

Lackawanna/Susquehanna/Luzerne/Wyoming Counties  
Child Mobile Crisis  
Annual Report  
July 2019-June 2020

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 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 July 2019 through June 2020. For Child Mobile Crisis services there were 3 providers and 9 surveys completed. 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

Please check the county you live in.				
Lackawanna	Luzerne	Susquehanna	Wyoming	Total
5	4	0	0	9

What is your relationship with the child receiving services?					
Child/Adolescent	Parent/Guardian	Foster Parent	Caseworker	Grandparent	Total
1	8	0	0	0	9

Your child's gender is:		
Male	Female	Total
7	2	9

How old is the child receiving services?					
3-6 yrs	7-9 yrs	10-13 yrs	14-17 yrs	18-21 yrs	Total
1	1	2	5	0	9

How would you identify your racial background?						
Caucasian/White	African American	Latino/Hispanic	Asian	Native American	Other	Total
7	1	0	0	0	1	9

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

## Survey Results

<b>2019-2020 NBHCC Child Satisfaction Trends</b>	<b>Total for All Providers of Mobile Crisis Services</b>
Behavioral Health Services	100%
Treatment Staff	98%
Cultural Competency	100%
Involvement with Treatment and Services	98%
Empowerment	88%
Interagency Team Meetings	85%
General Satisfaction	89%
Satisfaction with Mobile Crisis Services	92%

<b>Question</b>	<b>Face-to-Face</b>	<b>Telephone</b>	<b>Mail</b>	<b>Total</b>
Survey completed by:	1	8	0	9