

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

Prepared for
Northeast Behavioral Health Care Consortium
March 2026

Introduction

The Health Choices 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 Health Choices 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 providing 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 of Wyoming Valley	Friendship House	Scranton Counseling Center	Total
7	8	12	27

Please check the county you live in.				
Lackawanna	Luzerne	Susquehanna	Wyoming	Total
20	7	0	0	27

What is your relationship with the child receiving services?					
Child/Adolescent	Parent/Guardian	Foster Parent	Caseworker	Grandparent	Total
0	23	0	0	4	27

How old is the child receiving services?					
3-6 yrs	7-9 yrs	10-13 yrs	14-17 yrs	18-21 yrs	Total
0	5	14	6	2	27

How would you identify your racial background?							
Caucasian/White	African American	Latino/Hispanic	Asian	Native American	Bi-Racial	Other	Total
22	1	1	0	0	3	0	27

Length of time receiving current services.						
0-5 Months	6-12 Months	1-3 Years	4-6 years	7-9 Years	10+ Years	Total
0	9	16	2	0	0	27

Have you been interviewed by C/FST before?		
Yes	No	Total
0	27	27

Survey Results

2025 NBHCC Child Satisfaction Trends	Total for All Providers of Case Management Services
Behavioral Health Services	100%
Treatment Staff	99%
Cultural Competency	100%
Involvement with Treatment and Services	100%
Empowerment	80%
Interagency Team Meetings	98%
General Satisfaction	100%
Social Determinants of Health	98%
Satisfaction with Case Management Services	89%

Treatment Outcomes

Who is involved in your support system? If Other, please indicate:

- Grandparents and aunt.
- Extended family.
- Grandfather and cousins.
- Other family, stepbrother and sister.
- Community.
- Siblings.
- Grandmother.
- Behavioral Therapist.

What do you like about your services?

- They really cover all areas of her life.
- Once they got the meds correct, things improved.
- My kid is flourishing.
- They are really good at keeping me informed about treatment.
- I think they do a good job.
- The case manager is my go-to staff if I need anything done.
- My son has never done better. Best he has been in at least 3 years.
- The flexibility of how we meet. Sometimes at home, sometimes not.
- Our daughter loves her.
- Really good with him listening and observant. Help monitor behaviors. He loves her.
- The case manager is my go-to person that I can always reach.
- The whole treatment team is fantastic, very professional.
- The whole team is great. I get reasonable answers to my questions.
- Staff really seem to care.
- Happy with treatment.
- Overall satisfied.
- The case manager is easy to get in touch with and is my go-to person for help.
- Everything.
- They help me a lot they have been right there with me.
- They listen and are available. Do what they can.

What do you dislike about your services?

- The coordination of meetings is awful. It takes 10 calls just to set it up.
- Scheduling meetings can be difficult.
- I wanted to ask a question. I called the case management office and was on hold for a long time.
- One of the therapists was nasty to me. It wasn't dealt with immediately, but we did work it out.
- Some inconsistency with staffing.
- Scheduling meetings can be tough, hard to get everyone in one place at the same time.
- It takes time for my child to adjust to new staff.

- Everything is going well.

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

- They're doing a good job.
- A phone chain, some way to get a person on the phone.
- Better coordination of home or school visits.
- Just keep up the good work.
- Don't receive the hours he is approved for.
- More school involvement.
- Coordinating the treatment team meeting is like running in circles. Everyone is available, just not at the same time.
- Communication between meetings can be tough. It's hard to coordinate everyone at one place and time.
- Setting up meetings where everyone can attend. It's a challenge.

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

- I am optimistic that she will finish school and graduate.
- I am satisfied, but a bigger choice of providers would be good too.
- Overall satisfied. (3)
- Overall, I am happy with how they do things.
- This is the best he's been in years.
- Happy for the most part.
- Very helpful.
- Very satisfied with Scranton Counseling.

Question	Face-to-Face	Telephone	Mail	Total
Survey completed by:	0	27	0	27