

Lackawanna/Luzerne/Susquehanna/Wyoming Counties
Crisis Receiving Stabilization Unit
Annual Report
January 2025-December 2025

Prepared for
Northeast Behavioral Health Care Consortium
January 2026

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 | |
|----------------------------|-------|
| Scranton Counseling Center | Total |
| 70 | 70 |

| Please check the county in which you live. | | | | |
|--|---------|-------------|---------|-------|
| Lackawanna | Luzerne | Susquehanna | Wyoming | Total |
| 61 | 3 | 6 | 0 | 70 |

| What is your age group? | | | | |
|-------------------------|-------------|-------------|-----------|-------|
| 18-21 Years | 22-35 Years | 36-60 Years | 61+ Years | Total |
| 9 | 51 | 9 | 1 | 70 |

| How do you identify your racial background? | | | | | | | | |
|---|-----------|-------|----------|-----------------|-----------|---------------|---------------|-------|
| African American | Caucasian | Asian | Hispanic | Native American | Bi-Racial | Other/Specify | Didn't Answer | Total |
| 0 | 54 | 0 | 2 | 0 | 14 | 0 | 0 | 70 |

Survey Results

| 2025 Satisfaction Levels | Totals for all Crisis Receiving Stabilization Unit Services |
|--|---|
| Staff, Treatment & Services | 99% |
| Empowerment | 82% |
| Physical Health | 99% |
| Behavioral Health | 100% |
| Social Determinants of Health | 79% |
| Satisfaction with Crisis Receiving Stabilization Unit Services | 98% |

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

Social Determinants of Health

| Have you had any challenges with any of the following: | Yes | Unsure | No | Didn't Answer | Total |
|--|-----|--------|----|---------------|-------|
| Clothing? | 1 | 1 | 60 | 8 | 70 |
| Employment? | 12 | 1 | 46 | 11 | 70 |
| Financial Strain? | 20 | 1 | 41 | 8 | 70 |
| Food Insecurity? | 7 | 1 | 53 | 9 | 70 |
| Housing Instability / Homelessness? | 14 | 3 | 44 | 9 | 70 |
| Transportation? | 28 | 1 | 33 | 8 | 70 |
| Utilities? | 13 | 3 | 43 | 11 | 70 |
| Childcare Access? | 1 | 1 | 52 | 16 | 70 |
| Childcare Affordability? | 1 | 1 | 52 | 16 | 70 |

Treatment Outcomes

Is the building where you receive services clean, safe, and comfortable? If unsure or no, please explain:

- It still kind of feels like a hospital.
- You never know who else is here.
- Some other patients were scared.
- The temperature is low.

What do you like about your services?

- Overall satisfied.
- Staff are kind. They are good at listening.
- The unit is clean and the staff are friendly and patient.
- I'm not locked in.
- The freedom to move around; the doors aren't bolted shut like at the hospital.
- They listen to me.
- It's better than the psych ward. More freedom, less drama.
- Staff are very patient with individuals. It's a good place if you need help right away.
- I liked how small the unit was, not crowded.
- It's more comfortable than the hospital. You aren't locked in.
- The people were caring and kind.
- This is more room to move than the hospital. The doctor I saw was excellent.
- I like that it is down in Scranton because it's close to everything.
- The facility is nice and new.
- It's very comfortable here.
- I felt safe there.
- They don't treat you like you are crazy.

- The staff were friendly, all of them.
- You are awesome.
- It's ok.
- It's more relaxed than the hospital.
- I like the staff.
- I like being able to go outside.
- The staff are very accommodating. I needed a lot of help and they were there.
- Staff really know there jobs.
- They're good here as far as nursing.
- Staff is great, very helpful.
- Casual here, more relaxed than a psych hospital.
- More freedom, you can come and go.
- It's a safe place.
- The workers were great to speak to.
- The facility is great, staff are kind.
- Staff was nice.
- So much better than the hospital.
- I like the freedom. I like getting help without being trapped.
- It's really close to my home.
- The staff seem competent.
- You can sort of come and go, you are not locked in.

- The people here are great.
- Beats the Psych ward.
- I like the freedom to come and go.
- Staff are caring and patient.
- Staff were kind.
- I was able to get in there pretty quickly.
- Great medical staff.
- Clean facility, friendly staff.
- Staff was very nice and the food was good.
- The staff really go above and beyond to make you feel comfortable.
- I liked everything from the food to the staff.
- Love it. I didn't even know this was here! Not going back to ER ever again.
- Very comfortable, clean facility.
- It's OK. They helped me.
- It was a great place to start my recovery journey.
- More relaxed than the hospital.
- It's nice here. I'm surprised there is something like this (CRSU.)
- Friendly staff, comfortable place.
- It's not as scary as the hospital.
- Great and caring staff.

What do you dislike about your services?

- Food could be better.
- Wish I could have stayed longer.
- It was a little cold.
- It was snowing while driving here. Kind of scary.
- Temperature control.
- I'm not a fan of medication.
- I was locked out with a stranger on drugs and had no way to get back into the building. No one came to help.
- Temperature control could be better.
- It all felt like a hurry.
- A couple of other patients seemed shady.
- I had a misunderstanding during intake and I was upset. They resolved it the same day.
- Temperature goes way down and way up.
- The food was nasty. (cold)
- It was a little cold, otherwise okay.
- It feels a little like the hospital.
- I was sent to the hospital anyway.

- The food was bland. I like it's play.
- It was a little hot on the unit.
- Short stay.
- Some staff play on their phones.
- No dislikes.
- Food is 'lick.'
- Some of the third shift staff just play on their phones, loudly.
- Food wasn't very good. I thought it was too cold.
- I wasn't thrilled with the food.
- I wanted to stay for an extra day, but it worked out anyway.
- I didn't want to leave.
- It was a little cold in the sleeping area.
- Wish I could have stayed longer.
- Absolutely no complaints.
- Wish I could have stayed longer.

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

- I would make this place bigger so more people can come here.
- I'd stay longer than a few days.
- I wish there were a few places like this. I think they would help people avoid the hospital.
- The food could be better. More variety would be great.
- Wish I didn't need help.
- Food could be better.
- I wish I knew about this place (CRSU) earlier.
- I'd prefer another psychiatrist.
- I'd prefer this place to be the inpatient unit.
- I'd like to have stayed longer.
- More food choices.
- Be able to spend more time there at the crisis center.
- I felt kind of rushed out.
- Better food, more food.
- Wish I could have stay longer.
- Better meals, fresher foods.
- I think people should be able to stay longer.
- I felt rushed out of the door.

Please list recommendations to improve/changes the program.

- Would come back if needed.
- Very satisfied.
- I wish I knew this was here sooner.
- Very satisfied with treatment at the CRSU.
- It was OK.
- I would come back if I needed it.
- It's an alright place to go in a crisis.
- Satisfied with my stay there.
- The staff were helpful, let me do my thing for a bit when I arrived.
- I like it. I'd go back if I had to.
- They do a good job.
- It was great.
- Satisfied.
- Was happy there.
- Pretty good here.
- If I needed the help, I'd come back again.
- Satisfied with CRSU.
- Satisfied overall.
- It's nice to not be locked in.
- Overall satisfied. (2)
- If I had to come back I would.
- Very satisfied, otherwise no comments.
- They do a good job.
- Overall it was alright.
- Overall very happy with the facility.
- I was very happy with my time there.
- It's so nice to be able to keep my phone and get fresh air.
- Overall, I am satisfied with the facility.
- It's a good place to go for help.
- I liked it but I hope I never come back.
- I would come back if I had to.
- They do a good job.
- Pretty happy I went.
- Awesome job.
- Overall I think it was a good experience.

| Question | Face-to-Face | Mail | Telephone | Total |
|--------------------------|--------------|------|-----------|-------|
| Survey was completed by: | 2 | 0 | 68 | 70 |