

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

Prepared for
Northeast Behavioral Health Care Consortium
August 2020

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 Walk-In Crisis services there 2 providers and 19 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
12	6	1	0	19

What is your relationship with the child receiving services?					
Child/Adolescent	Parent/Guardian	Foster Parent	Caseworker	Grandparent	Total
0	19	0	0	0	19

Your child's gender is:		
Male	Female	Total
7	12	19

How old is the child receiving services?					
3-6 yrs	7-9 yrs	10-13 yrs	14-17 yrs	18-21 yrs	Total
2	1	8	8	0	19

How would you identify your racial background?						
Caucasian/White	African American	Latino/Hispanic	Asian	Native American	Other	Total
17	1	0	0	0	1	19

Length of time receiving current services.						
0-5 Months	6-12 Months	1-3 Years	4-6 years	7-9 Years	10+ Years	Total
10	3	1	3	1	1	19

Survey Results

2019-2020 NBHCC Child Satisfaction Trends	Total for All Providers of Walk-In Crisis Services
Behavioral Health Services	100%
Treatment Staff	90%
Cultural Competency	100%
Involvement with Treatment and Services	94%
Empowerment	92%
Interagency Team Meetings	94%
General Satisfaction	95%
Satisfaction with Walk-In Crisis Services	85%

Treatment Outcomes

Are you treated like an equal partner by your/your child's/adolescent's staff in making decisions while you/your child is in placement? If Never, please explain:

- Don't know why.

If you were receiving other services, please list:

- TSS.

Upon entering the provider agency/emergency room, how satisfied are you with the greeting you received from the receptionist? If Dissatisfied, please explain:

- Took a long time to get to us.

If your/your child received other services, did you contact your/your child's service provider prior to contacting Crisis Services? If yes, how did they help?

- | | |
|---|--|
| <ul style="list-style-type: none"> • Staff was there when we made the crisis call. They referred us to walk in in crisis. • Referred me to crisis services. | <ul style="list-style-type: none"> • Told to call Crisis. • Met with us at center then sent us to the ER to be admitted. |
|---|--|

How satisfied are you with the amount of time spent with the Crisis worker? If Neutral or Dissatisfied please explain why?

- | | |
|--|--|
| <ul style="list-style-type: none"> • I felt we need more answers. | <ul style="list-style-type: none"> • Waited in a hallway for 6 hours to see a Crisis Worker. For only to be seen for a few minutes. |
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As a result of your use of crisis services, if you were provided with other resources, please specify:

- Was released, no follow up needed. The issue got solved.
- List of therapist's offices I can call.
- Kingston Hospital.

What do you like about your services?

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| <ul style="list-style-type: none"> • The worker got us in the office to meet in a very short time. The worker was excellent with my | <p>daughter, she is doing a little better now and we are so grateful.</p> <ul style="list-style-type: none"> • Nothing. |
|--|--|

- Referred to inpatient, my son needed it.
- The delegate went above and beyond their job.
- I am glad I had the option to take her to the hospital.
- The crisis worker was excellent.
- One of the case workers was great, he connected with my son right away. I wish I could use other areas in the future.

What do you dislike about your services?

- We were placed in a bed in the hallway at the hospital, with my son that was 6 years old. We waited 6 hours for a crisis worker.
- Waiting in the ER at CMC from 6PM to 12AM (6 hours), I feel was way too long to see a crisis worker.

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

- I am glad they have this service. Otherwise we would have had to go to the hospital.
- I was very dissatisfied with where we waited and how long. Before agreeing to keep my child, I had to find a doctor that would take my son's case.

- They included her and took her into consideration.
- Able to see the crisis worker pretty quick. Very respectful to me and my daughter.
- The staff at the hospital were kind.
- That my daughter is still with me.
- The wait times.
- Waiting 6 hours to see a crisis worker. Sitting in the hallway waiting for a crisis worker.
- Every little step is a struggle, but we'll get there eventually. We need to find a better plan, help finding a better plan.
- Waiting time for Crisis Worker and lack of communication.
- My son is 14 so I have no say in the process but glad there is crisis services for him.
- No.

Question	Face-to-Face	Telephone	Mail	Total
Survey completed by:	0	19	0	19