

Lackawanna/Luzerne/Susquehanna/Wyoming Counties
Blended Case Management
Annual Report
July 2019-June 2020

Prepared for
Northeast Behavioral Health Care Consortium
August 2020

Introduction

The HealthChoices Program, overseen by the Department of Public Welfare's Office of Mental Health and Substance Abuse Services, has been implemented to ensure that Medical Assistance recipients receive quality care and timely access to mental health and/or drug and alcohol services. The goal of the Advocacy Alliance's (TAA) Consumer and Family Satisfaction Team (CFST), in keeping with the intent of the HealthChoices Program, is to ensure early identification and resolution of problems related to service access, timeliness of service delivery, and appropriateness of services and treatment outcomes. The CFST also wants to ensure that this is accomplished through a process that holds respect, dignity, and hopefulness as integral to the overall provision of services.

The CFST is comprised of consumers of mental health and/or substance abuse services, persons in Recovery or family members, and family members of children and adolescents with serious emotional disturbances and/or substance abuse disorders. The CFST is dedicated to the belief that individuals' and families' Recovery and Resiliency processes are directly related to their satisfaction with the services they receive. The CFST gathers information through face-to-face, telephonic or focus group discussions with adult and older adolescent Members and/or family members of children and adolescent members receiving mental health and/or substance abuse services through Community Care Behavioral Health Organization (CCBHO).

Following the Department of Public Welfare's Appendix L, guidelines for consumer/family satisfaction teams and member satisfaction surveys, the information gathered by the CFST is used to make recommendations for system improvements and includes a feedback loop that informs service providers how services can effectively support Recovery for adults and resiliency in children and adolescents.

Process

CFST produces provider specific/level of care specific quarterly and annual reports. On quarterly basis, providers receive reports which include responses for each question and a cumulative total that includes all provider responses for the specific level of care. Quarterly, CFST continues to color code reports for providers who have 10 or more surveys completed with a specific level of care. Red indicates that individuals expressed 79% or less level of satisfaction, yellow indicates that individuals expressed 80%-85% level of satisfaction, and green indicates 86%-100% level of satisfaction.

Annual reports are produced at the end of the contract year and include the results of all of the surveys that were completed from July 2019 through June 2020. For Blended Case Management there were 4 providers and 89 surveys completed. Annual reports include provider specific satisfaction levels and cumulative network satisfaction levels for each section of the survey tool. If responses to a section fall below 80% level of satisfaction, the report will include the provider's results for all questions of that section of the survey tool. Annually, CFST continues to color code reports. Red indicates individuals expressed 79% or less satisfaction, yellow indicates individuals expressed 80%-85% level of satisfaction, and green indicates 86%-100% level of satisfaction. The CFST will meet with providers annually to review report findings, discuss positive results, and opportunities for improvement.

Demographics

Please check the county in which you live.				
Lackawanna	Luzerne	Susquehanna	Wyoming	Total
31	56	0	2	89

What is your age group?				
18-21 Years	22-35 Years	36-60 Years	61+ Years	Total
3	28	48	10	89

What is your gender?		
Male	Female	Total
47	42	89

How do you identify your racial background?							
African American	Caucasian	Asian	Hispanic	Native American	Bi-Racial	Other/Specify	Total
3	77	0	5	2	1	1	89

Survey Results

2019-2020 Satisfaction Levels	Total for All Providers of Blended Case Management
Staff, Treatment & Services	96%
Empowerment	78%
Physical Health	94%
Behavioral Health	100%
Satisfaction with Blended Case Management Services	88%

Has this provider discussed Mental Health Advanced Directive, WRAP, Crisis or Safety Plan? If Unsure or No, please explain:

- I don't know why not.
- I'm not familiar with MHAD.
- Not sure it was discussed.
- Didn't explain either MHAD or WRAP with me.
- Can't remember them discussing with me.
- I can't remember a MHAD being discussed.
- I can't remember MHAD being discussed.
- I don't remember discussing it.
- Cannot remember providers discussing any of the above.

Do you have a current Mental Health Advanced Directive, WRAP, Crisis or Safety Plan? If Unsure or No, please explain:

- I don't know why not.
- I don't recall talking about it.
- Didn't explain either MHAD or WRAP with me.
- I can't remember making these plans.
- I can't remember a MHAD being discussed.
- Doesn't remember.
- I can't remember a MHAD being done.
- I don't remember getting a MHAD done.
- I don't remember discussing it.
- I don't know if I have a MHAD

Do you feel you are receiving all the community resources needed? If No, then what do you need?

- A recovery program.
- Transportation is an issue for me.
- More resources for medical (community resources) and more information.
- Feels like you can do more things in community.
- I am handicapped and need assistance.

If you feel services have declined, please explain:

- Last case manager left to have a baby, was very helpful, don't like new girl.

What do you like about your services?

- Helpful! I like everything! [Staff] has helped me say 'no'!
- They are very friendly, easy to get along with and very efficient in what they do. They recently helped me to move and kept my services going without interruption. They are great!!
- What I like I can sit down and talk to my case manager and she will talk to me and explain to me in terms I can understand. Ex., my meds, my new CPAP machine.
- I love [Staff] she is the best, motherly. Fought for me to stay in the program, I was a troublemaker. She worked with me, 'my last chance and I'm moving down the road' regaining their trust. I can talk to [Staff] about my feelings. She deserves a gold medal for sticking with me.
- I like my case manager goes to bat for me, very caring.
- I feel that my case manager is friendly which makes me feel more comfortable.

- I am satisfied.
- My case manager treats me very well. She listens to what I have to say. She gives me suggestions and good advice.
- If I need my case manager, she is always available for me. She gets back to me before the end of her working hours.
- My case manager understands me. She is very kind but lets me know what I need to do.
- I have no problems with anything. Scheduling is great.
- I get out more. I like everything about it.
- Case worker treats me very good. She goes out of her way to help me. She is a wonderful worker.
- She helps keep my stable.
- I love my case worker! He helps me so much, he is awesome!
- The staff is friendly, helpful and informative.
- My case manager works with me in many ways. She is a good listener and if I need advice, she is always there for me.
- My case manager is very helpful. She always returns my calls on the same day. She also tells me the way things should be done, but in a nice way.
- I feel like it's helpful!
- My BCM makes me feel confident enough to open up.
- I am getting the help I need.
- I find it very helpful. I get what I need from it. I met my wife there.
- My case manager treats me very well. She listens to what I have to say. She gives me suggestions and good advice.
- My new case manager and I have a great professional relation. He listens to me and gives me great feedback.
- My case manager is an excellent listener. She always has good feedback for me.
- I have a good case manager. He is always willing to listen and gives me good advice.
- My BCM helps me a lot when I have issues going on.
- It is therapeutic.
- I like that we talk about different topics in group, with case manager one on one, or they help me look up info on topics. The other clients are very friendly. Even if my case manager isn't

with me and he sees me he takes time to say hi and talk a bit.

- [Name] is my case manager, she is excellent.
- Very personable overall to me.
- My BCM greatly helps me achieve all of my needs and goals.
- They treat me with respect and as an adult. My case manager is fantastic, has helped me get into SXS program, food stamps and got me out of a very difficult and dangerous situation. Got me on SXS's emergency list. I can't say enough about case worker.
- My case manager listens to me about anything I need to talk about.
- My case manager really cares about me. He is honest with me and helps me with many things. I feel I can talk to him about anything.
- Case management helps me in many ways. If I have any type of problem, I know I can call. Also, it is a great help making it to my other appointments.
- I can talk to my case manager about anything.
- She usually is able to help with transportation and takes me to my various appointments. I haven't seen my BCM in over a month because of COVID 19, but she checks in.
- She is always there to listen especially now as my anxiety has increased.
- My BCM is very helpful. Always answers or returns my calls quickly. Has been really helpful during COVID 19.
- The ability to be myself and work with my BCM to be part of my treatment and recovery. She really cares! My BCM really helps me! She calls me every week to check in on me!
- My case manager always is willing to listen to me.
- My case manager is always willing to help me. He always listens and gives me good feedback.
- I always know who I can call with questions because my case manager handles just about everything to do with my services.
- They provide outings and socialization prior to COVID-19 that I find helpful. Calls me weekly to check in on me. She is there when I need assistance with things.

- Answers my calls when I need her. She listens to me.
- They are good! I find it helpful! She is getting me connected to a family doctor.
- My case manager is easy to talk to. Helps me out a lot. Calls and checks in on me to make sure I'm doing okay.
- I really like my case manager. She listens to me and offers good advice.
- I love to talk to my case manager. She gives me good advice. I don't always like what she says but I need to hear it. She helps me sort out my thoughts.
- I'm happy I'm getting the help I really like [staff]!
- The extra support.
- She helps me a lot. She really helps me get to all my appointments.
- All good.
- Would like to be seen more than one time per month.
- My BCM is there when I need her to be.
- Provided emotional support. I felt like someone is there for me.
- I enjoy all services.
- My case manager is excellent. She is very helpful. She is very reliable. Calls to check on me, helps with rides for my appointments so I don't have to wait.
- I like how flexible she is. My BCM really cares about me!
- They are very good at providing information and he reminds me to go to appointments, as I forget and helps get other services as needed.
- My services are outstanding, and they treat me really good.
- My case manager really cares about me, she is a great listener and helps in any way she can.
- I like that my case manager can help with all areas of my mental health care.
- I like when I need to go somewhere or do some things, I get help.
- I like the doctor. New case manager is trying to coordinate Lackawanna County Transit.
- My case manager always listens to me. She is honest but always kind to me.
- I think having a case manager has really helped me. I feel I can talk to her about anything.
- It is helpful.
- She is supportive of me, works with me on my goals. Sees me as needed. Got me into Allied New Directions Psych rehab program. Takes me out to exercise.
- My case manager does a lot for me. I am so glad I have him to talk with and if I need help with anything.
- I feel I can talk to my case manager about anything.
- It helps out a lot.
- She's honest and always listens. Always there and spends time with me.
- I really like my BCM! Helps me gather my thoughts and get focused on what I need to go.
- My case manager is awesome! Knows how to talk to me. She knows when I need a confidence boost and how to approach me on my tough days, I really trust her! She really cares about me. She drove to the ER and sat with me. She is a really good support.
- My case manager listens to me and gives me good advice. Helps me put things into perspective.

What do you dislike about your services?

- I don't like that I have to call the BCM through the office, I wish I had his cell. Sometimes he's late.
- Nothing. (2)
- Appointment policy.
- Staff turnover, they change up people when you are comfortable.
- I would like them to not discuss the same topics over and over.
- It's a hassle to go to the center to meet.
- I would like to go out for lunch once in a while. I had fallen but have since got a cane so I feel that the staff should allow me to go out to lunch once in a while.

- BCM's are very busy and they are not enough to go around.
- My case manager comes to my home. He is always looking at my belongings and asking questions like what is this for etc. I don't like that he does that.
- I don't like that they no longer provide transportation to my therapy appointments she used to be able to give me a ride.

- Sometimes my case manager is difficult to reach at first. But she does get back to me pretty quickly.
- I wish I saw her more.
- Lack of staff availability.
- Not enough community.
- Wants his family more involved.
- None, I like them all.
- I can't get help going to appointments. They cut transportation.
- Lack of communication between services.

Is there anything else that you would like to say about your services?

- Very helpful!
- At first, I hated the program but by giving me a chance with [Staff] and her fighting for me I don't think I'd be doing good. I'm taking classes, I'm doing better, she takes me out and makes sure I'm good before I go home.
- I wish I had [Staff's] number in case of emergency.
- I am grateful for my case manager.
- I am doing much better and my case worker has always supported me.
- I am very happy with my BCM.
- I get treated very good. I love my case worker. She goes above and beyond the paycheck!
- No.
- I am glad that we can use these services.
- Everyone is helpful.
- I feel it works.
- I am grateful for my case manager.
- I never realized how important a case manager was. Now with my new case manager it has really helped me.
- I am very happy with my case manager.
- My BCM is a sweetheart!
- She takes me to my appointments, kind, understanding. She helps me in any way she can.
- I am happy I have a case manager, she always gives me good feedback and good advice.

- I really like that I have a BCM!
- I really appreciate all the support I receive from my BCM! She has been very supportive! Very grateful for the services!
- I am glad we have case managers.
- Helpful.
- I really like my case manager.
- No.
- It's a good experience.
- I am easy going and they are great to me.
- I am grateful for the support. I can always count on.
- My case manager is always there if I need her. If she is busy, she calls me back ASAP.
- I like everything.
- I think it helped me, but I don't think I am getting any better. I need a medicine adjustment.
- I am very happy I have my case manager.
- I really like my current case manager. She really helps me. She is fun to be with and makes me laugh. Gives me hope!
- I am glad we have case managers.
- Everything is going smooth and well.
- I love my case manager! She is so positive and helps me recognize boundaries.

Please list recommendations to improve/changes the program.

- Try to keep Case Managers at NEC longer. I have built trust between several it set me back,

before [Staff] came along. Once case manager I had 2 or so years ago still checks on me.

- I am happy now.

- I am happy with everything.
- Need someone to help read documents.
- I am very content.
- I wish they had more group socials. I don't get out much. I don't drink or do drugs, want to meet other people like me.
- Weekend hours.
- I think things are going very well the way they are.
- I think things are fine.
- Appointment policy.
- I don't think anything needs to change. It works for me.
- I am happy the way things are.
- Case manager has too many clients.
- I feel BCM's need more time to reach all their clients.
- Maybe don't ever let my case manager leave.

- I may decide to meet in the community with my case manager.
- Offer transportation to therapy appointments.
- Everything is good!
- More staff. See case management as needed, more availability, instead of having limited time due to busy schedule.
- Hire more case managers and have them stay longer.
- Transportation.
- I like everything the way it is.
- Everyone receiving mental health services should have a case manager.
- They are overworked. The program needs to be revamped. Better communication.
- The amount of paperwork I think adds to the stress of the job. Give them less paperwork to do.

Question	Face-to-Face	Mail	Telephone	Total
Survey was competed by:	5	0	84	89