

Lackawanna/Susquehanna/Luzerne/Wyoming Counties
Child Mental Health Outpatient
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	Northeast Counseling Services	Scranton Counseling Center	Total
8	11	11	19	49

Please check the county you live in.				
Lackawanna	Luzerne	Susquehanna	Wyoming	Total
27	18	3	1	49

What is your relationship with the child receiving services?					
Child/Adolescent	Parent/Guardian	Foster Parent	Caseworker	Grandparent	Total
0	40	2	0	7	49

How old is the child receiving services?					
3-6 yrs	7-9 yrs	10-13 yrs	14-17 yrs	18-21 yrs	Total
2	13	22	12	0	49

How would you identify your racial background?							
Caucasian/White	African American	Latino/Hispanic	Asian	Native American	Bi-Racial	Didn't Answer	Total
38	2	1	0	0	7	1	49

Length of time receiving current services.						
0-5 Months	6-12 Months	1-3 Years	4-6 years	7-9 Years	10+ Years	Total
3	15	28	3	0	0	49

Have you been interviewed by C/FST before?		
Yes	No	Total
1	48	49

Survey Results

2025 NBHCC Child Satisfaction Trends	Total for All Providers of Mental Health Outpatient Services
Behavioral Health Services	100%
Treatment Staff	100%
Cultural Competency	100%
Involvement with Treatment and Services	99%
Empowerment	77%
General Satisfaction	100%
Interagency Team Meetings	98%
Social Determinants of Health	97%
Satisfaction with Mental Health Outpatient Services	100%

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/your child's/adolescent's rights regarding the services you receive from this provider?	48	1	0	0	49
Are your/your child's/adolescent's treatment goals stated in your/your child's/adolescent's own words?	32	17	0	0	49
Do you know how to make a complaint and where to direct your/your child's/adolescent's concerns?	48	1	0	0	49
If you/your child/adolescent are/is taking medications for mental health or drug and alcohol difficulties, were you told about the side effects?	37	3	4	5	49
Have you/your child/adolescent been informed about additional services that may be helpful?	42	4	2	1	49
Have you/your child/adolescent been informed about support groups within the community?	20	19	10	0	49
Are you familiar with Child/Adolescent Service System (CASSP) Principles?	32	13	3	1	49

Treatment Outcomes

Do you have suggestions to improve outpatient services?

- More Psychiatrists.
- More choices of counselors.
- Longer or later hours.
- More choices of doctors.
- More choices of therapists.
- More doctor's instead of PA's or nurses.
- More time with the doctor. He is Always in a hurry.
- More choice of therapists.
- More choices of doctors for medication.
- No, they're fine.
- Foster medication changes.
- Keep up the good work.
- All I would like is a phone list for his treatment team.
- Longer appointments and meetings.

What do you like about your/your child's/adolescent's ser...

- I really like the program.
- They work wonders.
- I have 3 foster children. They are doing great with this service.
- They do alright.
- The therapist is outstanding.
- The therapy is making all the difference. The change is stunning.
- Almost everything.
- The doctor is great. Totally listens to both me and the kiddo.
- They are doing great with my daughter.
- We're doing good so far.
- The therapist is outstanding.
- Overall, I think it's been great for him. I hope they never quit.
- I cannot thank them enough. The change has been amazing.
- Very happy with treatment. I have never been better.
- They are understanding.
- Extra support - one on one.
- They are always available to talk.
- Son is comfortable with therapist.
- They've helped a lot.
- They've helped me a lot.
- Satisfied with the doctor.
- They didn't just push medication they looked at the whole person.
- It's great. I like the doctor, though our appointments are pretty fast.
- They really listen to both of us.
- Everything.
- The treatment team is great. Very accommodating to our situation.
- They are fine. (The doctor and therapist)
- The staff are very positive and listen closely to concerns.
- The staff are really patient. A lot of this treatment is new to me and they are really helpful.
- The whole treatment team works with me. I can call any of them and get a response the same day.
- The therapist has been helpful to not just my grandson but to me too.
- The staff are great. The therapist has been pretty helpful to the whole family.
- The doctor seems very intelligent and well spoken. He is smart.
- I like the therapist. They don't talk down to me.

What do you dislike about your/your child's/adolescent's services?

- They were pushy with meds at first, but it's OK now.
- It can be hard to get someone on the phone.
- I work all day, later hours would be great for some of us who have day jobs.
- I wasn't thrilled about the idea of medication for a kid.
- The dreaded phone. I can have a hard time getting a call back within a day if I need something.
- We had to switch therapists once and I really thought that set him back.
- Not being kept in the loop.
- The therapist changed jobs and we had to start all over with someone new.
- Maybe staffing or more doctors and therapists.
- Every so often I feel I get the runaround when I ask a question. Everyone tells me to talk to someone else.
- Getting a meeting scheduled can be a nightmare. It is hard to get everyone together.
- Short visits with the doctor.
- Changing therapists was something of a mess. Took a while to build back up with a new one.
- Staff changing from time to time gets frustrating. Just when you get to know them they leave.
- Maybe I want a second opinion on some things, and I don't know how to do that.
- The doctor kind of dismisses my input. Not invested in my input. It's only the doctor. Everyone else is great.

If you could improve anything about your/your child's/adolescents services what would it be?

- More choices for doctors for meds.
- Better communication.
- No suggestions at this time.
- More options for medication. My son needs help finding the best one.
- Overall, things are going very well.
- I wish his therapist would never quit. He is really improving.
- Coordinating medication and therapist appointments so it's just one trip.
- More time with the doctor.

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

- Overall, I think they do a good job.
- Satisfied.
- We're happy with services.
- I think we started off rough, but things have improved over the last year.
- Very satisfied with services.
- Pretty happy.
- They do a fantastic job. My kids has been flourishing over the past few years.
- Overall satisfied.
- He just started.
- Generally satisfied. Big improvement in his schoolwork and at home.
- I like the therapist. The doctor is OK.
- Overall I am happy with treatment.
- I think they are doing their best to work with us.
- We are happy with our services.
- Overall, I am happy with service.
- Overall satisfied. No major issues.
- Satisfied with services.
- They are doing a good job. I am comfortable with her doctor and therapist.
- Overall, I was satisfied with my child's treatment.
- Pretty happy with how things are going. I hope they stay that way.
- Very happy with how things are going.
- I am very satisfied with services.

Question	Face-to-Face	Telephone	Mail	Total
Survey completed by:	0	49	0	49