friendliness:**
  - **Yes: 100%** (5 respondents)
  - **No: 0%**
5. **Provider Instills Hope Regarding Future:**
  - **Yes: 100%** (5 respondents)
  - **No: 0%**
6. **Cultural Sensitivity of Services:**
  - **Yes: 100%** (5 respondents)
  - **No: 0%**
7. **Provider Listening to You:**
  - **Yes: 100%** (5 respondents)
  - **No: 0%**
8. **Provider's Knowledge of Resources and Support in the Community:**
  - **Yes: 100%** (5 respondents)
  - **No: 0%**
9. **Sufficiency of Provider Visits to Meet Your Needs:**
  - **Yes: 100%** (5 respondents)
  - **No: 0%**
10. **Involvement in Treatment Planning Goals and Decision Making:**
  - **Yes: 100%** (5 respondents)
  - **No: 0%**
11. **Provider Contact Regarding Child's Progress/Concerns:**
  - **Yes: 100%** (5 respondents)
  - **No: 0%**
12. **Discussion of Discharge/Transition Plan:**
  - **Yes: 100%** (5 respondents)
  - **No: 0%**
13. **Satisfaction with the ISPT Meeting:**
  - **Yes: 100%** (5 respondents)
  - **No: 0%**
14. **Getting the Help Your Child Needs:**
  - **Yes: 100%** (5 respondents)
  - **No: 0%**

**15. Comfort with Filing a Complaint:**

- **Yes: 100%** (5 respondents)
- **No: 0%**

**16. Satisfaction with the Provider:**

- **Yes: 100%** (5 respondents)
- **No: 0%**

### **Trends and Insights:**

**1. Provider Distribution:**

- **60%** of respondents receive services from **IFS**, followed by **20%** each from **ACRP** and **Community Guidance**.

**2. Service Delivery:**

- All respondents (**100%**) receive services **in-person**, with no use of **telehealth** or **hybrid** models.

**3. Communication and Engagement:**

- **100%** of respondents feel that their provider is **responsive**, with calls being returned promptly and ongoing communication about their child's progress or concerns.

**4. Cultural Sensitivity and Provider Interaction:**

- **100%** of respondents felt the services provided are sensitive to their **race, religion, and ethnic background** and that the provider **listens** to them, indicating strong rapport and cultural competency.

**5. Hope and Engagement in Treatment:**

- Every respondent felt that the provider instills **hope** for their child's future and ensures **active involvement** in treatment planning and decision-making.

**6. Access to Resources and Follow-Up Care:**

- All respondents felt that their provider is knowledgeable about available **community resources** and that **discharge/transition plans** were clearly discussed.

**7. Satisfaction and Trust:**

- **100%** of respondents were **satisfied** with the **ISPT** meeting and felt that their child is receiving the **help they need**. All respondents would also feel comfortable filing a **complaint** if necessary, highlighting high levels of trust and satisfaction.