

Lackawanna/Luzerne/Susquehanna/Wyoming Counties  
Medication Assisted Treatment  
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					
Dunmore Comprehensive Treatment Center	Pinnacle Treatment Centers, Miners Medical	Wilkes Barre Comprehensive Treatment Center	Wyoming Valley Alcohol & Drug Services, Wilkes-Barre	Pinnacle Treatment Centers, Hazelton Treatment	Total
51	2	37	1	9	100

Please check the county in which you live.				
Lackawanna	Luzerne	Susquehanna	Wyoming	Total
50	48	2	0	100

What is your age group?				
18-21 Years	22-35 Years	36-60 Years	61+ Years	Total
1	43	50	6	100

How do you identify your racial background?								
African American	Caucasian	Asian	Hispanic	Native American	Bi-Racial	Other/Specify	Didn't Answer	Total
6	79	1	7	0	7	0	0	100

## Survey Results

2025 Satisfaction Levels	Totals for all Medical Assisted Treatment Services
Staff, Treatment & Services	99%
Empowerment	82%
Physical Health	98%
Behavioral Health	100%
Social Determinants of Health	80%
Satisfaction with Medical Assisted Treatment Services	95%

### Treatment Outcomes

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

- I am treated well here. It's helped me to stay clean from drugs.
- They do a job.
- Happy Overall.
- It's a great place. I feel so comfortable and safe coming here. They treat us with respect.
- The location is close to my place and the people are nice. They don't mess with my dose or take homes.
- I like it all. I got here the day that I called.
- Everything, it's all good and I like coming here.
- It's a great place. Never had any problems.
- The staff are amazing. They really care about patients and treat us with respect.
- They're friendly and discreet.
- They treat us with respect and not like we're just a bunch of 'junkies.'
- The staff know a lot about recovery. Lots of people in recovery work here.
- Everything.
- They treat you as a person and everyone knows your name.
- The whole program is great. This is the longest I've been off street drugs in years.
- Great staff. It's close to my home.
- The medication staff is outstanding. Cannot say good enough things about them.
- The hours are great. I don't have to get up at 4:00am to go to the clinic.
- Friendly staff.
- Compassionate staff.
- I like my case manager and the nursing staff.
- This place is quick and easy. Got my take homes really early.
- The transportation to get here. There's no way I could walk.
- You can build up trust pretty fast and allow 'take home' medication.
- The doctor is great. Actually listens to me.
- Staff treat us with respect and don't ignore concerns.
- Lots of people in recovery here.
- I like the counselors. A lot of them are in recovery.
- Staff are very patient, especially when you are a new patient.
- Everything. The people are great, both patients and staff.
- I don't have to go out and get street drugs.
- They work with my other doctors.
- People in recovery work here and I think that makes a difference.
- I like being well and clean. Staff are great. Even other patients are great. It's a social opportunity to chat with people on the bus.
- It's a place to connect with other people. We are definitely treated with respect.
- Everything is great here. They are efficient and private. It's clean here. You can be honest here.
- It's not a lot of trouble. You get in and get out.
- My counselor is great.
- The counselors are great. There's just a good recovery community here. I got in quickly.
- I live not too far away.
- They have a good system for doing things.
- The wait time was just a few days for me.
- It's so much better than my last MAT provider. Staff here are respectful.
- Location. Back in the day I had to go to New York or New Jersey for help.
- I'm doing well here.
- Friendly people work here.

- The staff are recovering, most of them.
- It is close to home and I walk here.
- I feel like I am treated with respect.
- They are helpful whenever I need anything. Sean does a great job.
- I like the people, very respectful.
- The staff are outstanding, very professional.
- They treat us with respect and kindness.
- Overall I'm pretty happy.
- It really feels like a family to me here.
- They are flexible here, kind, very prompt. They are thorough providing information.
- Friendly staff, great reception area.
- I love the staff. I've been overwhelmed by how caring they are.
- It's discrete, in the back of building entrance.
- Staff welcoming, clean. Would recommend.
- The respect from staff.
- The staff make it a good place.

- The respect from staff.
- When I had to transfer to this provider they made the switch easy.
- Close to home.
- Everything.
- They treat me with respect. It makes a huge difference.
- My recovery specialist helps me keep it together in so many areas of life. I would have messed up here without their help.
- The groups are helpful with being around other people for treatment.
- I like everything about the services. This place saved my life. The staff are great. The people are friendly and sweet. Everyone is fantastic. They help with food, clothing, and connecting people with any resources they need.
- I like everything. They changed my life.

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

- Sometimes my ride has to wait a long time.
- They used to have Ubers for transportation.
- Some people aren't here for the right reasons.
- I don't think the rules apply for some patients, they don't act right and there's no consequences far as I can see.
- Some other patients are too rowdy. I mean, it's like a family reunion in the ER.
- Transportation is bad.
- They are stingy with take home meds.
- Sometimes it seems like staff have favorites.
- No dislike.
- I have a hard time getting here in bad weather.
- Different hours later on Saturday.
- The hours are early.
- There are some shady people who hang out in the parking lot.
- One of the doctors didn't like me and dragged out my dosing schedule. It's ok now, but I was pissed off.
- Transportation can take a while to arrange. I got rides at first but uber costs money.

- Some of the nursing staff have had attitudes. Just loud and rude.
- Some people aren't here for the right reasons.
- I don't like having to switch providers just because of treatment.
- My old counselor wasn't great; my new one is pretty good.
- Sometimes it feels a little crowded outside, people smoking.
- Maybe they could be open longer. Long lines here in the early morning.
- It's a little far from my home.
- Every so often some of the nurses have attitudes. We all have bad days, but it's your job.
- Some people come in sick (covid) and they spread germs.
- It took a long time to get my take-home medication.
- No complaints. Maybe it's a little cold in the waiting room.
- I don't like having to come in everyday to get my dose.

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

- Overall satisfied.
- I'm very happy here. I've been to another place, and it was terrible.

- This is the best MAT provider out there.
- They do a great job.
- Satisfied with service.

- Overall satisfied with treatment.
- I am very happy with the service here. They treat me with respect and are always available if I have a problem.
- They do great job on behalf of their clients.
- Satisfied with services for me and my wife.
- Would recommend to others.
- Satisfied with treatment.
- I'd recommend coming here if you needed.
- I'm happy coming here and would recommend this place. (2)
- They really go out of their way for us.
- I love coming here. Staff are great and they make you feel welcome.
- Satisfied with treatment. No complaints.
- Overall satisfied. Certainly the best MAT provider I have been to. (2)
- It saved my life.
- Some people aren't here or the right reasons.
- They do a great job.

- There's actually some good recovery here.
- Love it here. Staff is great.
- They treat you well here.
- I wish there were later/evening hours.
- It's ok, I mean I'd recommend it.
- The lines are never that long.
- This is the longest I have been clean in years.
- They treat you like a person.
- I have been coming here for a while, and they do a great job.
- Make sure new patients know to go to the back entrance.
- Maybe longer hours, but otherwise no.
- One of the nurses is a little hard on people, maybe power tripping, nit-picking.
- They do a great job.
- I like coming here.
- Pretty happy. Everyone I know likes going here.
- Satisfied.
- It's a pretty good place. I'd recommend it.

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

- Very happy here.
- Overall very happy.
- I'm very happy here.
- Satisfied with services.
- More time with my counselor.
- The front door should be more accessible, for people with full hands.
- I love coming here. They are kind and patient.
- Maybe add some late afternoon hours. It seems geared towards people not working.
- Better transportation.
- It would be good to have an automatic door for people who are disabled.
- Screen patients so only the serious one are here.
- Satisfied overall.
- More take home medication.
- I'm satisfied but they could do better with staff's attitude.
- Very happy with this place. (DCTC)
- Overall satisfied.
- They are very professional.
- More time with case manager.
- The take-home policies are too strict.
- Overall happy, maybe a place to hang out outside.
- The decor and having pictures on the wall.
- The door needs to be more handicap accessible.

Question	Face-to-Face	Mail	Telephone	Total
Survey was completed by:	96	0	4	100