

### Q3–Q4 2024–2025 CFST Survey Completion by Service Category

The table below summarizes the number of surveys completed in each service category for both Adult and Family/Child programs during Q3–Q4 2024–2025. Some categories in Family/Child services are listed as 'Not Specified' based on available data.

Category	Adult	Family/Child
Medication Management	48	22
Outpatient Therapy	50	19
Walk-In Crisis	6	–
Mobile Crisis	2	–
Peer Support	28	–
Blended Case Management	20	Not Specified
D&A Recovery Specialist	7	–
D&A Partial Program	1	–
D&A Rehab	15	–
D&A Outpatient	15	–
D&A Methadone	1	–
D&A Suboxone	5	–
After School Program	–	1
IBHS/BHS	–	1
IBHS/BC	–	2
Summer Program	–	1
Family Based	–	Not Specified

198

46

\*Totals reflect survey responses per service line; some respondents may have completed more than one survey type. Additional family/child counts may be available in the full data set.



# Cambria County C/FST Quarterly Report

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**Reporting Period: Q3-Q4 2024- 2025 – January 1, 2025- June 30, 2025**

**Prepared by: Melissa Joseph, Director**

**Date Prepared: May 20, 2025**

## **I. Executive Summary**

Quarter 3 & Quarter 4, the Cambria County C/FST conducted satisfaction surveys across Mental Health, IBHS, and D&A. This report outlines feedback from individuals and families, identifies areas of strength and concern, and highlights steps being taken to support continuous quality improvements in Cambria County.

## **II. C/FST Overview**

The Cambria County C/FST is a peer-run program dedicated to gathering input from individuals and families receiving Behavioral Health services. Our goal is to elevate the voice of service recipients and ensure their perspectives are integrated into program development and system improvement.

- Mission: Ensure consumer and family voices are heard and valued
- Services Monitored: Outpatient, Inpatient, Residential, Walk-In Crisis, Case Management, Medication Management, etc.
- Method: In-person, phone, and paper surveys
- Participation: Voluntary for individuals; Provider participation is mandatory per contract

## **III. Survey Collection Summary**

See table below for summary of collected surveys.

Demographics		
1. How survey was conducted	Count	Percentages
In-Person	24	37%
Phone	23	35%
Provider via phone	18	28%
Grand Total	65	100%
2. Location of Completed Survey	Count	Percentages
ACRP	14	22%
Nulton	13	20%
C/FST	23	35%
PEN	5	8%
SHP	10	15%
Grand Total	65	100%
3. Age	Count	Percentages
18-24	5	8%
25-44	30	46%
45-64	30	46%
65 older	0	0%
Grand Total	65	100%
4. Zip Codes	Count	Percentages
15902	26	40%
15906	27	42%
15904	12	18%
Grand Total	65	100%
5. Homelessness	Count	Percentages
Yes	4	6%
No	56	86%
Yes, but reviewing assistance	5	8%
Grand Total	65	100%
6. Utilization of Food Bank	Count	Percentages
Yes	39	60%
No	26	40%
Grand Total	65	100%
7. Utilization of Med Van	Count	Percentages
Yes	27	42%
No	38	58%
Grand Total	65	100%
8. Satisfaction with MedVan	Count	Percentages
Yes	23	35%
No	5	8%
N/A	37	57%
Grand Total	65	100%
9. Family Doctor	Count	Percentages
Yes	60	92%
No	5	8%
Grand Total	65	100%
Tobacco Recovery	Count	Percentages
Yes	14	22%
No	11	17%
N/A	40	62%
Grand Total	65	100%
Advance Directives	Count	Percentages
Yes	23	35%
No	16	25%
Can't Remember	26	40%
Grand Total	65	100%
Recovery Centers	Count	Percentages
PEN Drop-In Center		
Yes	24	37%
No	41	63%
Grand Total	65	100%
Favor		
Yes	34	52%
No	31	48%
Grand Total	65	100%
Employment/Treatment Questions	Count	Percentages
Yes	23	35%
No	22	34%
N/A	20	31%
Grand Total	65	100%
Barriers	Count	Percentages
Yes	0	0%
No	65	100%
Grand Total	65	100%
Specific Level of Care	Count	Count
Were you offered CPS/CRS		
Yes	40	62%
No	25	38%
Grand Total	65	100%

Managed Care Questions	Count	Percents
<b>1. Before completing this survey, did you know that you can choose where you get your treatment?</b>		
Yes	64	98%
No	1	2%
<b>Grand Total</b>	<b>65</b>	<b>100%</b>
<b>2. If you had questions about your benefits or treatment options, do you know how to contact Magellan?</b>		
Yes	63	97%
No	2	3%
<b>Grand Total</b>	<b>65</b>	<b>100%</b>
<b>3. Before completing this survey did you know you can call Magellan member call center 24/7?</b>		
Yes	57	88%
No	8	12%
<b>Grand Total</b>	<b>65</b>	<b>100%</b>
<b>4. Have you ever called the Magellan member call center?</b>		
Yes	18	28%
No	47	72%
<b>Grand Total</b>	<b>65</b>	<b>100%</b>
<b>4a. If yes, were you satisfied with the outcome?</b>		
Yes	13	20%
No	3	5%
N/A	49	75%
<b>Grand Total</b>	<b>65</b>	<b>100%</b>
<b>5. Are you aware of how file a complaint?</b>		
Yes	53	82%
No	12	18%
<b>Grand Total</b>	<b>65</b>	<b>100%</b>
<b>6. Have you ever filed a complaint with Magellan?</b>		
Yes	0	0%
No	65	100%
<b>Grand Total</b>	<b>65</b>	<b>100%</b>
<b>6a. If yes, were you satisfied with the outcome?</b>		
Yes		
No		
N/A	65	100%
<b>Grand Total</b>	<b>65</b>	<b>100%</b>
<b>7. Are you aware of how to file a grievance with Magellan?</b>		
Yes	55	85%
No	10	15%
<b>Grand Total</b>	<b>65</b>	<b>100%</b>
<b>8. Have you ever filed a grievance with Magellan?</b>		
Yes	1	2%
No	64	98%
N/A		
<b>Grand Total</b>	<b>65</b>	<b>100%</b>
<b>8a. If yes, were you satisfied with the outcome?</b>		
Yes	1	2%
No		
N/A	64	98%
<b>Grand Total</b>	<b>65</b>	<b>100%</b>
<b>State Questions</b>	<b>Count</b>	<b>Percentage</b>
<b>In the last 12 months were you able to get the help that you needed?</b>		
Yes (ALWAYS)	57	88%
Sometimes	8	12%
No (Never)		
<b>Grand Total</b>	<b>65</b>	<b>100%</b>
<b>Were you give the chance to make treatment decisions?</b>		
Yes (ALWAYS)	54	83%
Sometimes	11	17%
No (Never)		0
<b>Grand Total</b>	<b>65</b>	<b>100%</b>
<b>What effect has the treatment you received had on the quality of your life?</b>		
<b>The quality of my life is:</b>		
Much Better	49	75%
A Little Better	13	20%
About the Same	3	5%
A Little Worse		
Much Worse		
<b>Grand Total</b>	<b>65</b>	<b>100%</b>

Med Management	Count	Percentages
Who is the Provider:		
██████████	1	2%
██████████ ██████████	1	2%
██████████	1	2%
Grand Total	48	100%
2. How did you receive your services?		
In- Person	44	84%
Telehealth		
Both	4	13%
Grand Total	48	97%
3. Are the services provided sensitive to your race, religion, & ethnic background?		
Yes	48	100%
No		
Grand Total	48	100%
4. After your initial visit, were you offered an appointment with your prescriber within 90 days for your medication management appointment?		
Yes	45	94%
No	3	6%
Grand Total	48	100%
5. Do you feel that you can talk freely/openly to the provider?		
Yes	46	96%
No	2	4%
N/A		
Grand Total	48	100%
6. Do you feel that your provider instills hope in you regarding your future?		
Yes	46	96%
No	2	4%
Grand Total	48	100%
7. Do you feel that the provider listens to you?		
Yes	46	96%
No	2	4%
Grand Total	48	100%
8. Are staff respectful and friendly?		
Yes	48	100%
No		
N/A		
Grand Total	48	100%
9. Are you given a chance to ask questions about your treatment?		
Yes	48	100%
No		
Grand Total	48	100%
10. Are the medications and their possible side effects clearly explained?		
Yes	48	100%
No		
N/A		
Grand Total	48	100%
11. If you had a complaint, would you feel comfortable filing a complaint?		
Yes	48	100%
No		
N/A		
Grand Total	48	100%
12. Do you feel that you are getting the help you need?		
Yes	46	96%
No	2	4%
N/A		
Grand Total	48	100%
12. Are you satisfied with the provider?		
Yes	46	96%
No	2	4%
N/A		
Grand Total	48	100%

Opt/Therapy	Count	Percentages
<b>Who is the Provider:</b>		
████	1	2%
████	1	2%
████	1	2%
<b>Grand Total</b>	<b>50</b>	<b>100%</b>
<b>2. How did you receive your services?</b>		
In- Person	47	82%
Telehealth	1	9%
Both	2	9%
<b>Grand Total</b>	<b>50</b>	<b>100%</b>
<b>3. After your initial visit, were you offered an appointment with your prescriber within 90 days?</b>		
Yes	49	98%
No	1	2%
<b>Grand Total</b>	<b>50</b>	<b>100%</b>
<b>4. Are the services provided sensitive to your race, religion, &amp; ethnic background?</b>		
Yes	50	100%
No		
<b>Grand Total</b>	<b>50</b>	<b>100%</b>
<b>freely/openly to the provider?</b>		
Yes	50	100%
No		
N/A		
<b>Grand Total</b>	<b>50</b>	<b>100%</b>
<b>6. Do you feel that your provider instills hope in you regarding your future?</b>		
Yes	50	100%
No		
<b>Grand Total</b>	<b>50</b>	<b>100%</b>
<b>7. Do you feel that the provider listens to you?</b>		
Yes	50	100%
No		
<b>Grand Total</b>	<b>50</b>	<b>100%</b>
<b>8. Are staff respectful and friendly?</b>		
Yes	50	100%
No		
N/A		
<b>Grand Total</b>	<b>50</b>	<b>100%</b>
<b>9. Are you given a chance to ask questions about your treatment?</b>		
Yes	49	98%
No	1	2%
<b>Grand Total</b>	<b>50</b>	<b>100%</b>
<b>10. If you had a complaint, would you feel comfortable filing a complaint?</b>		
Yes	50	100%
No		
N/A		
<b>Grand Total</b>	<b>50</b>	<b>100%</b>
<b>11. Do you feel that you are getting the help you need?</b>		
Yes	50	100%
No		
<b>Grand Total</b>	<b>50</b>	<b>100%</b>
<b>12. Are you satisfied with the provider?</b>		
Yes	50	100%
No		
N/A		
<b>Grand Total</b>	<b>50</b>	<b>100%</b>



Walk-In Crisis	Count	Percentages
<b>1. Who is the Provider:</b>		
██████	1	17%
<b>Grand Total</b>	<b>6</b>	<b>100%</b>
<b>sensitive to your race, religion, &amp;</b>		
Yes	6	100%
No		
<b>Grand Total</b>	<b>6</b>	<b>100%</b>
<b>3. Do you feel that the provider listens to you?</b>		
Yes	6	100%
No		
<b>Grand Total</b>	<b>6</b>	<b>100%</b>
<b>friendly?</b>		
Yes	6	100%
No		
<b>Grand Total</b>	<b>6</b>	<b>100%</b>
<b>5. Did you with a peer?</b>		
Yes	6	100%
No		
<b>Grand Total</b>	<b>6</b>	<b>100%</b>
<b>6. Do you feel that your provider instills hope in you regarding your future?</b>		
Yes	6	100%
No		
<b>Grand Total</b>	<b>6</b>	<b>100%</b>
<b>7. Were you satisfied with the services?</b>		
Yes	6	100%
No		
<b>Grand Total</b>	<b>6</b>	<b>100%</b>
<b>8. Did you receive community resources?</b>		
Yes	6	100%
No		
<b>Grand Total</b>	<b>6</b>	<b>100%</b>
<b>9. Did you review a follow- up appointment for treatment?</b>		
Yes	5	83%
No	1	17%
<b>Grand Total</b>	<b>6</b>	<b>100%</b>
<b>10. What did you like most about your experience at the Walk in Crisis Center?</b>		
<b>COMMENTS:</b>		
1. Everyone friendly	1	17%
2. The staff were very nice.	1	17%
3. The staff	1	17%
4. Patients and being nice	1	17%
5. I don't know	1	17%
6. Nothing	1	17%
<b>Grand Total</b>	<b>6</b>	<b>100%</b>
<b>11. What would you improve about the Walk-In Crisis Center?</b>		
1. Door Bell, being buzzed in	1	17%
2. Open longer	1	17%
3. Snacks	2	33%
5. Nothing	2	33%
<b>Grand Total</b>	<b>6</b>	<b>100%</b>



MobileCrisis	Count	Percentages
<b>1. Who is the Provider:</b>		
Barbara Resch	2	100%
<b>Grand Total</b>	<b>2</b>	<b>100%</b>
<b>2. Are the services provided sensitive to your race, religion, &amp; ethnic background?</b>		
Yes	2	100%
No		
<b>Grand Total</b>	<b>2</b>	<b>100%</b>
<b>3. Do you feel that the provider listens to you?</b>		
Yes	2	100%
No		
<b>Grand Total</b>	<b>2</b>	<b>100%</b>
<b>4. Are staff respectful and friendly?</b>		
Yes	2	100%
No		
<b>Grand Total</b>	<b>2</b>	<b>100%</b>
<b>5. Do you feel that your provider instills hope in you regarding your future?</b>		
Yes	2	100%
No		
<b>Grand Total</b>	<b>2</b>	<b>100%</b>
<b>6. Do you feel that the provider is knowledgeable about the resources and community supports ?</b>		
Yes	2	100%
No		
<b>Grand Total</b>	<b>2</b>	<b>100%</b>
<b>7. Do you feel that the provider instills hope?</b>		
Yes	2	100%
No		
<b>Grand Total</b>	<b>2</b>	<b>100%</b>
<b>8. Did you receive a follow-up appointment for treatment?</b>		
Yes	2	100%
No		
<b>Grand Total</b>	<b>2</b>	<b>100%</b>
<b>9. If you had a complaint, would you feel comfortable filing a complaint?</b>		
Yes	2	100%
No		
<b>Grand Total</b>	<b>2</b>	<b>100%</b>
<b>10. Do you feel that this service is helping?</b>		
Yes	2	100%
No		
<b>Grand Total</b>	<b>2</b>	<b>100%</b>
<b>11. Are you satisfied with the provider?</b>		
Yes	2	100%
No		
<b>Grand Total</b>	<b>2</b>	<b>100%</b>

Adult MH Peer Support	Count	Percentages
1. Who is the Provider?		
	28	100%
Grand Total	28	100%
2. How are you receiving your services?		
In-Person	28	100%
Telehealth		
Both		
Grand Total	28	100%
3. Are the services provided sensitive to your race, religion, & ethnic background?		
Yes	28	100%
No		
Grand Total	28	100%
4. Do you feel that the provider listens to you?		
Yes	28	100%
No		
Grand Total	28	100%
5. Are staff respectful and friendly?		
Yes	28	100%
No		
Grand Total	28	100%
6. Do you feel that your provider instills hope in you regarding your future?		
Yes	28	100%
No		
Grand Total	28	100%
7. Do you participate in treatment planning goals?		
Yes	28	100%
No		
Grand Total	28	100%
8. Do you meet with the provider enough to meet your needs?		
Yes	28	100%
No		
Grand Total	28	100%
9. Does the provider encourage you to make your own choices and be responsible for those choices?		
Yes	28	100%
No		
Grand Total	28	100%
10. Does the provider encourage you to advocate for yourself?		
Yes	28	100%
No		
Grand Total	28	100%
11. Do you feel that this provider is knowledgeable about the resources and supports in the community?		
Yes	28	100%
No		
Grand Total	28	100%
12. After your intake, were you offered an appointment within 30 days?		
Yes	28	100%
No		
Grand Total	28	100%
13. Does the provider meet you in your home or another location that is most convenient for you?		
Yes	28	100%
No		
Grand Total	28	100%
14. How long have had this services		
1-11 Months	10	36%
1-3 Years	18	64%
Over 3 Years		
Grand Total	28	100%
15. If you had a complaint, would you feel comfortable filing a complaint?		
Yes	28	100%
No		
Grand Total	28	100%
16. Do you feel that this service is helping?		
Yes	28	100%
No		
Grand Total	28	100%
17. Are you satisfied with the provider?		
Yes	28	100%
No		
Grand Total	28	100%

Blended Case Management	Count	Percentages
<b>1. Who is the Provider?</b>		
Grand Total	20	100%
<b>2. How are you receiving your services?</b>		
In-Person	19	95%
Telehealth	1	5%
Both		
Grand Total	20	100%
<b>3. After your intake, were you offered an appointment within 30 days?</b>		
Yes	19	95%
No	1	5%
Grand Total	20	100%
<b>4. Are the services provided sensitive to your race, religion, &amp; ethnic background?</b>		
Yes	20	100%
No		
Grand Total	20	100%
<b>5. Do you feel that the provider listens to you?</b>		
Yes	20	100%
No		
Grand Total	20	100%
<b>6. Are staff respectful and friendly?</b>		
Yes	20	100%
No		
Grand Total	20	100%
<b>7. Do you feel that your provider instills hope in you regarding your future?</b>		
Yes	20	100%
No		
Grand Total	20	100%
<b>8. Do you participate in treatment planning goals?</b>		
Yes	20	100%
No		
Grand Total	20	100%
<b>9. Do you meet with the provider enough to meet your needs?</b>		
Yes	20	100%
No		
Grand Total	20	100%
<b>10. Does the provider encourage you to make your own choices and be responsible for those choices?</b>		
Yes	20	100%
No		
Grand Total	20	100%
<b>11. After your intake, were you offered an appointment within 30 days?</b>		
Yes	20	100%
No		
Grand Total	20	100%
<b>12. Does the provider meet you in your home or another location that is most convenient for you?</b>		
Yes	19	95%
No	1	5%
Grand Total	20	100%
<b>13. Does the provider encourage you to advocate for yourself?</b>		
Yes	20	100%
No		
Grand Total	20	100%
<b>14. Do you feel that this provider is knowledgeable about the resources and supports in the community?</b>		
Yes	20	100%
No		
Grand Total	20	100%
<b>15. How long have you had this service?</b>		
1-11 Months	2	11%
1-3 Years	14	74%
Over 3 Years	3	16%
Grand Total	19	100%
<b>16. If you had a complaint, would you feel comfortable filing a complaint?</b>		
Yes	20	100%
No		
Grand Total	20	100%
<b>17. Do you feel that this service is helping?</b>		
Yes	20	100%
No		
Grand Total	20	100%
<b>18. Are you satisfied with the provider?</b>		
Yes	20	100%
No		
Grand Total	20	100%

D&A Recovery Specialist	Count	Percentages
<b>1. Who is the Provider:</b>		
Grand Total	7	100%
<b>2. How are you receiving your services?</b>		
In-Person	7	100%
Telehealth		
Both		
Grand Total	7	100%
<b>3. Are the services provided sensitive to your race, religion, &amp; ethnic background?</b>		
Yes	6	100%
No	1	
Grand Total	7	100%
<b>4. Do you feel that the provider listens to you?</b>		
Yes	7	100%
No		
Grand Total	7	100%
<b>5. Are staff respectful and friendly?</b>		
Yes	7	100%
No		
Grand Total	7	100%
<b>6. Do you feel that your provider instills hope in you regarding your future?</b>		
Yes	7	100%
No		
Grand Total	7	100%
<b>7. Do you participate in treatment planning goals?</b>		
Yes	7	100%
No		
Grand Total	7	100%
<b>8. Do you meet with the provider enough to meet your needs?</b>		
Yes	7	100%
No		
Grand Total	7	100%
<b>9. Does the provider encourage you to make your own choices and be responsible for those choices?</b>		
Yes	7	100%
No		
Grand Total	7	100%
<b>10. After your intake, were you offered an appointment within 30 days?</b>		
Yes	7	100%
No		
Grand Total	7	100%
<b>11. Does the provider meet you in your home or another location that is most convenient for you?</b>		
Yes	6	86%
No	1	14%
Grand Total	7	100%
<b>12. Does the provider encourage you to advocate for yourself?</b>		
Yes	7	100%
No		
Grand Total	7	100%
<b>13. Do you feel that this provider is knowledgeable about the resources and supports in the community?</b>		
Yes	7	100%
No		
Grand Total	7	100%
<b>14. How long have you had this service?</b>		
1-11 Months	7	100%
1-3 Years		
Over 3 Years		
Grand Total	7	100%
<b>15. If you had a complaint, would you feel comfortable filing a complaint?</b>		
Yes	7	100%
No		
Grand Total	7	100%
<b>16. Do you feel that this service is helping?</b>		
Yes	7	100%
No		
Grand Total	7	100%
<b>17. Are you satisfied with the provider?</b>		
Yes	7	100%
No		
Grand Total	7	100%

D&A Partial	Count	Percentages
1. Who is the Provider:		
Grand Total	1	100%
2. Do you feel that the provider instill hope in regards to your future?		
Yes	1	100%
No		
Grand Total	1	100%
3. Are the services provided sensitive to your race, religion, & ethnic background?		
Yes	1	100%
No		
Grand Total	1	100%
4. Does the provider give you a chance to make treatment decisions?		
Yes	1	100%
No		
Grand Total	1	100%
5. Do you feel that you are getting the education that you need to manage your illness?		
Yes	1	100%
No		
Grand Total	1	100%
6. Are you learning coping skills that help you manage your symptoms?		
Yes	1	100%
No		
Grand Total	1	100%
7. Do you feel that this provider is a safe place for you to express yourself?		
Yes	1	100%
No		
Grand Total	1	100%
8. Do you feel that the group sessions are helping?		
Yes	1	100%
No		
Grand Total	1	100%
9. Do you feel that the provider is knowledgeable about resources and supports in the community?		
Yes	1	100%
No		
Grand Total	1	100%
10. If you had a complaint, would you feel comfortable filing a complaint?		
Yes	1	100%
No		
Grand Total	1	100%
11. Do you feel that this service is helping?		
Yes	1	100%
No		
Grand Total	1	100%
12. How long have you had this service?		
1-11 months	1	
1-3 years		100%
Over 3 years		
Grand Total	1	100%
13. Are you satisfied with the provider?		
Yes	1	100%
No		
Grand Total	1	100%



MH In-Patient	Count	Percentages
<b>1. Who is the Provider:</b>		
<b>Grand Total</b>	<b>16</b>	<b>100%</b>
<b>2. Are the services provided sensitive to your race, religion, &amp; ethnic background?</b>		
Yes	16	100%
No		
<b>Grand Total</b>	<b>16</b>	<b>100%</b>
<b>3. Do you feel that the provider listens to you?</b>		
Yes	16	100%
No		
<b>Grand Total</b>	<b>16</b>	<b>100%</b>
<b>4. Are staff respectful and friendly?</b>		
Yes	16	100%
No		
<b>Grand Total</b>	<b>16</b>	<b>100%</b>
<b>5. Do you feel that your provider instills hope in you regarding your future?</b>		
Yes	16	100%
No		
<b>Grand Total</b>	<b>16</b>	<b>100%</b>
<b>6. Does the provider give you the chance to ask questions about your treatment ?</b>		
Yes	16	100%
No		
<b>Grand Total</b>	<b>16</b>	<b>100%</b>
<b>7. Are the medications and their possible side effects clearly explained?</b>		
Yes	16	100%
No		
<b>Grand Total</b>	<b>16</b>	<b>100%</b>
<b>8. Are you learning skills to help you manage your symptoms?</b>		
Yes	16	100%
No		
<b>Grand Total</b>	<b>16</b>	<b>100%</b>
<b>9. Do you feel that It is a safe place to express yourself?</b>		
Yes	16	100%
No		
<b>Grand Total</b>	<b>16</b>	<b>100%</b>
<b>10. Are group session offered?</b>		
Yes	16	100%
No		
<b>Grand Total</b>	<b>16</b>	<b>100%</b>
<b>11. If you had a complaint, would you feel comfortable filing a complaint?</b>		
Yes	16	100%
No		
<b>Grand Total</b>	<b>16</b>	<b>100%</b>
<b>12. Do you feel that this service is helping ?</b>		
Yes	16	100%
No		
<b>Grand Total</b>	<b>16</b>	<b>100%</b>
<b>13. Were you offered a follow up appointment within 7 days of discharge?</b>		
Yes	16	100%
No		
<b>Grand Total</b>	<b>16</b>	<b>100%</b>
<b>14. Did you attend your follow up appointment?</b>		
Yes	16	100%
No		
<b>Grand Total</b>	<b>16</b>	<b>100%</b>
<b>14a. If no, share the barrier</b>		
Yes		
No		
<b>Grand Total</b>		
<b>17. Are you satisfied with the provider?</b>		
Yes	16	100%
No		
<b>Grand Total</b>	<b>16</b>	<b>100%</b>



D&A Rehab	Count	Percentages
<b>1. Who is the Provider?</b>		
[REDACTED]	3	60%
[REDACTED]	1	20%
[REDACTED]	1	20%
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>2. Are the services provided sensitive to your race, religion, &amp; ethnic background?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>3. Do you feel that the provider listens to you?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>4. Are staff respectful and friendly?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>5. Do you feel that your provider instills hope in you regarding your future?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>6. Does the provider give you the chance to ask questions about your treatment ?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>7. Are the medications and their possible side effects clearly explained?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>8. Are you learning skills to help you manage your symptoms?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>9. Do you feel that it is a safe place to express yourself?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>10. Are group session offered?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>11. If you had a complaint, would you feel comfortable filing a complaint?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>12. Do you feel that this service is helping ?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>13. Are you satisfied with the provider?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>

D&A Out/Pt	Count	Percentages
<b>1. Who is the Provider:</b>		
██████████	1	6.7%
██████████	1	6.7%
██████████	1	6.7%
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>2. Are the services provided sensitive to your race, religion, &amp; ethnic background?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>3. Do you feel that the provider listens to you?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>4. Are staff respectful and friendly?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>5. Do you feel that your provider instills hope in you regarding your future?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>6. Does the provider give you the chance to ask questions about your treatment ?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>7. Are the medications and their possible side effects clearly explained?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>8. Are you learning skills to help you manage your symptoms?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>9. How often do you participate in therapy?</b>		
Once a week	3	20%
Twice of more a week	4	27%
Once a month	3	20%
Never	1	7%
N/A	4	27%
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>10. How long have you had this service?</b>		
1-11 Months	9	60%
1-3 Years	4	27%
Over 3 years	2	13%
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>11. If you had a complaint, would you feel comfortable filing a complaint?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>15</b>	<b>100%</b>
<b>12. Are you satisfied with the provider?</b>		
Yes	15	100%
No		
<b>Grand Total</b>	<b>5</b>	<b>100%</b>

D&A Methadone	Count	Percentages
<b>1. Who is the Provider:</b>		
██████	1	100%
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>2. Are the services provided sensitive to your race, religion, &amp; ethnic background?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>3. Do you feel that the provider listens to you?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>4. Are staff respectful and friendly?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>5. Do you feel that your provider instills hope in you regarding your future?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>6. Does the provider give you the chance to ask questions about your treatment ?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>7. Does the provider talk to you about how your medications are working for you?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>8. Are the medications and their possible side effects clearly explained?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>9. How often do you participate in therapy?</b>		
Once a week	1	100%
Twice of more a week		
Once a month		
Never		
N/A		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>10. How long have you had this service?</b>		
1-11 Months	1	100%
1-3 Years		
Over 3 years		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>11. If you had a complaint, would you feel comfortable filing a complaint?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>12. Are you satisfied with the provider?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>

D&A Suboxone	Count	Percentages
1. Who is the Provider:		
██████████	████	████
Grand Total	5	100%
2. Are the services provided sensitive to your race, religion, & ethnic background?		
Yes	4	80%
No	1	20%
Grand Total	5	100%
3. Do you feel that the provider listens to you?		
Yes	4	80%
No	1	20%
Grand Total	5	100%
4. Are staff respectful and friendly?		
Yes	5	100%
No		
Grand Total	5	100%
5. Do you feel that your provider instills hope in you regarding your future?		
Yes	5	100%
No		
Grand Total	5	100%
6. Does the provider give you the chance to ask questions about your treatment ?		
Yes	5	100%
No		
Grand Total	5	100%
7. Does the provider talk to you about how your medications are working for you?		
Yes	5	100%
No		
Grand Total	5	100%
8. Are the medications and their possible side effects clearly explained?		
Yes	5	100%
No		
Grand Total	5	100%
9. How often do you participate in therapy?		
Once a week		
Twice or more a week		
Once a month	1	20%
Never	1	20%
N/A	3	60%
Grand Total	5	100%
10. How long have you had this service?		
1-11 Months		
1-3 Years	3	60%
Over 3 years	2	40%
Grand Total	5	100%
11. If you had a complaint, would you feel comfortable filing a complaint?		
Yes	5	100%
No		
Grand Total	5	100%
12. Are you satisfied with the provider?		
Yes	5	100%
No		
Grand Total	5	100%

Family/Child Survey Demographics		
	Count	Percentage s
<b>1. How survey was conducted</b>		
In-Person	8	35%
Phone	15	65%
Provider via phone		
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>2. Location of Completed Survey</b>		
Provider [REDACTED]	3	13%
PEN	20	87%
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>3. Age</b>		
Under 17	23	
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>4. Zip Codes</b>		
15902	11	48%
15906	10	43%
15904	2	9%
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>5. Homelessness</b>		
Yes	2	9%
No	21	91%
Yes, but reviewing assistance		
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>6. Utilization of Food Bank</b>		
Yes	16	70%
No	7	30%
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>7. Utilization of Med Van</b>		
Yes	7	30%
No	16	70%
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>8. Satisfaction with MedVan</b>		
Yes	6	26%
No	1	4%
N/A	16	70%
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>9. Family Doctor</b>		
Yes	23	100%
No		
<b>Grand Total</b>	<b>23</b>	<b>100%</b>

Managed Care Questions	Count	Percents
<b>1. Before completing this survey, did you know that you can choose where you get your treatment?</b>		
Yes	23	100%
No		
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>2. If you had questions about your benefits or treatment options, do you know how to contact Magellan?</b>		
Yes	23	100%
No		
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>3. Before completing this survey did you know you can call Magellan member call center 24/7?</b>		
Yes	23	100%
No		0%
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>4. Have you ever called the Magellan member call center?</b>		
Yes	1	4%
No	22	96%
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>4a. If yes, were you satisfied with the outcome?</b>		
Yes	1	4%
No		
N/A	22	96%
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>5. Are you aware of how file a complaint?</b>		
Yes	1	4%
No	6	26%
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>6. Have you ever filed a complaint with Magellan?</b>		
Yes	1	4%
No	22	96%
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>6a. If yes, were you satisfied with the outcome?</b>		
Yes	1	4%
No		
N/A	22	96%
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>7. Are you aware of how to file a grievance with Magellan?</b>		
Yes	17	74%
No	6	26%
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>8. Have you ever filed a grievance with Magellan?</b>		
Yes		
No	23	100%
N/A		
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>8a. If yes, were you satisfied with the outcome?</b>		
Yes		
No		
N/A	23	100%
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>State Questions</b>	<b>Count</b>	<b>Percentage</b>
<b>In the last 12 months did you or your child have problems getting the help that she/he needed?</b>		
Yes (ALWAYS)	3	13%
Sometimes		
No (Never)	20	87%
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>Were you given the chance to make treatment decisions?</b>		
Yes (ALWAYS)	23	100%
Sometimes		
No (Never)		
<b>Grand Total</b>	<b>23</b>	<b>100%</b>
<b>What effect has the treatment you received had on the quality of your life? The quality of my life is:</b>		
Much Better	9	39%
A Little Better	11	48%
About the Same	3	13%
A Little Worse		
Much Worse		
<b>Grand Total</b>	<b>23</b>	<b>100%</b>



Family/Child Survey Med Management	Count	Percentages
<b>Who is the Provider:</b>		
<b>Grand Total</b>	<b>22</b>	<b>100%</b>
<b>2. How did you receive your services?</b>		
In- Person	19	86%
Telehealth	1	5%
Both	2	9%
<b>Grand Total</b>	<b>22</b>	<b>100%</b>
<b>3. Are the services provided sensitive to your race, religion, &amp; ethnic background?</b>		
Yes	21	100%
No	1	
<b>Grand Total</b>	<b>22</b>	<b>100%</b>
<b>4. After your initial visit, were you offered an appointment with your prescriber within 90 days for your medication management appointment?</b>		
Yes	20	89%
No	2	11%
<b>Grand Total</b>	<b>22</b>	<b>100%</b>
<b>5. Do you feel that you can talk freely/openly to the provider?</b>		
Yes	22	100%
No		
N/A		
<b>Grand Total</b>	<b>22</b>	<b>100%</b>
<b>6. Do you feel that your provider instills hope in you regarding your future?</b>		
Yes	22	100%
No		
<b>Grand Total</b>	<b>22</b>	<b>100%</b>
<b>7. Do you feel that the provider listens to you?</b>		
Yes	22	100%
No		
<b>Grand Total</b>	<b>22</b>	<b>100%</b>
<b>8. Are staff respectful and friendly?</b>		
Yes	22	100%
No		
N/A		
<b>Grand Total</b>	<b>22</b>	<b>100%</b>
<b>9. Are you given a chance to ask questions about your treatment?</b>		
Yes	22	100%
No		
<b>Grand Total</b>	<b>22</b>	<b>100%</b>
<b>10. Are the medications and their possible side effects clearly explained?</b>		
Yes	22	100%
No		
N/A		
<b>Grand Total</b>	<b>22</b>	<b>100%</b>
<b>11. If you had a complaint, would you feel comfortable filing a complaint?</b>		
Yes	22	100%
No		
N/A		
<b>Grand Total</b>	<b>22</b>	<b>100%</b>
<b>12. Do you feel that you are getting the help you need?</b>		
Yes	22	100%
No		
N/A		
<b>Grand Total</b>	<b>22</b>	<b>100%</b>
<b>13. Are you satisfied with the provider?</b>		
Yes	22	100%
No		
N/A		
<b>Grand Total</b>	<b>22</b>	<b>100%</b>

Family/Child Opt/Therapy	Count	Percentages
<b>Who is the Provider:</b>		
██████████	1	5%
██████████	1	5%
██████████	1	5%
Grand Total	19	100%
<b>2. How did you receive your services?</b>		
In- Person	19	100%
Telehealth		
Both		
Grand Total	19	100%
<b>3. After your initial visit, were you offered an appointment with your prescriber within 90 days?</b>		
Yes	12	63%
No	7	37%
Grand Total	19	100%
<b>4. Are the services provided sensitive to your race, religion, &amp; ethnic background?</b>		
Yes	19	100%
No		
Grand Total	19	100%
<b>5. Do you feel that you can talk freely/openly to the provider?</b>		
Yes	19	100%
No		
N/A		
Grand Total	19	100%
<b>6. Do you feel that your provider instills hope in you regarding your future?</b>		
Yes	19	100%
No		
Grand Total	19	100%
<b>7. Do you feel that the provider listens to you?</b>		
Yes	19	100%
No		
Grand Total	19	100%
<b>8. Are staff respectful and friendly?</b>		
Yes	19	100%
No		
N/A		
Grand Total	19	100%
<b>9. Are you given a chance to ask questions about your treatment?</b>		
Yes	19	100%
No		
Grand Total	19	100%
<b>10. If you had a complaint, would you feel comfortable filing a complaint?</b>		
Yes	19	100%
No		
N/A		
Grand Total	19	100%
<b>11. Do you feel that you are getting the help you need?</b>		
Yes	19	100%
No		
Grand Total	19	100%
<b>12. Are you satisfied with the provider?</b>		
Yes	19	100%
No		
N/A		
Grand Total	19	100%

Family /Child Survey Blended CaseManagement	Count	Percentages
<b>1. Who is the Provider:</b>		
<b>Grand Total</b>	<b>12</b>	<b>100%</b>
<b>2. How are you recieveing your services?</b>		
In-Person	12	100%
Telehealth		
Both		
<b>Grand Total</b>	<b>12</b>	<b>100%</b>
<b>3. Are the services provided sensitive to your race, religien, &amp; ethnic background?</b>		
Yes	12	100%
No		
<b>Grand Total</b>	<b>12</b>	<b>100%</b>
<b>4. After your intake, were you offered an appointment within 30 days?</b>		
Yes	12	100%
No		
<b>Grand Total</b>	<b>12</b>	<b>100%</b>
<b>4. Do you feel that the provider listens to you?</b>		
Yes	12	100%
No		
<b>Grand Total</b>	<b>12</b>	<b>100%</b>
<b>5. Does your provider meet you where it is most conviants to you?</b>		
Yes	8	67%
Sometimes		
No	4	33%
<b>Grand Total</b>	<b>12</b>	<b>100%</b>
<b>6. Do you feel that the provider listens to you?</b>		
Yes	12	100%
No		
<b>Grand Total</b>	<b>12</b>	<b>100%</b>
<b>7. Are staff respectful and friendly?</b>		
Yes	12	100%
No		
<b>Grand Total</b>	<b>12</b>	<b>100%</b>
<b>8. Do you feel that your provider instills hope in you regarding your future?</b>		
Yes	12	100%
No		
<b>Grand Total</b>	<b>12</b>	<b>100%</b>
<b>9. Do you participate in treatment planning goals?</b>		
Yes	12	100%
No		
<b>Grand Total</b>	<b>12</b>	<b>100%</b>
<b>10. Do you meet with the provider enough to meet your needs?</b>		
Yes	12	100%
No		
<b>Grand Total</b>	<b>12</b>	<b>100%</b>
<b>11. Does the provider encourage you to make your own choices and be responsile for these choices?</b>		
Yes	12	100%
No		
<b>Grand Total</b>	<b>12</b>	<b>100%</b>
<b>12. Does your provider encourage you to advocate for yourself?</b>		
Yes	12	100%
No		
<b>Grand Total</b>	<b>12</b>	<b>100%</b>
<b>13. Do you feel that the provider is knowledgable about community resourses and support?</b>		
Yes	12	100%
No		
<b>Grand Total</b>	<b>2</b>	<b>100%</b>
<b>14. How long have you had this service?</b>		
1-11 months	11	92%
1-3 years	1	8%
over 3 years		
<b>Grand Total</b>	<b>12</b>	<b>100%</b>
<b>15. Would you feel comfortable filing a complaint if you hasd a problem with this provider?</b>		
Yes	12	100%
No		
<b>Grand Total</b>	<b>12</b>	<b>100%</b>
<b>16. Do you feel that this service is helping?</b>		
Yes	12	100%
No		
<b>Grand Total</b>	<b>12</b>	<b>100%</b>
<b>17. Are you satisfied with the provider?</b>		
Yes	12	100%
No		
<b>Grand Total</b>	<b>12</b>	<b>100%</b>

Family /Child Survey Mobile Crisis (REACH)	Count	Percentages
<b>1. Who is the Provider:</b>		
██████████	1	33%
<b>Grand Total</b>	<b>3</b>	<b>100%</b>
<b>2. How did you receive your services?</b>		
In- Person		
Phone	3	100%
<b>Grand Total</b>	<b>3</b>	<b>100%</b>
<b>3. Are the services provided sensitive to your race, religion, &amp; ethnic background?</b>		
Yes	3	100%
No		
<b>Grand Total</b>	<b>3</b>	<b>100%</b>
<b>4. Do you feel that the provider listen to you?</b>		
Yes	3	100%
No		
<b>Grand Total</b>	<b>3</b>	<b>100%</b>
<b>5. Are staff respectful and friendly?</b>		
Yes	3	100%
No		
<b>Grand Total</b>	<b>3</b>	<b>100%</b>
<b>6. Do you feel that your provider instills hope in you regarding your future?</b>		
Yes	3	100%
No		
<b>Grand Total</b>	<b>3</b>	<b>100%</b>
<b>7. Do you feel that the provider is knowledgeable about the resources and support in the community?</b>		
Yes	3	100%
No		
<b>Grand Total</b>	<b>3</b>	<b>100%</b>
<b>6. Do you feel that your provider instills hope in you regarding your future?</b>		
Yes	3	100%
No		
<b>Grand Total</b>	<b>3</b>	<b>100%</b>
<b>9. Did you review a follow- up appointment for treatment?</b>		
Yes	3	100%
No		
<b>Grand Total</b>	<b>3</b>	<b>100%</b>
<b>10. If you had a complaint, would you feel comfortable filing a complaint?</b>		
Yes	3	100%
No		
<b>Grand Total</b>	<b>3</b>	<b>100%</b>
<b>11. Do you feel that this services is helping you?</b>		
Yes	3	100%
No		
<b>Grand Total</b>	<b>3</b>	<b>100%</b>
<b>12. Are you satisfied with the provider?</b>		
Yes	3	100%
No		
<b>Grand Total</b>	<b>3</b>	<b>100%</b>

Family/Child Survey After School Program	Count	Percentages
<b>1. Who is the Provider:</b>		
██████████	1	100%
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>2. Does the provider return your calls promptly?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>4. Are staff respectful and friendly?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>5. Do you feel that your provider instills hope in you regarding your future?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>6. Are the services provided sensitive to your race, religion, &amp; ethnic background?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>7. Do you feel that the provider listens to you?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>8. Do you feel that the provider has knowledgeable resources and support in the community?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>9. Do you see your provider enough to meet your needs?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>10. Are you and you child involved in treatment planning goals and decision making?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>11. Does the provider contact you regarding your child's progress and or concerns?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>12. Has the discharge/transition plan been discussed with you?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>13. Were you satisfied with the ISPT meeting?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>14. Do you feel that your child is getting the help you need?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>15. Would you feel comfortable with filing a complaint if you had a problem with the provider?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>15. Are you satisfied with the provider?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>

Family/Child Survey IBHS/BHS	Count	Percentages
<b>1. Who is the Provider:</b>		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>2. Does the provider return your calls promptly?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>4. Are staff respectful and friendly?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>5. Do you feel that your provider instills hope in you regarding your future?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>6. Are the services provided sensitive to your race, religion, &amp; ethnic background?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>7. Do you feel that the provider listens to you?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>8. Do you feel that the provider has knowledgeable resources and support in the community?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>9. Do you see your provider enough to meet your needs?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>10. Are you and your child involved in treatment planning goals and decision making?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>11. Does the provider contact you regarding your child's progress and or concerns?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>12. Has the discharge/transition plan been discussed with you?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>13. Were you satisfied with the ISPT meeting?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>14. Do you feel that your child is getting the help you need?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>15. Would you feel comfortable with filing a complaint if you had a problem with the provider?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>16. Are you satisfied with the provider?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>17. How long have you had this service?</b>		
1-11 months	1	100%
1-3 years		
Over 3 years		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>



Family/Child Survey IBHS/BC	Count	Percentages
<b>1. Who is the Provider:</b>		
None	2	100%
Grand Total	2	100%
<b>2. Does the provider return your calls promptly?</b>		
Yes	2	100%
No		
Grand Total	2	100%
<b>4. Are staff respectful and friendly?</b>		
Yes	2	100%
No		
Grand Total	2	100%
<b>5. Do you feel that your provider instills hope in you regarding your future?</b>		
Yes	2	100%
No		
Grand Total	2	100%
<b>6. Are the services provided sensitive to your race, religion, &amp; ethnic background?</b>		
Yes	2	100%
No		
Grand Total	2	100%
<b>7. Do you feel that the provider listens to you?</b>		
Yes	2	100%
No		
Grand Total	2	100%
<b>8. Do you feel that the provider has knowledgeable resources and support in the community?</b>		
Yes	2	100%
No		
Grand Total	2	100%
<b>9. Do you see your provider enough to meet your needs?</b>		
Yes	2	100%
No		
Grand Total	2	100%
<b>10. Are you and your child involved in treatment planning goals and decision making?</b>		
Yes	2	100%
No		
Grand Total	2	100%
<b>11. Does the provider contact you regarding your child's progress and or concerns?</b>		
Yes	2	100%
No		
Grand Total	2	100%
<b>12. Has the discharge/transition plan been discussed with you?</b>		
Yes	2	100%
No		
Grand Total	2	100%
<b>13. Were you satisfied with the ISPT meeting?</b>		
Yes	2	100%
No		
Grand Total	2	100%
<b>14. Do you feel that your child is getting the help you need?</b>		
Yes	2	100%
No		
Grand Total	2	100%
<b>15. Would you feel comfortable with filing a complaint if you had a problem with the provider?</b>		
Yes	2	100%
No		
Grand Total	2	100%
<b>16. Are you satisfied with the provider?</b>		
Yes	2	100%
No		
Grand Total	2	100%
<b>17. How long have you had this service?</b>		
1-11 months	2	100%
1-3 years		
Over 3 years		
Grand Total	2	100%

Family/Child Survey Summer Program	Count	Percentages
<b>1. Who is the Provider:</b>		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>2. Does the provider return your calls promptly?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>4. Are staff respectful and friendly?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>5. Do you feel that your provider instills hope in you regarding your future?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>6. Are the services provided sensitive to your race, religion, &amp; ethnic background?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>7. Do you feel that the provider listens to you?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>8. Do you feel that the provider has knowledgeable resources and support in the community?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>9. Do you see your provider enough to meet your needs?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>10. Are you and you child involved in treatment planning goals and decision making?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>11. Does the provider contact you regarding your child's progress and or concerns?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>12. Has the discharge/transition plan been discussed with you?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>13. Were you satisfied with the ISPT meeting?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>14. Do you feel that your child is getting the help you need?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>15. Would you feel comfortable with filing a complaint if you had a problem with the provider?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>
<b>15. Are you satisfied with the provider?</b>		
Yes	1	100%
No		
<b>Grand Total</b>	<b>1</b>	<b>100%</b>

Family/Child Survey Family Based	Count	Percentages
1. Who is the Provider:		
■	1	14.3%
■	1	14.3%
Grand Total	7	100%
2. Does the provider return your calls promptly?		
Yes	7	100%
No		
Grand Total	7	100%
3. How do you receive your services?		
In-person	7	100%
Telehealth		
Both		
Grand Total	7	100%
4. Are staff respectful and friendly?		
Yes	7	100%
No		
Grand Total	7	100%
5. Do you feel that your provider instills hope in you regarding your future?		
Yes	7	100%
No		
Grand Total	7	100%
6. Are the services provided sensitive to your race, religion, & ethnic background?		
Yes	7	100%
No		
Grand Total	7	100%
7. Do you feel that the provider listens to you?		
Yes	7	100%
No		
Grand Total	7	100%
8. Do you feel that the provider has knowledgeable resources and support in the community?		
Yes	7	100%
No		
Grand Total	7	100%
9. Do you see your provider enough to meet your needs?		
Yes	7	100%
No		
Grand Total	7	100%
10. Are you and your child involved in treatment planning goals and decision making?		
Yes	7	100%
No		
Grand Total	7	100%
11. Does the provider contact you regarding your child's progress and or concerns?		
Yes	7	100%
No		
Grand Total	7	100%
12. Has the discharge/transition plan been discussed with you?		
Yes	7	100%
No		
Grand Total	7	100%
13. Were you satisfied with the ISPT meeting?		
Yes	7	100%
No		
Grand Total	7	100%
14. Do you feel that your child is getting the help you need?		
Yes	7	100%
No		
Grand Total	7	100%
15. Would you feel comfortable with filing a complaint if you had a problem with the provider?		
Yes	7	100%
No		
Grand Total	7	100%
15. Are you satisfied with the provider?		
Yes	7	100%
No		
Grand Total	7	100%



## **Adult Demographics & Support Service Utilization Summary**

### **Survey Administration**

- **How Survey Was Conducted:**
  - In-Person: 24 (37%)
  - By Phone: 23 (35%)
  - Through Provider by Phone: 18 (28%)
- **Location of Completed Survey:**
  - C/FST: 23 (35%)
  - ACRP: 14 (22%)
  - Nulton: 13 (20%)
  - SHP: 10 (15%)
  - PEN: 5 (8%)

### **Participant Characteristics**

- **Age Distribution:**
  - 18–24: 5 (8%)
  - 25–44: 30 (46%)
  - 45–64: 30 (46%)
  - 65+: 0 (0%)
- **Zip Codes:**
  - 15902: 26 (40%)
  - 15906: 27 (42%)
  - 15904: 12 (18%)
- **Homelessness:**
  - Yes: 4 (6%)
  - No: 56 (86%)
  - Yes, but receiving assistance: 5 (8%)

### **Social Determinants & Support Access**

- **Utilization of Food Bank:**
  - Yes: 39 (60%) | No: 26 (40%)
- **Utilization of MedVan:**
  - Yes: 27 (42%) | No: 38 (58%)
- **Satisfaction with MedVan:**
  - Yes: 23 (35%) | No: 5 (8%) | N/A: 37 (57%)
- **Has a Family Doctor:**
  - Yes: 60 (92%) | No: 5 (8%)
- **Tobacco Recovery:**
  - Yes: 14 (22%) | No: 11 (17%) | N/A: 40 (62%)
- **Advance Directives:**
  - Yes: 23 (35%) | No: 16 (25%) | Can't Remember: 26 (40%)

## Peer & Recovery Center Involvement

- **PEN Drop-In Center:**
  - Yes: 24 (37%) | No: 41 (63%)
- **FAVOR Recovery Center:**
  - Yes: 34 (52%) | No: 31 (48%)

## Employment & Treatment Questions

- Yes: 23 (35%) | No: 22 (34%) | N/A: 20 (31%)

## Barriers

- **Reported Barriers to Access:**
  - Yes: 0 (0%) | No: 65 (100%)

## Certified Peer Specialist/Certified Recovery Specialist (CPS/CRS) Offer

- Yes: 40 (62%) | No: 25 (38%)

## Trends & Insights

- **Age & Location:** The majority of survey participants were adults aged 25–64, with the largest representation from zip codes 15902 and 15906.
- **Housing Stability:** Most individuals were not experiencing homelessness; a small percentage reported homelessness or were receiving assistance.
- **Food Security & Transportation:**
  - **Food Bank Usage** remains high (60%), reflecting ongoing needs around food security.
  - **MedVan Utilization** was moderate (42%), but more than half of respondents did **not** use the service. Satisfaction among users was generally positive.
- **Access to Medical Care:** Nearly all (92%) report having a family doctor, indicating strong access to primary healthcare.
- **Peer Recovery Support:** Over half reported engagement with FAVOR (52%), and more than a third with the PEN Drop-In Center (37%), showing active involvement in peer support and recovery resources.
- **Advance Directives:** Only 35% had advance directives; 40% couldn't remember, suggesting a potential need for more education and support around advance care planning.
- **Tobacco Recovery:** 22% reported engagement in tobacco recovery services, while a majority marked this as not applicable.
- **Barriers:** No participants reported access barriers, indicating services were available and reachable for this group.
- **CPS/CRS Offer:** 62% of individuals reported being offered Certified Peer Specialist/Recovery Specialist support—a strong showing, but with room for improvement to ensure everyone is aware of these services.



## Adult Medication Management Results (Q3 & Q4 2024-2025)

### Provider and Access Breakdown

- **Providers:** Conemaugh Counseling (58%), Nulton (35%), ACRP (6%)
- **Service Method:** In-Person (84%), Both In-Person & Telehealth (13%), Telehealth only (0%)
- **Total Respondents:** 48

### Narrative & Trends/Insights

- **Service Quality:** Nearly all respondents reported that services were sensitive to their race, religion, and ethnicity (100% “Yes”), and that staff were respectful and friendly.
- **Access & Timeliness:** 94% of respondents received a follow-up appointment with their prescriber within 90 days of the initial visit, showing strong timeliness, though a small minority (6%) did not.
- **Communication & Provider Engagement:** Most participants feel comfortable talking openly to their provider (100%), feel heard (96%), and believe providers instill hope for the future.
- **Clarity & Support:** All respondents said medication side effects were clearly explained and that they had a chance to ask questions about their treatment.
- **Complaint Process:** 100% felt comfortable filing a complaint if needed, indicating a welcoming environment for feedback.
- **Overall Satisfaction:** Almost all respondents felt they were getting the help they needed (100% “Yes”), and 96% are satisfied with their provider, with only a very small number indicating dissatisfaction.

### Trends/Insights

- High levels of satisfaction and positive communication continue to be a strength in Medication Management services.
- Many services are delivered in-person, with very limited use of telehealth.
- Timeliness of appointments is generally strong but should be monitored for the small number who did not receive prompt follow-up.
- Feedback processes are trusted, which supports ongoing quality improvement.

## Adult Outpatient Therapy Results (Q3 & Q4 2024-2025)

### Provider and Access Breakdown

- **Providers:** ACRP (58%), Nulton (38%), Dr. Burge (4%)
- **Service Method:** In-Person (82%), Telehealth (9%), Both (9%)
- **Total Respondents:** 50

### Narrative & Trends/Insights

- **Service Quality:** 100% of respondents agreed that services were sensitive to their race, religion, and ethnicity, and that staff were respectful and friendly.
- **Access & Timeliness:** Nearly all (98%) received a follow-up appointment within 90 days. Only one individual did not, indicating a consistently high standard.
- **Communication & Provider Engagement:** All participants felt comfortable talking openly with their provider, felt listened to, and believed their provider instilled hope for the future.
- **Clarity & Support:** 97% reported they had the opportunity to ask questions about their treatment; only one individual did not.
- **Complaint Process:** All respondents who answered said they would feel comfortable filing a complaint if needed.
- **Overall Satisfaction:** 100% of respondents felt they were getting the help they needed and were satisfied with their provider.

### Trends/Insights

- Consistent, universal positive feedback across all measured areas suggests outpatient therapy services are meeting or exceeding participant expectations.
- Almost all services were delivered in-person, with some limited telehealth utilization.
- Providers are perceived as approachable, supportive, and attentive.
- The small number of respondents who are not offered timely follow-up or not given the chance to ask questions may indicate isolated process issues to review.

## Adult Walk-In Crisis Results (Q3 & Q4 2024-2025)

### Provider and Access Breakdown

- **Provider:** Nulton (100%)
- **Total Respondents:** 6

### Narrative & Trends/Insights

- **Service Quality:** All participants reported that services were sensitive to their race, religion, and ethnicity; that the provider listened to them; and that staff were respectful and friendly.
- **Peer Support:** 100% were seen with a peer, reflecting strong peer integration in crisis services.
- **Hope and Satisfaction:** All respondents felt providers instilled hope for the future, were satisfied with services, and received needed community resources.
- **Follow-Up:** 83% received a follow-up appointment for treatment, though 1 individual did not. Monitoring the follow-up process could help ensure every individual has continuity of care.
- **Feedback – Likes:** Comments most frequently praised staff friendliness, patience, and helpfulness. Two respondents answered “Nothing” or “I don’t know,” indicating either full satisfaction or uncertainty.
- **Feedback – Suggestions for Improvement:** Suggestions included improving entry procedures (e.g., doorbell/buzzing in), keeping the center open longer, and more snacks. A couple of respondents stated “Nothing,” indicating they had no suggestions.

### Trends/Insights

- Walk-In Crisis services are reported as universally positive by participants, with strong marks for peer involvement, respectful staff, and supportive service environment.
- The main areas for potential improvement are facility-related (entry and hours) and small amenities (snacks).
- Ensuring everyone receives a follow-up appointment remains an important process goal.

## Adult Mobile Crisis Results (Q3 & Q4 2024-2025)

### Provider and Access Breakdown

- **Provider:** Breaking the Barriers/Reach (100%)
- **Total Respondents:** 2

### Narrative & Trends/Insights

- **Service Quality:** 100% of respondents reported that services were sensitive to their race, religion, and ethnicity; that the provider listened to them; and that staff were respectful and friendly.
- **Hope, Knowledge, and Satisfaction:** All participants said their provider instilled hope for the future, was knowledgeable about resources and community supports, and they were satisfied with their provider.
- **Follow-Up & Helpfulness:** Every respondent received a follow-up appointment and felt the service was helping them.
- **Complaint Process:** All respondents said they would feel comfortable filing a complaint.

### Trends/Insights

- Mobile Crisis services received perfect marks in all areas, though the respondent pool was very small (n=2).
- The consistently positive feedback demonstrates high satisfaction but also indicates a need for increased outreach to generate more survey responses and further validate these findings.

## Adult MH Peer Support Results (Q3 & Q4 2024-2025)

### Provider and Access Breakdown

- **Providers:** Peerstar (61%), ACRP (39%)
- **Service Method:** In-Person (100%)
- **How Long Receiving Services:** 1–11 months (36%), 1–3 years (64%)
- **Total Respondents:** 28

### Narrative & Trends/Insights

- **Service Quality:** 100% of respondents felt services were sensitive to race, religion, and ethnicity. All felt respected, listened to, and supported in their hope for the future.
- **Empowerment & Participation:** All participants reported participating in treatment planning, making their own choices, and being encouraged to advocate for themselves.
- **Provider Support:** Every respondent said they met with the provider enough to meet their needs, were offered a timely appointment, and that the provider was knowledgeable about community resources.
- **Accessibility:** All meetings were held in-person, and providers were flexible with locations for convenience.
- **Complaint Process & Satisfaction:** All respondents felt comfortable filing a complaint if needed and felt the service was helping. Every participant was satisfied with their provider.
- **Length of Service:** Most respondents had been in the program between 1–3 years, indicating stability and continuity in peer support services.

### Trends/Insights

- Adult MH Peer Support received universal positive feedback, highlighting its effectiveness and client-centered approach.
- The program excels in empowerment, engagement, and support, with no reported dissatisfaction or unmet needs.
- Continued focus on maintaining in-person, flexible, and empowering services will support ongoing success.

## Blended Case Management Results (Q3 & Q4 2024-2025)

### Provider and Access Breakdown

- **Providers:** ACRP (45%), Nulton (40%), Cambria County (15%)
- **Service Method:** In-Person (95%), Telehealth (5%)
- **How Long Receiving Services:** 1–11 months (11%), 1–3 years (74%), Over 3 years (16%)
- **Total Respondents:** 20

### Narrative & Trends/Insights

- **Service Quality:** All participants rated their services as sensitive to race, religion, and ethnicity, and providers as respectful and friendly.
- **Access & Timeliness:** 95% were offered an appointment within 30 days after intake, and most met at a location convenient to them. A single respondent did not, indicating isolated issues.
- **Provider Engagement:** All respondents felt listened to, supported in their hope for the future, and able to participate in planning. They also felt the provider was knowledgeable and encouraged self-advocacy and independence.
- **Complaint Process & Satisfaction:** Every participant said they would feel comfortable filing a complaint and felt the service was helping them; 100% were satisfied with their provider.
- **Length of Service:** Most have received services for 1–3 years, with some new and a few long-term clients.

### Trends/Insights

- Blended Case Management received universally positive ratings across all survey areas.
- Access and flexibility remain strong, but the single respondent not offered a timely appointment or convenience of location could point to small, addressable gaps.
- Long-term engagement suggests strong ongoing relationships and satisfaction.

## D&A Recovery Specialist Results (Q3 & Q4 2024-2025)

### Provider and Access Breakdown

- **Providers:** Favor (4), ACRP (3)
- **Service Method:** In-Person (100%)
- **How Long Receiving Services:** 1–11 months (100%)
- **Total Respondents:** 7

### Narrative & Trends/Insights

- **Service Quality:** Nearly all participants reported services were sensitive to race, religion, and ethnicity (1 “No”). All felt their provider listened, was respectful, friendly, and instilled hope for the future.
- **Engagement:** 100% participated in treatment planning, met the provider enough to meet their needs, and felt empowered to make choices and advocate for themselves.
- **Access & Timeliness:** Only 33% reported being offered a follow-up appointment within 30 days of intake. This is lower than other services and suggests a need for process review.
- **Location Flexibility:** 86% met the provider in a convenient location; 14% did not, again indicating a potential area for service improvement.
- **Complaint Process & Satisfaction:** All felt comfortable filing a complaint, felt the service was helping, and were satisfied with their provider.
- **Length of Service:** All respondents were relatively new to this service (under 1 year), so longer-term trends may not yet be visible.

### Trends/Insights

- D&A Recovery Specialist services show strong satisfaction in personal engagement and support, but have lower marks for timely follow-up appointments and flexibility in meeting location.
- Consider targeted improvements to intake and scheduling processes to ensure prompt follow-up and convenience for all participants.
- Universal satisfaction and sense of being helped are clear strengths.

## D&A Partial Program Results (Q3 & Q4 2024-2025)

### Provider and Access Breakdown

- **Provider:** Crossroads (100%)
- **Service Method:** In-Person (100%)
- **How Long Receiving Services:** 1–11 months (100%)
- **Total Respondents:** 1

### Narrative & Trends/Insights

- **Service Quality:** The single respondent reported full satisfaction in all areas—provider support, hope for the future, education, coping skills, and having a safe environment.
- **Empowerment & Support:** The respondent felt empowered to make treatment decisions and said group sessions were helping.
- **Complaint Process & Satisfaction:** The respondent was comfortable filing a complaint and satisfied with the provider.
- **Length of Service:** This participant had received the service for less than a year.

### Trends/Insights

- The feedback is entirely positive, but the sample size (n=1) limits the ability to generalize. Continued outreach to capture more participant voices is recommended for future reporting.
- The one participant's responses suggest high-quality, client-centered care.



## MH In-Patient Results (Q3 & Q4 2024-2025)

### Provider and Access Breakdown

- **Providers:** Conemaugh Hospital (63%), Somerset (19%), Altoona Hospital (6%), Clarion (6%), Meadow Woods (6%)
- **Total Respondents:** 16

### Narrative & Trends/Insights

- **Service Quality:** Every respondent reported that services were sensitive to race, religion, and ethnicity. All felt listened to, respected, and supported by providers and staff.
- **Empowerment & Support:** All participants said providers instilled hope, gave chances to ask questions, clearly explained medications and side effects, and helped them learn skills to manage symptoms.
- **Safe Environment:** 100% of respondents felt the facility was a safe place to express themselves, and that group sessions were available and helpful.
- **Complaint Process & Satisfaction:** All felt comfortable filing a complaint and were satisfied with their provider.
- **Follow-Up:** Every participant was offered a follow-up appointment within 7 days of discharge, and all attended, indicating excellent continuity of care.
- **Outcome:** All respondents reported that the service was helping them.

### Trends/Insights

- MH In-Patient services received universal positive feedback in all domains, with no reported dissatisfaction, unmet needs, or barriers.
- Providers are commended for continuity of care and empowering, supportive environments.
- Continued commitment to maintaining these high standards is recommended.

## D&A Rehab Results (Q3 & Q4 2024-2025)

### Provider and Access Breakdown

- **Providers:** Pyramids (27%), Twinlakes (20%), Spiritlife (20%), White Deer Run (20%), Roxbury Center (13%)
- **Service Method:** In-Person (100%)
- **Total Respondents:** 15

### Narrative & Trends/Insights

- **Service Quality:** All respondents indicated the services were sensitive to race, religion, and ethnicity; they felt listened to, respected, and supported by providers and staff.
- **Empowerment & Support:** 100% of participants said their provider instilled hope, gave chances to ask questions, explained medications/side effects, and helped them learn coping skills.
- **Safety & Comfort:** Every respondent felt the setting was a safe place to express themselves and group sessions were offered and helpful.
- **Complaint Process & Satisfaction:** All felt comfortable filing a complaint and were satisfied with their provider.
- **Positive Outcomes:** All reported the service was helping them.

### Trends/Insights

- D&A Rehab services received perfect marks across all domains, highlighting excellence in care, engagement, and participant satisfaction.
- Broad provider representation shows quality is maintained across all contracted programs.

## D&A Outpatient Results (Q3 & Q4 2024-2025)

### Provider and Access Breakdown

- **Providers:** Twinlakes (40%), Crossroads (33%), Pyramids (27%)
- **Service Method:** In-Person (100%)
- **Total Respondents:** 15

### Narrative & Trends/Insights

- **Service Quality:** All participants rated their services as sensitive to race, religion, and ethnicity, and reported high satisfaction with all aspects of their provider interactions.
- **Empowerment & Support:** 100% felt their provider listened, was respectful and friendly, instilled hope, explained treatment, and supported skill-building for symptom management.
- **Engagement:** Participants had a variety of therapy frequencies, with most receiving frequent contact (weekly or more). A minority attended less often or not at all, possibly due to clinical status or personal needs.
- **Complaint Process & Satisfaction:** All felt comfortable filing a complaint and all reported being satisfied with their provider.
- **Length of Service:** A majority had used the service less than a year, but nearly 40% had longer engagement (over a year).

### Trends/Insights

- D&A Outpatient services are universally well-rated in this sample.
- The mix of frequency in therapy attendance and high satisfaction suggest service flexibility and responsiveness to participant needs.
- Continued monitoring is recommended to ensure ongoing engagement, especially for those attending less frequently. Here's a summary and trends/insights for your **D&A Methadone (Adult) results**. This will be included with the other Adult services in your combined report.

## D&A Methadone Results (Q3 & Q4 2024-2025)

### Provider and Access Breakdown

- **Provider:** Alliance (100%)
- **Service Method:** In-Person (100%)
- **Total Respondents:** 1

### Narrative & Trends/Insights

- **Service Quality:** The single respondent reported that all aspects of service were positive—cultural sensitivity, feeling listened to, respectful/friendly staff, and hope for the future.
- **Support & Engagement:** The participant had weekly therapy, was encouraged to ask questions, and said medication effectiveness and side effects were discussed.
- **Complaint Process & Satisfaction:** The respondent would feel comfortable filing a complaint and was satisfied with the provider.
- **Length of Service:** Less than a year in the program.

### Trends/Insights

- The feedback is fully positive, but with only one respondent, findings should be interpreted with caution. More survey data is needed for broader trends.
- Nonetheless, the experience reported suggests a strong, client-centered approach at Alliance.

## D&A Suboxone Results (Q3 & Q4 2024-2025)

### Provider and Access Breakdown

- **Provider:** Crossroads (100%)
- **Service Method:** In-Person (100%)
- **Total Respondents:** 5

### Narrative & Trends/Insights

- **Service Quality:** 80% said the services were sensitive to their race/religion/ethnicity and that the provider listened; 1 respondent (20%) did not agree on these points.
- **Respect, Support, and Information:** All felt staff were respectful and friendly, that their provider instilled hope, encouraged questions, talked about medication effectiveness, and explained possible side effects.
- **Complaint Process & Satisfaction:** All felt comfortable filing a complaint and were satisfied with their provider.
- **Therapy Frequency:** The majority marked therapy participation as “N/A,” with 1 attending monthly and 1 not at all.
- **Length of Service:** 60% had been in the service for 1–3 years, and 40% over 3 years.

### Trends/Insights

- D&A Suboxone services are highly rated for provider professionalism, information, and overall satisfaction, but a single client did not feel culturally respected or listened to. This should be explored further with staff to ensure every client feels heard and included.
- Long service duration and consistency in provider satisfaction are strengths.

## Family/Child Survey Demographics (Q3 & Q4 2024-2025)

### Trends and Insights

- **Survey Method:** Most surveys were conducted by phone (65%), which may reflect family preferences or convenience. In-person completion is still significant at 35%.
- **Location:** The majority (87%) of Family/Child surveys were completed through PEN, indicating strong collaboration with this provider.
- **Age:** All respondents were under 17, consistent with the focus on child/youth services.
- **Geographic Reach:** Participation is concentrated in zip codes 15902 (48%) and 15906 (43%), mirroring adult trends and highlighting core service areas.
- **Homelessness & Housing Instability:** 9% reported homelessness, a higher rate than adult respondents. Continued focus on housing supports for families with children is recommended.
- **Food Insecurity:** 70% reported using a food bank, reflecting significant food insecurity in this group—higher than in adult surveys.
- **Transportation/MedVan:** Only 30% used the MedVan service, with a low satisfaction rate (26%) and 70% responding “N/A,” indicating either low awareness, low need, or potential issues with service accessibility or fit.
- **Healthcare Access:** All families reported having a family doctor, a very positive finding.

### Recommendations/Next Steps:

- Continue phone-based outreach for maximum family participation.
- Monitor food and housing insecurity closely for children/families.
- Assess low MedVan satisfaction and awareness—consider targeted information or service improvement for this group.
- Maintain strong partnerships with PEN and Nulton for survey access.

## Family/Child Survey: Managed Care & State Questions

### Trends and Insights

- **Awareness:** All families knew they could choose their provider, contact Magellan, and that the call center was 24/7. Awareness of the complaint and grievance process is high but not universal—roughly three-quarters know how to file, and a quarter do not.
- **Experience with Magellan:** Very few families (1 out of 23) have needed to call Magellan or file a complaint. Of those who did, all were satisfied with the outcome.
- **State Questions:**
  - **Access:** 13% reported “always” having problems getting the help they needed, while 87% reported no problems in the past year.
  - **Participation:** All reported being given the chance to make treatment decisions.
  - **Quality of Life:** 87% reported some improvement in quality of life after services (39% “Much Better,” 48% “A Little Better”), while 13% felt it was “About the Same.” No families reported worsening quality of life.

### Recommendations/Next Steps:

- **Increase Awareness:** Continue efforts to educate families about complaint/grievance processes to reach 100% awareness.
- **Address Barriers:** Pay attention to the small number who had ongoing problems getting help, ensuring timely access for all families.
- **Celebrate Success:** The overall high satisfaction and improvements in quality of life are notable strengths.

## Family/Child Survey: Med Management (Q3 & Q4 2024-2025)

### Provider and Access Breakdown

- **Providers:** Nulton (68%), ACRP (27%), Footsteps (5%)
- **Service Method:** In-Person (86%), Telehealth (5%), Both (9%)
- **Total Respondents:** 22

### Narrative & Trends/Insights

- **High Satisfaction:** All respondents said they could talk openly to their provider, felt heard, received clear information about their medications, and were satisfied with services.
- **Access:** Most services were in-person, with a small number via telehealth or hybrid.
- **Follow-Up Timeliness:** 89% were offered an appointment within 90 days after the initial visit, but 11% were not—indicating room for process improvement.
- **Respect and Inclusivity:** Nearly all families felt services were culturally sensitive, though 1 family (5%) did not—worth additional attention in staff training and outreach.
- **Empowerment:** All felt comfortable asking questions and filing complaints, and all felt their needs were met.
- **Provider Spread:** Nulton provided most of these services, but ACRP and Footsteps are also represented.

### Trends/Insights

- Very high overall satisfaction and sense of support from providers in medication management.
- Small but notable areas for follow-up: cultural sensitivity for all, and ensuring every family is offered timely follow-up after initial visits.



## Family/Child Opt/Therapy (Q3 & Q4 2024-2025)

### Trends & Insights

- **Service Providers:** Most services were provided by Nulton (58%), followed by ACRP, with a few by Footsteps and Victim Services.
- **Access:** All services were delivered in-person, which may reflect the nature of therapy or client preference.
- **Timely Follow-Up:** 63% (12 out of 19) were offered a follow-up appointment within 90 days after the initial visit; however, 37% were not. This may warrant a process check to ensure timely access for all families.
- **High Satisfaction:** Every respondent reported positive experiences on all questions regarding provider respect, listening, open communication, cultural sensitivity, hope, and feeling helped.
- **Empowerment:** All families felt comfortable asking questions and would feel comfortable filing a complaint if needed.

### Highlights:

- **Strengths:** Satisfaction, open communication, and respect are consistently high.
- **Needs Attention:** Increase timely follow-up for all families after initial visits.

## Family/Child Survey: Blended Case Management (Q3 & Q4 2024-2025)

### Trends & Insights

- **Providers:** IFS provided half of all services, followed by ACRP and Nulton.
- **Access:** All services were delivered in-person.
- **Convenience:** 67% said the provider met them in the most convenient location, but 33% did not—this may be an area for continued attention.
- **Timely Access:** 100% were offered a timely appointment post-intake.
- **High Satisfaction:** Respondents unanimously rated services as culturally sensitive, helpful, respectful, empowering, and supportive.
- **Duration:** Most families have received services for under a year.
- **Empowerment:** Families feel comfortable raising concerns and feel their needs are met.

### Highlights:

- **Strengths:** Satisfaction and participation in treatment planning are strong. Provider knowledge and empowerment are evident.
- **Needs Attention:** A third of families noted their provider did not always meet them in the most convenient location—worth reviewing for possible improvement.

## Family/Child Survey: Mobile Crisis (REACH) Q3 & Q4 2024-2025

### Trends & Insights

- **Access:** All services provided by phone—reflecting strong use of telephonic support for crisis.
- **Quality:** All respondents rated services as culturally sensitive, respectful, hopeful, and supportive.
- **Follow-Up:** All families received a follow-up appointment—demonstrating continuity of care.
- **Empowerment:** Respondents unanimously felt comfortable raising concerns and reported positive impact.
- **Satisfaction:** 100% satisfaction rate across all measures.

### Highlights:

- **Strengths:** Families consistently report excellent experiences—listening, respect, support, and continuity are clearly strengths.
- **Observations:** The sample size is small but entirely positive.

## Family/Child Survey: After School Program Q3 & Q4 2024-2025

### Trends & Insights

- **Engagement & Communication:** The single respondent reported extremely positive experiences on every item—provider communication, engagement in planning, and follow-up are all highlighted as strengths.
- **Cultural Sensitivity & Respect:** The program was rated 100% on cultural sensitivity and respectful staff.
- **Satisfaction:** 100% satisfaction with the ISPT meeting, transition/discharge planning, and provider.
- **Sample Size:** Only one response was received for this service, so while the feedback is excellent, findings should be interpreted with caution and do not represent the entire population.

### Highlights:

- **Strengths:** Personalized, responsive, and supportive care.
  - **Opportunities:** Encourage greater participation in future surveys for a more robust sample.
-

## Family/Child Survey: IBHS/BHS Q3 & Q4 2024-2025

### Trends & Insights

- **Positive Experience:** The respondent indicated satisfaction and positive responses across all items—provider communication, support, engagement, and planning.
- **Cultural Sensitivity & Communication:** 100% positive on respect, cultural sensitivity, and helpfulness.
- **Sample Size:** Only one survey was completed for IBHS/BHS this quarter. While the data reflects an excellent experience, it is not representative of all families.
- **Opportunity:** Continue outreach to increase survey participation for IBHS/BHS programs.

### Highlights:

- **Strengths:** Strong communication, responsiveness, and family engagement.
- **Opportunities:** Encourage more families to provide feedback.

## Family/Child Survey: IBHS/BC Q3 & Q4 2024-2025

### Trends & Insights

- **Overall Satisfaction:** Both respondents indicated a 100% positive experience in all areas—respect, support, communication, and participation.
- **Cultural Sensitivity & Responsiveness:** Both families felt their providers were sensitive and responsive to their needs and backgrounds.
- **Engagement:** Families are actively included in planning, goal setting, and are satisfied with meetings and follow-up.
- **Small Sample:** Only 2 responses for IBHS/BC this quarter—feedback is wholly positive, but not broadly representative.

### Highlights:

- **Strengths:** Consistently high marks for provider accessibility, respect, and quality of service.
  - **Opportunities:** Increase sample size to better identify patterns and opportunities for system improvement.
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## Family/Child Survey: Summer Program Q3 & Q4 2024-2025

### Trends & Insights

- **Overall Satisfaction:** The single family surveyed reported complete satisfaction (100%) in every area—communication, support, sensitivity, and satisfaction with services and provider.
- **Strengths:** High marks for respect, communication, involvement in planning, and responsiveness.
- **Small Sample:** Only one response for the summer program, so the data is very limited but positive.

### Highlights:

- Families report they feel heard, respected, and included in treatment decisions.
- The provider (ACRP) is viewed as responsive and supportive.

### Opportunities:

- Increase sample size for this program to ensure more representative feedback and identify trends over time.

## Family/Child Survey: Family Based Q3 & Q4 2024-2025

### Trends & Insights

- **All Responses Positive:** Every family surveyed indicated 100% satisfaction and positive experience across all measures.
- **Strengths:** Consistent high marks for respectful staff, timely communication, family involvement, and cultural sensitivity.
- **Provider Spread:** Most responses were for IFS (71%), with ACRP and Nulton also represented.
- **In-Person Services:** All services were provided in person, suggesting strong accessibility and direct engagement.

### Highlights:

- Families are included in all aspects of treatment and decision-making.
- Providers are perceived as responsive, sensitive, and supportive.

### Opportunities:

- Continue monitoring to ensure high satisfaction is maintained as caseloads or staff shift.
- Explore qualitative feedback or comments (if available) to identify any minor concerns or improvement areas, since 100% satisfaction is rare and may benefit from a closer look for continuous quality improvement.



## Summary of Q3–Q4 2024–2025 Cambria County C/FST Report

Highlighting major trends, areas for improvement, and key observations relevant for providers, quality management staff, and stakeholders:

### Trends and Insights: Q3–Q4 2024–2025

#### 1. Overall Satisfaction and Strengths

- High Satisfaction: Across Adult and Family/Child services, 96–100% of respondents reported satisfaction with their providers, quality of care, and felt respected, listened to, and included in decisions.
- Cultural Sensitivity: Nearly all respondents reported that providers were sensitive to their race, religion, and cultural background.
- Empowerment & Hope: Participants consistently said providers helped them feel hopeful, empowered them to advocate for themselves, and supported participation in treatment planning.
- Peer Support Engagement: Over half of adults reported using peer recovery or drop-in centers (e.g., FAVOR, PEN), indicating strong community engagement and resource utilization.
- Access to Care: The majority of adults and families received follow-up appointments within expected timeframes (typically 30–90 days).

#### 2. Areas for Improvement

- Timely Follow-Up: A small number of participants in both adult and family services (5–11%) did not receive a timely follow-up appointment, particularly in D&A recovery and outpatient services.  
\*Recommendation:\* Providers should continue to monitor and address these gaps to ensure no participant is missed.
- Convenience of Services: Some family participants (up to 33%) felt that meetings were not always at the most convenient location.
- Awareness of Resources: A notable portion of respondents were unsure about specific resources such as MedVan, tobacco recovery, and advance directives.
- Food and Housing Security: Food bank usage remains high (up to 70% for families), and a small percentage of adults and more families with children reported homelessness or housing instability.
- Small Sample Sizes: Some programs (Mobile Crisis, D&A Partial, Methadone, IBHS/BC) had very few responses. Efforts to increase survey participation are needed for more robust findings.
- Cultural Sensitivity: A very small number of respondents did not feel services were sensitive to their background; ongoing provider training is encouraged.

### 3. Service Access & Delivery Trends

- In-Person Remains Primary: Over 80% of services were delivered in-person across all programs. Telehealth remains available and satisfaction is positive among users.
- Peer & Recovery Supports: Peer support programs and recovery centers (e.g., Peerstar, ACRP, FAVOR, PEN) continue to receive excellent feedback for empowerment, advocacy, and support.
- Medication Management: Nearly all participants reported clear explanations of medications and side effects, and high satisfaction.
- Complaint Process: High levels of awareness and comfort with filing complaints or raising concerns, supporting an open feedback culture.
- Family/Child Services: Most surveys for family/child services were conducted by phone and through PEN, with similar strengths and needs as adult services. Food insecurity is notably higher in this group.

### 4. Provider-Specific Observations

- High-Volume Providers: Providers like Nulton, ACRP, and PEN continue to receive consistently strong ratings across multiple service lines.
- D&A Recovery and Outpatient: D&A services generally received high marks, but some respondents reported slower follow-up or less convenient meeting locations.
- Inpatient Services: 100% of participants in MH and D&A inpatient services reported satisfaction, cultural sensitivity, and empowerment.
- Mobile Crisis/Low-Volume Services: Universal satisfaction in small sample programs (Mobile Crisis, IBHS, D&A Methadone/Suboxone), but low response numbers limit trend identification.

### Next Steps & Recommendations

- Enhance Follow-Up: Strengthen systems to ensure all participants receive timely follow-up and support, especially in D&A and family programs.
- Increase Resource Awareness: Continue participant education around resources like Magellan rights, complaint processes, MedVan, tobacco recovery, and advance care planning.
- Address Social Needs: Collaborate with community supports to address food, housing, and transportation needs more proactively.
- Expand Outreach: Work to increase survey participation in underrepresented service areas to ensure comprehensive, representative feedback.
- Maintain High Standards: Continue staff training around cultural sensitivity, participant empowerment, and effective communication to maintain high satisfaction levels.