

Lackawanna/Luzerne/Susquehanna/Wyoming Counties
Case Management
Annual Report
January 2025-December 2025

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 a 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 January 2025 through December 2025. 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

Providers				
Children's Service Center	Friendship House	Northeast Counseling Services	Scranton Counseling Center	Total
12	6	2	16	36

Please check the county in which you live.				
Lackawanna	Luzerne	Susquehanna	Wyoming	Total
22	10	0	4	36

What is your age group?				
18-21 Years	22-35 Years	36-60 Years	61+ Years	Total
5	22	9	0	36

How do you identify your racial background?								
African American	Caucasian	Asian	Hispanic	Native American	Bi-Racial	Other/Specify	Didn't Answer	Total
0	31	0	0	0	5	0	0	36

Survey Results

2025 Satisfaction Levels	Totals for all Case Management Services
Staff, Treatment & Services	100%
Empowerment	70%
Physical Health	95%
Behavioral Health	100%
Social Determinants of Health	86%
Satisfaction with Case Management Services	88%

Color	Definition
	Individuals expressing 79% or less level of satisfaction.
	Individuals expressing 80%-85% level of satisfaction.
	Individuals expressing 86%-100% level of satisfaction.

Empowerment

Questions	Yes	Unsure	No	Didn't Answer	Total
Are you aware of your rights regarding the services from this provider?	31	4	1	0	36
Do/Did you have input in your treatment goals/plan?	34	2	0	0	36
Did you choose to receive these services?	29	7	0	0	36

Questions	Yes	Unsure	No	Didn't Answer	Total
Has this provider discussed Mental Health Advanced Directive?	13	18	5	0	36
Has this provider discussed Wellness Recovery Action Plan (WRAP)?	11	18	7	0	36
Has this provider discussed crisis plan?	23	10	3	0	36
Has this provider discussed safety Plan?	24	9	3	0	36

Questions	Yes	Unsure	No	Didn't Answer	Total
Do you have a current Mental Health Advanced Directive?	9	16	10	1	36
Do you have a current Wellness Recovery Action Plan (WRAP)?	8	15	12	1	36
Do you have a current crisis plan?	21	10	4	1	36
Do you have a current safety plan?	22	10	3	1	36

Question	Almost Always	Often	Sometimes	Never/Rarely	Does not apply to me	Unknown	Total
My family gets the education or supports they need to be helpful to me?	13	1	0	0	22	0	36

Treatment Outcomes

What do you like about your service?

- I love my BCM.
- Love my services. I'd be lost without it.
- Everything.
- I like the extra help to keep things in order.
- They're amazing. My CM is always on point.
- They listen to me and help me with doctors' appointments and stuff.
- I can depend on my case manager to follow up on promises.
- They help with medication and insurance.
- BCM is always available when we agree to meet.
- My BCM is awesome! She's my go-to person for help.
- I think he does a good job. Helps me keep things in order.
- Everything.
- They do such a good job. My last worker would send my calls to voicemail. This one answers.
- My case manager is awesome.
- She (BCM) is always there when I need something.
- My BCM is my go-to person for all my needs.
- The individual attention I get.
- My caseworker is great and very kind.
- I'm overall happy. I almost wish I'd have one forever. (BCM)
- I like my current BCM.
- My CM explains things to me.
- My BCM is great, no complaints.
- My first BCM was incredible. This new one is good too.
- My BCM keeps me on track, plus she is super nice.
- They help me with appointments and go with me to some of them.
- My case manager is a Rockstar. They are always there.
- I think they do a good job.
- Very happy overall.
- Reachable by call or text almost all the time.
- My BCM is incredible. Always able to reach her.
- My RCM is outstanding.
- They help me stay on track with treatment and appointments.
- My staff is really patient with me.
- My case manager is easy to reach via text or call.
- My case manager is incredible.

What do you dislike about your service?

- I wish we could go to more places like shopping.
- It's hard to call Scranton Counseling and speak to anyone on the first call. I always have to leave a message.
- I just hate cell phones so calling anyone is a chore.
- I didn't like changing BCM's, but I understand people quit.
- I wish I had more hours per week.
- I miss the old Scranton Counseling downtown.
- It's not easy to get my BCM on the phone.
- Nothing, I love it.
- Traveling is a chore.
- My last BCM would rarely answer the phone and always rescheduled.
- Sometimes when I call the office, I don't get a call back that day.
- Transportation, scheduling meet up times.
- I wish we met multiple times a week.
- If I have to call the office it can be tough to reach anyone sometimes.
- I wish I had more time with my BCM.
- As always, transportation is a mess.
- I wish it was the same case as a manager without any changes, but people change jobs.

If you can change anything about your services what would it be?

- More hours.
- I would not change a thing.
- I wish there was more reliable transportation to get to the center.
- More time with BCM.
- They'd help more with my money; I am going broke.
- More time with staff.

- I would have more hours with my BCM.
- I'd have more time with my worker, like another day a week.
- I wish my case manager would help get me registered for a peer specialist training.
- I'd never change from my case manager.
- I would like more time with my case manager daily.

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

- I hope she doesn't quit. It's been a big help.
- I am happy with the services.
- I'm very satisfied.
- I would be lost without my BCM.
- Very happy with my case manager.
- I love Northeast Counseling.
- Satisfied with BCM.
- They do a good job here.
- Very satisfied with Scranton Counseling.
- It's okay, Scranton Counseling is OK.
- Very happy overall.
- Very satisfied with treatment.
- Satisfied and happy.
- Happy overall.
- Overall very happy.
- If my case manager leaves the agency I will follow them.
- Overall, I am satisfied with service.
- Pretty happy overall with services.
- Overall pretty satisfied.

Question	Face-to-Face	Mail	Telephone	Total
Survey was completed by:	2	34	0	36