

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

Prepared for  
Northeast Behavioral Health Care Consortium  
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## 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 services there were 3 providers and 24 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 you live in.				
Lackawanna	Luzerne	Susquehanna	Wyoming	Total
20	2	2	0	24

What is your relationship with the child receiving services?					
Child/Adolescent	Parent/Guardian	Foster Parent	Caseworker	Grandparent	Total
0	23	0	0	1	24

Your child's gender is:		
Male	Female	Total
12	12	24

How old is the child receiving services?					
3-6 yrs	7-9 yrs	10-13 yrs	14-17 yrs	18-21 yrs	Total
2	7	9	5	1	24

How would you identify your racial background?						
Caucasian/White	African American	Latino/Hispanic	Asian	Native American	Other	Total
20	1	0	0	0	3	24

Length of time receiving current services.						
0-5 Months	6-12 Months	1-3 Years	4-6 years	7-9 Years	10+ Years	Total
8	4	5	3	2	2	24

## Survey Results

2019-2020 NBHCC Child Satisfaction Trends	Total for All Providers of Blended Case Management Services
Behavioral Health Services	50%
Treatment Staff	97%
Cultural Competency	100%
Involvement with Treatment and Services	94%
Empowerment	88%
Interagency Team Meetings	95%
General Satisfaction	98%
Satisfaction with Blended Case Management Services	92%

### Treatment Outcomes

#### Are there any other supports involved in your support system? If Other, please indicate:

- Sister. (3)
- Aunt. (3)
- Siblings. (2)
- Teacher. (2)
- Sports groups. (2)
- Grandparents. (2)
- Grandmother. (5)
- TSS worker.
- Extended family.

#### What do you like about your services?

- I like that I can be involved and have input into decisions, treatment plans for my daughter.
- Case worker works so well with my daughter. We went from a medical standpoint and now a psychological point of view. Blend the two. Great emotional improvement.
- It's only been 2 months, so I haven't had any problems. She always answers questions or concerns I have, so far always returns phone calls.
- The transition is finally happening for my daughter, she is behaving in her classes at school! I'm so happy. Hands on and communication is great! Something working well. Case worker calls me to let my daughter know how well she is doing.
- I like that I can be involved and have input into decisions, treatment plans for my daughter.
- The case management services are starting to work well.
- I have a great BCM working with my son.
- I feel they are helpful.
- Our case manager is fairly new, but things have already started to improve. She always listens!
- Our case manager really cares about my son! She always listens to both of us!
- When we have that one person (BCM) who handles and knows all situations, things go well.
- The BCM is excellent! He has worked so hard to get more TSS hours for my son. He also pushed for psych evaluation and my son now has mobile therapy hours.
- Helping a lot with [child]. Really like BCM, [staff].
- The case manager goes with us to appointments, doesn't treat my son like a baby. He lets us know about any community events or places to go. He is the best-case manager to date. If I call the case manager, calls me back at some point with answers.
- They is very good with my son and include our family as needed.

- She comes to the house. Helps my daughter with coping skills.
- She is very helpful to my son and my family.

- We have an excellent case manager. We speak daily on my daughter’s progress.
- I really like my daughters BCM. She is great!

**What do you dislike about your services?**

- My son is having behavior issues because of the lack of support he is receiving. The BCM is overworked so leaves and it's hard for my son to start over again.
- Nothing concrete or dependable because the workers are so busy. We get there and no one is

available for my son, or they call to change appointment and because of my work schedule it isn't easy to switch without notice.

- No dislikes since his new BCM started.
- I didn’t like the psychiatrist, so we changed.

**If you could improve anything about your services what would it be?**

- Someone to be there for my son, the workers are overworked.
- More community opportunities.
- Would like to coordinate treatment with outdoors / animals.

Question	Face-to-Face	Telephone	Mail	Total
Survey completed by:	0	24	0	24