

Lackawanna/Luzerne/Susquehanna/Wyoming Counties
Adult Mental Health Outpatient
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						
Friendship House	Northeast Counseling Services	Scranton Counseling Center	Wyoming Valley Alcohol & Drug Services, Kingston	Integrated Counseling	NEPA Community Healthcare	Total
1	39	23	1	4	7	75

Please check the county in which you live.				
Lackawanna	Luzerne	Susquehanna	Wyoming	Total
23	39	13	0	75

What is your age group?				
18-21 Years	22-35 Years	36-60 Years	61+ Years	Total
4	36	29	6	75

How do you identify your racial background?								
African American	Caucasian	Asian	Hispanic	Native American	Bi-Racial	Other/Specify	Didn't Answer	Total
0	62	0	5	0	9	0	0	76

*Can have more than one response.

Survey Results

2025 Satisfaction Levels	Totals for Mental Health Outpatient Services
Staff, Treatment & Services	99%
Empowerment	75%
Physical Health	98%
Behavioral Health	100%
Social Determinants of Health	78%
Satisfaction with Mental Health Outpatient Services	92%

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?	58	12	5	0	75
Do/Did you have input in your treatment goals/plan?	69	4	2	0	75
Did you choose to receive these services?	71	3	1	0	75

Questions	Yes	Unsure	No	Didn't Answer	Total
Has this provider discussed Mental Health Advanced Directive?	39	22	14	0	75
Has this provider discussed Wellness Recovery Action Plan (WRAP)?	39	18	18	0	75
Has this provider discussed crisis plan?	54	11	10	0	75
Has this provider discussed safety Plan?	55	12	8	0	75

Questions	Yes	Unsure	No	Didn't Answer	Total
Do you have a current Mental Health Advanced Directive?	27	23	24	1	75
Do you have a current Wellness Recovery Action Plan (WRAP)?	27	24	23	1	75
Do you have a current crisis plan?	48	14	12	1	75
Do you have a current safety plan?	48	16	10	1	75

Question	Almost Always	Often	Sometimes	Never/Rarely	Does not apply to me	N/A	Total
My family gets the education or supports they need to be helpful to me?	37	1	0	1	32	4	75

Social Determinants of Health

Have you had any challenges with any of the following:	Yes	Unsure	No	Didn't Answer	Total
Clothing?	2	0	57	16	75
Employment?	10	2	38	25	75
Financial Strain?	27	5	27	16	75
Food Insecurity?	6	2	50	17	75
Housing Instability / Homelessness?	9	5	40	21	75
Transportation?	19	3	34	19	75
Utilities?	9	2	41	23	75
Childcare Access?	2	0	41	32	75
Childcare Affordability?	2	0	41	32	75

Treatment Outcomes

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

- It's a little dirty.

Do you have suggestions to improve outpatient services?

- Another doctor.
- Listen.
- Provide transportation for all of Luzerne County.
- More choices of psychiatrists. (5)
- More staff to choose from. (2)
- Later hours of service.
- No, they do great here.
- More time with psychiatrists.
- They do great.
- More choices of doctor's.
- Maybe meet my counselors somewhere outside like the park.
- More doctors to choose from. (5)
- More time to see doctor, longer visits. (2)
- Later hours or weekend hours for medical checks.
- No they are doing great.
- Keep my therapist as long as possible.
- Longer appointments.
- Weekend hours.
- Make it easy to change therapists or doctors.
- Satisfied.
- I think they need more options of doctors.
- Transportation from downtown to SCC, like maybe a van.
- Later hours or weekend hours maybe.
- No, they really care and listen.
- Longer meetings.

What do you like about your service?

- It's local - Very understanding.
- I would like my old therapist.
- They help tremendously. They are there when I need them.
- My therapist is fantastic.
- Therapist is outstanding. Changed my view of things.
- They are all great here.
- I really connected with my counselor.
- My counselor is fantastic, so friendly and she listens.
- It's Overall pretty ok.
- They listen to me even when I repeat myself over and over.
- The therapist is really good, attentive when I speak.
- I like the doctor (psychiatrist).
- They are fantastic here. I love all the staff I work with,
- My counselor is awesome they really listen to me.
- I've never felt better.

- The doctor and the counselor.
- They're friendly.
- They're OK.
- My counselor is great.
- Therapist is great. The doctor is OK for a doctor.
- Overall very happy.
- My therapist is the best I've ever had.
- Nice people here, they really listen.
- I've been coming here for years and I love it.
- I like my therapist a lot.
- My therapist is amazing. Has helped me save my life.
- We finally got my meds right.
- The whole staff is fabulous.
- My therapist is outstanding.
- They help me with my kids too.
- My therapist is great. I've had the same one since I started.
- They aren't pushy with medication.
- I have someone to talk to.
- My therapist really listens to me. I hope they never quit.
- Everything. NCS is great.
- Wonderful rapport, above and beyond basic needs. When I had covid she called the ODC for me.
- The doctor is great, really listens to me,
- Pretty happy for the most part.

- My counselor is amazing. I hope they never quit.
- The services are very helpful to me.
- Friendly people work here.
- My therapist is the best I have ever had. She listens and gives good feedback.
- I like my therapist. They are very kind and they listen.
- My meds are finally working!
- They do a great job.
- They really listen to me.
- Very friendly doctor.
- Staff is really good. They answer questions and communicate well.
- My therapist is fantastic.
- They do good here.
- Some friendly people here. Plus there is a little pharmacy.
- It's a one stop shop.
- My counselor is pretty smart. I like talking to her,
- They really listen and they don't tell me what to do.
- Overall, I am satisfied with everything.
- They are close to my place.
- Staff listen, even the doctor.
- Happy overall.
- Therapist is great. I've had more than one.
- Overall I am very satisfied.

What do you dislike about your service?

- I don't like one therapist.
- She doesn't listen. Cuts sessions 1/2 hour short.
- The psychiatrist is a little cold.
- I don't like zoom meeting for anything.
- The doctor (psychiatrist) can be a little 'cold'.
- I'd like a case manager but there is a list I guess.
- It's a little far from my house.
- It's a hike to get here.
- They can be hard to get on the phone.
- I don't like the constant changing of staff.
- Transportation.
- It's hard to get there sometimes and I hate to zoom.
- The doctor can be a little pushy.
- You barely see the Psychiatrist in less than 20 minutes.

- Sometimes I need to speak to someone, and they don't return my messages right away.
- Short appointments with doctor.
- Just the issue of time spent with the doctor.
- I was on the wrong medication for a while.
- Too many meds. I talked to the doctor and we're working on it.
- Sometimes I feel a little 'rushed' by the doctor.
- It took a while to get my medications right.
- Sometimes I feel rushed out of the doctor's office.
- It's a little far from my house.
- Short visits with doctor.
- I had to switch therapists when my old one left.
- It's two buses to get here. That's kind of a lot.
- I had a few problems getting refills one time on my meds.

- I have to walk pretty far to get here. No transportation.
- I get rushed by the doctor sometimes.
- Transportation here is a hassle.

- Not enough time with therapist and doctor.
- Some of the staff are not patient, like the reception staff.

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

- Get a different therapist.
- The psychiatrist can be a little rushed when meeting with him.
- I wish it was closer to my home.
- Again more options.
- More variety/choice of providers.
- Longer visits with doctor.
- Easier access to the doctor, either by phone or email.
- More time with the doctor. (2)
- More psychiatrists to choose from.

- I would have started sooner. It helps me get on with my life.
- Meet my therapist at my home. It's hard for me to get out with my disability.
- I'd choose my own therapist and doctor.
- I'd spend more time with the doctor.
- Longer hours.
- I'd see the Psychiatrist for more than 15 minutes every couple month.
- I would have started therapy sooner.

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

- They are very good.
- Only step by step - they saved my life.
- They need more therapists that do their job.
- They are great.
- Very satisfied.
- Pretty Happy with my treatment.
- Very happy with my outpatient services.
- Overall satisfied. (2)
- They're good.
- They do a good job.
- Overall it's OK.
- Satisfied. (2)
- I'm just really liking it here.
- I like it here.

- Very satisfied with therapist. OK with doctor.
- Overall, I am very satisfied. (2)
- They do a good job.
- Pretty happy overall.
- Happy here.
- Overall they do an ok job.
- Pretty happy with Scranton Counseling.
- Overall satisfied.
- Very happy.
- I love it.
- Generally pretty happy here.
- Very happy.
- Pretty happy with services. Would recommend.
- It's alright for the most part.

Question	Face-to-Face	Mail	Telephone	Total
Survey was completed by:	8	0	67	75