

Consumer / Family Satisfaction Team (C/FST) Annual Report Fiscal Year 2025–2026

County: Cambria County

Program: Consumer / Family Satisfaction Team (CFST)

Reporting Period: July 1, 2025–June 30, 2026

Prepared By:

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Purpose of This Report

This Annual Report presents findings from Consumer and Family Satisfaction Team (CFST) surveys conducted during the 2025–2026 fiscal year. The CFST is a peer-run program responsible for collecting feedback from individuals and families receiving behavioral health services in Cambria County. Survey results are used to assess satisfaction, access to services, engagement in treatment, and perceived quality of care across Adult Mental Health, Adult Drug & Alcohol, and Family/Child service systems.

Survey findings are shared with system partners to support continuous quality improvement, promote transparency, and inform service planning and decision-making at the provider and system levels. This report fulfills CFST reporting requirements in accordance with Pennsylvania Department of Human Services HealthChoices Behavioral Health Program Standards, including Appendix L, and PEPS Standards 93 and 108.

Report Notes

- Data presented reflect surveys completed during the full fiscal year, July 1, 2025–June 30, 2026.
- Results are presented separately for Q1, Q2, Q3, and Q4 throughout this report.
- Low-volume service lines are included for transparency, with appropriate interpretive considerations noted throughout the report.
- Participation in CFST surveys is voluntary. Findings are reported in aggregate and do not identify individual respondents.

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OVERVIEW OF ACTIVITY: In response to the Pennsylvania Department of Human Services HealthChoices Behavioral Health Program Standards and Requirements, including Appendix L guidance for Consumer/Family Satisfaction Teams and member satisfaction surveys, the Cambria County Consumer/Family Satisfaction Team (C/FST), Cambria County HealthChoices (CCHC), the Cambria County Department of Behavioral Health, Intellectual Disabilities and Early Intervention, and Magellan Behavioral Health of Pennsylvania collaborate to gather consumer and family feedback as part of an ongoing quality-improvement process. C/FST evaluates satisfaction with service access, delivery, outcomes, appropriateness, and whether individuals and families are treated with dignity and respect.

HISTORY: The Consumer and Family Satisfaction Team (CFST) is a peer-run program responsible for collecting satisfaction data from individuals and families receiving behavioral health services. Survey results are shared with system partners to support continuous quality improvement, identify trends, and promote informed decision-making at both the provider and system levels. Following Cambria County's transition to a contract with Magellan Behavioral Health of Pennsylvania on July 1, 2017, the CFST program was redesigned to align with updated system requirements and quality improvement goals. Peer Empowerment Network and Cambria County Health (CCHC) collaborated in this redesign as part of the county's continuous quality improvement planning process. A transition plan was developed to ensure required changes were implemented while maintaining the integrity of the CFST program and its focus on consumer and family voice.

POPULATION/SAMPLE: During fiscal year 2025–2026, 152 individuals participated in the C/FST survey process and completed a total of 450 service-level surveys.

Adult Services: 118 individuals completed 322 surveys across Adult Mental Health and Adult Drug & Alcohol services. Family/Child Services: 34 individuals completed 128 surveys. One individual may complete surveys for more than one level of care; therefore, service-level survey totals are greater than participant totals.

QUANTIFIABLE MEASURE: Cambria County utilizes a standardized survey tool for CFST quarterly state reporting that meets Appendix L requirements and includes questions mandated by the Office of Mental Health and Substance Abuse Services (OMHSAS). Through this tool, CFST measures satisfaction, access, engagement, and perceived quality of care across multiple service types and levels of care. Survey questions assess consumer and family experiences related to respect, communication, access to services, involvement in treatment planning, and overall satisfaction, providing meaningful data to support system-wide quality improvement.

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METHODOLOGY: Data in this report were compiled from surveys conducted with HealthChoices members by the Consumer and Family Satisfaction Team (CFST) during the 2025–2026 fiscal year, July 1, 2025, through June 30, 2026. Standardized survey tools were used across multiple service types and levels of care. CFST surveys were administered in accordance with contractual and programmatic requirements throughout the 2025–2026 fiscal year. Results are presented separately for Q1, Q2, Q3, and Q4.

DATA CAPTURE NOTE: A total of 450 service-level surveys were captured and included in this report. These surveys represent 152 individuals across Adult and Family/Child services. Of the 152 individuals represented, 151 completed the one-time demographic and managed-care questions. One Adult Drug & Alcohol participant completed service-level surveys but did not complete that section.

VOLUNTARY PARTICIPATION AND NONRESPONSE: Participation in CFST surveys is voluntary, and respondents may choose not to answer individual questions. Although participants typically complete all questions, a small number of unanswered items occurred during FY 2025–2026. These items are reported as “No Response” and are not counted as negative responses. Rates are based on the number of respondents who answered each question unless otherwise noted.

PERFORMANCE GOAL: A performance goal of 85% positive responses is used.

ANALYSIS & RESULTS: Across all surveyed programs during the 2025–2026 fiscal year, survey results reflect consistently high levels of satisfaction. Participants frequently reported feeling respected, listened to, and involved in treatment decisions. Access to services and the availability of community resources were also identified as strengths across multiple levels of care.

Adult Mental Health – 254 surveys were completed.

Adult Drug & Alcohol – 68 surveys were completed.

118 Adult Services individuals participated.

Survey Method	Q1	Q2	Q3	Q4	Annual Total	Annual %
In person	27	5	23	23	78	66%
Phone	0	11	0	7	18	15%
Provider-assisted phone	5	14	2	0	21	18%
No Response	0	0	0	0	1	0.8%

Provider-assisted phone surveys were completed using lists of eligible Magellan members supplied by participating providers. Providers did not participate in the interviews. One Q4 participant did not report a survey method and is shown separately as No Response.

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ADULT LOCATION TOTALS

Location Category	Q1	Q2	Q3	Q4	Annual Total	Annual %
CFST	0	5	3	2	10	8.5%
PEN Drop-In Center	8	10	12	5	35	29.7%
Provider locations	22	15	10	23	70	59.3%
No Response/Not classified	2	0	0	1	3	2.5%
Grand Total	32	30	25	31	118	100%

Adult surveys were completed through CFST, the PEN Drop-In Center, and provider locations. Results are shown by quarter, with three records reported as No Response or not separately classified in the available summaries.

AGE DISTRIBUTION

Age Group	Q1	Q2	Q3	Q4	Annual Total	Annual %
18–24	0	0	5	6	11	9.3%
25–44	22	20	7	12	61	51.7%
45–64	10	10	11	10	41	34.7%
65+	0	0	2	2	4	3.4%
No Response	0	0	0	1	1	0.8%
Grand Total	32	30	25	31	118	100%

Adult respondents were concentrated in the 24–25–44 and 45–64 age groups. The source tools used both 24–44 and 25–44 labels during the year; the combined label is shown transparently.

ZIP DISTRIBUTION

ZIP Code	Q1	Q2	Q3	Q4	Annual Total
15902	4	9	6	13	32
15901	11	6	0	6	23
15905	0	4	5	2	11
15906	2	3	8	0	13

ZIP-code information is presented exactly to the level supported by the quarterly sources. Several quarters reported only the most frequent ZIP codes rather than a complete distribution; therefore, a reconstructed annual percentage is not presented.

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HOMELESSNESS STATUS

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Yes, homeless or at risk	4	0	0	1	5	4.2%
No	24	26	25	24	99	83.9%
Receiving assistance	4	4	0	5	13	11.0%
No Response	0	0	0	1	1	0.8%
Grand Total	32	30	25	31	118	100%

Most Adult respondents reported no current homelessness or housing risk. Five reported homelessness or risk, while 13 reported receiving housing assistance.

FOOD BANK UTILIZATION

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Yes	11	16	20	13	60	50.8%
No	21	14	5	17	57	48.3%
No Response	0	0	0	1	1	0.8%
Grand Total	32	30	25	31	118	100%

Sixty of the 117 Adult respondents who answered the question reported using a food bank (51.3%). One Q4 respondent did not answer the demographic section.

MED-VAN USAGE

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Yes—used MedVan	9	13	9	11	42	35.6%
No	23	17	16	19	75	63.6%
No Response	0	0	0	1	1	0.8%
Grand Total	32	30	25	31	118	100%

Forty-two of the 117 Adult respondents who answered the question reported using MedVan (35.9%). Satisfaction with transportation is interpreted using only respondents who provided an applicable Yes or No rating.

FAMILY DOCTOR

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Yes	14	26	24	29	93	78.8%
No	18	4	1	1	24	20.3%
No Response	0	0	0	1	1	0.8%
Grand Total	32	30	25	31	118	100%

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Ninety-three of the 117 Adult respondents who answered the question reported having a family doctor or primary care provider (79.5%).

TOBACCO RECOVERY

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Yes	3	6	7	9	25	21.2%
No	6	9	4	4	23	19.5%
N/A	23	15	14	17	69	58.5%
No Response	0	0	0	1	1	0.8%
Total	32	30	25	31	118	100%

Tobacco Recovery information was applicable to 48 Adult responses; 25 respondents reported receiving information. N/A and No Response items are not counted as negative responses.

ADVANCE DIRECTIVE

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Yes	9	12	17	18	56	47.5%
No	6	6	2	2	16	13.6%
Could not remember	17	12	6	10	45	38.1%
No Response	0	0	0	1	1	0.8%
Total	32	30	25	31	118	100%

Forty-five Adult respondents could not remember whether Advance Directive information was offered, identifying an opportunity for clear, repeated communication during intake.

RECOVERY CENTER UTILIZATION – PEN Drop In Center

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Yes	11	16	16	16	59	50.0%
No	21	14	9	14	58	49.2%
No Response	0	0	0	1	1	0.8%
Total	32	30	25	31	118	100%

Fifty-nine Adult respondents reported using the PEN Drop-In Center during FY 2025–2026.

RECOVERY CENTER UTILIZATION – Favor

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Yes	8	9	4	10	31	26.3%
No	24	21	21	20	86	72.9%
No Response	0	0	0	1	1	0.8%
Total	32	30	25	31	118	100%

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Thirty-one Adult respondents reported using the FAVOR Recovery Center. Results are shown separately by quarter.

TREATMENT/EMPLOYMENT

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Yes	5	7	6	6	24	20.3%
No	1	1	4	3	9	7.6%
N/A	26	22	15	21	84	71.2%
No Response	0	0	0	1	1	0.8%
Total	32	30	25	31	118	100%

Twenty-four Adult respondents reported that treatment helped them obtain or maintain employment. Because most responses were N/A, the item is interpreted only for respondents to whom it applied.

BARRIERS

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Yes	3	2	4	4	13	—
No	29	27	21	17	94	—
Not Answered/Not Recorded	0	2	0	9	11	—
Total	32	30	25	31	118	100%

Thirteen Adult respondents reported experiencing barriers during FY 2025–2026. Items marked “Not Answered/Not Recorded” were left blank, and the available records do not indicate whether the question was skipped, or the respondent chose not to answer. These items are reported separately and are not counted as negative responses.

OFFERED PEER SUPPORT SERVICES

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Yes	25	19	22	25	91	77.1%
No	7	11	3	5	26	22.0%
No Response	0	0	0	1	1	0.8%
Total	32	30	25	31	118	100%

Ninety-one Adult respondents reported being offered Peer Support services. Twenty-six reported that they were not offered these services, and one Q4 participant did not answer the question.

OFFERED RECOVERY SUPPORT SERVICES

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Yes	15	7	12	20	54	45.8%
No	17	23	13	10	63	53.4%
No Response	0	0	0	1	1	0.8%
Total	32	30	25	31	118	100%

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Fifty-four Adult respondents reported being offered Recovery Support services. Sixty-three reported that they were not offered these services, and one Q4 participant did not answer the question.

ADULT-MANAGED CARE QUESTIONS

Managed Care Indicator	Q1	Q2	Q3	Q4	Annual Total
Know they could choose where to get treatment	28Y/4N	30Y/0N	22Y/3N	30Y/0N/1NR	110Y/7N/1NR
Know how to contact Magellan	23Y/9N	29Y/1N	19Y/6N	26Y/4N/1NR	97Y/20N/1NR
Aware of 24/7 Member Call Center	21Y/11N	29Y/1N	19Y/6N	27Y/3N/1NR	96Y/21N/1NR
Call Member Call Center	4Y/28N	6Y/24N	5Y/20N	3Y/27N/1NR	18Y/99N/1NR
Satisfied with call outcome	2Y/0N/30NA	4Y/2N/24NA	3Y/2N/20NA	0Y/3N/27NA/1NR	9Y/7N/101NA/1NR
Aware how to file a complaint	22Y/10N	29Y/1N	17Y/8N	25Y/5N/1NR	93Y/24N/1NR
Ever filed a complaint	2Y/30N	1Y/29N	0Y/25N	0Y/30N/1NR	3Y/114N/1NR
Satisfied with complaint outcome	0Y/1N/31NA	1Y/0N/29NA	0Y/0N/25NA	0Y/0N/30NA/1NR	1Y/1N/115NA/1NR
Aware how to file a grievance	22Y/10N	27Y/3N	15Y/10N	30Y/0N/1NR	94Y/23N/1NR
Ever filed a grievance	0Y/32N	0Y/30N	0Y/25N	0Y/30N/1NR	0Y/117N/1NR
Satisfied with grievance outcome	0Y/0N/32NA	0Y/0N/30NA	0Y/0N/25NA	0Y/0N/30NA/1NR	0Y/0N/117NA/1NR

Eighteen Adult respondents reported calling the Member Call Center. Outcome information was available for 16 respondents: nine reported satisfaction with the outcome and seven reported dissatisfactions. Outcome information for the remaining two respondents was not answered or recorded in the available data. Three Adult respondents reported filing a complaint. Applicable outcome ratings were documented for two respondents: one reported satisfaction and one reported dissatisfaction. One Q1 complaint filer did not have a corresponding applicable outcome rating in the available summary.

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ADULT STATE QUESTION 1 - Ability to Get Needed Help

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Yes	30	30	22	27	109	92.4%
Sometimes	2	0	3	3	8	6.8%
Never	0	0	0	0	0	0.0%
No Response	0	0	0	1	1	0.8%
Grand Total	32	30	25	31	118	100%

ADULT STATE QUESTION 2 - Participation in Treatment Decisions

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Yes	23	27	21	30	101	85.6%
Sometimes	9	3	2	0	14	11.9%
Never	0	0	2	0	2	1.7%
No Response	0	0	0	1	1	0.8%
Grand Total	32	30	25	31	118	100%

ADULT STATE QUESTION 3 - Quality of Life (Effect of Treatment)

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Much Better	25	24	13	27	89	75.4%
A Little Better	5	4	8	0	17	14.4%
About the Same	2	2	3	2	9	7.6%
A Little Worse	0	0	1	1	2	1.7%
Much Worse	0	0	0	0	0	0.0%
No Response	0	0	0	1	1	0.8%
Grand Total	32	30	25	31	118	100%

Adult State Questions reflected strong access, participation, and treatment outcomes. Among respondents who answered, 109 of 117 (93.2%) reported receiving needed help, and 101 of 117 (86.3%) reported participating in treatment decisions. Both results met the 85% performance goal. For quality of life, 106 of 117 Adult respondents (90.6%) reported that treatment made life Much Better or A Little Better. One No Response is shown separately.

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Transparency and Interpretation Note: Survey volumes vary across levels of care. Results from services with small annual or quarterly samples are presented descriptively and should not be considered representative of every individual or family receiving that service. A single response may substantially affect percentages when survey volume is low. No Response and Not Answered/Not Recorded items are reported separately and are not counted as negative responses.

Adult Mental Health Level of Care Breakout

Service Line	Level of Care	Q1	Q2	Q3	Q4	FY 2025-2026 Total
Adult MH	Medication Management	17	22	21	21	81
Adult MH	Therapy	13	18	20	20	71
Adult MH	Blended Case Management	12	4	9	9	34
Adult MH	Walk-In Crisis	1	5	2	2	10
Adult MH	Mobile Crisis	0	0	1	1	2
Adult MH	Certified Peer Specialist	14	9	11	11	45
Adult MH	Mental Health Inpatient	9	0	1	1	11
Adult MH	TOTAL	66	58	65	65	254

Method of Surveying Breakout

Service Method	Q1	Q2	Q3	Q4	Annual Total	Annual %
In person	14	19	17	17	67	82.7%
Telehealth	1	0	3	3	7	8.6%
Both	2	3	1	1	7	8.6%
Grand Total	17	22	21	21	81	100%

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Adult Mental Health – Medication Management

Annual Results (Q1–Q4, FY 2025–2026)

Survey Volume

Q1: 17 surveys

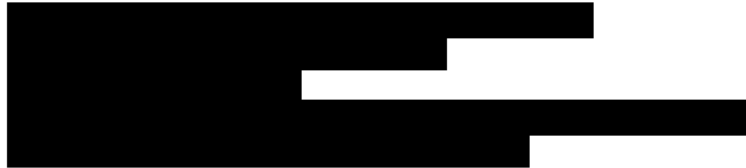
Q2: 22 surveys

Q3: 21 surveys

Q4: 21 surveys

Annual Total: 81 surveys

Providers (Annual)



Measure	Yes	No	Total	% Yes	≥85%
Appointment within 90 days	79	2	81	97.5%	✓
Services culturally sensitive	73	8	81	90.1%	✓
Able to talk freely/openly	75	6	81	92.6%	✓
Provider instills hope	78	3	81	96.3%	✓
Provider listens	75	6	81	92.6%	✓
Staff respectful & friendly	79	2	81	97.5%	✓
Able to ask questions	79	2	81	97.5%	✓
Medications & side effects explained	71	9	80	88.8%	✓
Comfortable filing complaint	72	8	80	90.0%	✓
Getting help needed	75	6	81	92.6%	✓
Satisfied with provider	75	6	81	92.6%	✓

One respondent did not answer the medication and side-effect explanation item, and one respondent did not answer the complaint item. Percentages for those measures are based on the 80 respondents who answered each question.

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Adult Mental Health – Outpatient Therapy

Annual Results (Q1–Q4, FY 2025–2026)

Q1: 13 surveys

Q2: 18 surveys

Q3: 20 surveys

Q4: 20 surveys

Annual Total: 71 surveys

Providers (Annual)



Measure	Yes	No	Total	% Yes	≥85%
Appointment within 90 days	67	4	71	94.4%	✓
Services culturally sensitive	66	5	71	93.0%	✓
Provider listens	67	4	71	94.4%	✓
Staff respectful & friendly	67	4	71	94.4%	✓
Able to talk freely	67	4	71	94.4%	✓
Provider instills hope	67	4	71	94.4%	✓
Encouraged to ask questions	67	4	71	94.4%	✓
Comfortable filing complaint	67	4	71	94.4%	✓
Getting help needed	67	4	71	94.4%	✓
Satisfied with provider	67	4	71	94.4%	✓

Adult Mental Health Outpatient Therapy results were strongly positive overall and are presented above using the response denominator for each item.

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Adult Mental Health – Walk-In Crisis Services

Annual Results (Q1–Q4, FY 2025–2026)

Survey Volume

Q1: 1 survey

Q2: 5 surveys

Q3: 2 surveys

Q4: 2 surveys

Annual Total: 10 surveys

Providers (Annual)



Measure	Yes	No	Total	% Yes	≥85%
Services culturally sensitive	10	0	10	100.0%	✓
Provider listens	10	0	10	100.0%	✓
Staff respectful & friendly	10	0	10	100.0%	✓
Met with a peer	8	2	10	80.0%	—
Provider instills hope	10	0	10	100.0%	✓
Satisfied with services	10	0	10	100.0%	✓
Received community resources	8	2	10	80.0%	—
Received follow-up appointment	8	2	10	80.0%	—
Comfortable filing a complaint	10	0	10	100.0%	✓

Walk-In Crisis results were positive overall. Both qualitative questions are retained above. Direct responses are presented in quotation marks where documented, while summarized quarterly feedback is reported without quotation marks and is not represented as verbatim wording.

What did participants like most about their experience?

- Q1: *“Everyone.”*
- Q2: *“Decor,” “staff,” “the chairs,” “the people,” and “staff.”*
- Q3: *“I don’t care to answer that” and “I am sorry, I just don’t remember.”*
- Q4: *“Did not care to answer” and “Did not remember.”*

What would participants improve?

- Q1: *“Everything was good.”*
- Q2: *comments about the front door, snacks, and no changes.*
- Q3: *one respondent declined; one requested clearer options when insurance is unavailable.*
- Q4: *clearer available options were requested; one response was blank.*

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Adult Mental Health – Mobile Crisis Services

Annual Results (Q1–Q4, FY 2025–2026)

Survey Volume

Q1: 0 surveys

Q2: 0 surveys

Q3: 1 survey

Q4: 1 survey

Annual Total: 2 surveys

Providers (Annual)

[REDACTED]

Measure	Yes	No	Total	% Yes	≥85%
Services culturally sensitive	2	0	2	100.0%	✓
Provider listens	2	0	2	100.0%	✓
Staff respectful & friendly	2	0	2	100.0%	✓
Provider instills hope	2	0	2	100.0%	✓
Knowledgeable about community resources	2	0	2	100.0%	✓
Comfortable filing a complaint	2	0	2	100.0%	✓
Service is helping	2	0	2	100.0%	✓
Satisfied with services	2	0	2	100.0%	✓

Both Mobile Crisis respondents reported positive experiences. The small annual sample is presented descriptively and should not be generalized.

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Adult Mental Health – Peer Support Services

Annual Results (Q1–Q4, FY 2025–2026)

Survey Volume

Q1: 14 surveys

Q2: 9 surveys

Q3: 11 surveys

Q4: 11 surveys

Annual Total: 45 surveys

Providers (Annual)



Measure	Yes	No	Total	% Yes	≥85%
Services culturally sensitive	45	0	45	100.0%	✓
Provider listens	45	0	45	100.0%	✓
Staff respectful & friendly	45	0	45	100.0%	✓
Provider instills hope	45	0	45	100.0%	✓
Participating in treatment goals	45	0	45	100.0%	✓
Meets needs	45	0	45	100.0%	✓
Encourages choice & responsibility	45	0	45	100.0%	✓
Encourages self-advocacy	45	0	45	100.0%	✓
Knowledgeable about community supports	45	0	45	100.0%	✓
Appointment within 30 days	45	0	45	100.0%	✓
Comfortable filing a complaint	43	2	45	95.6%	✓
Service is helping	45	0	45	100.0%	✓
Satisfied with provider	45	0	45	100.0%	✓

Certified Peer Specialist surveys were completed in person. Results reflected strong respect, engagement, choice, self-advocacy, and overall satisfaction.

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Adult Mental Health – Blended Case Management (BCM)

Annual Results (Q1–Q4, FY 2025–2026)

Survey Volume

Q1: 12 surveys

Q2: 4 surveys

Q3: 9 surveys

Q4: 9 surveys

Annual Total: 34 surveys

Providers (Annual)



Measure	Yes	No	Total	% Yes	≥85%
Appointment within 30 days	34	0	34	100.0%	✓
Services culturally sensitive	34	0	34	100.0%	✓
Provider listens	30	0	30	100.0%	✓
Staff respectful & friendly	33	1	34	97.1%	✓
Provider instills hope	34	0	34	100.0%	✓
Participating in treatment goals	33	1	34	97.1%	✓
Meets needs	32	2	34	94.1%	✓
Encourages choice & responsibility	34	0	34	100.0%	✓
Encourages self-advocacy	34	0	34	100.0%	✓
Knowledgeable about community supports	34	0	34	100.0%	✓
Comfortable filing a complaint	32	2	34	94.1%	✓
Service is helping	34	0	34	100.0%	✓
Satisfied with provider	34	0	34	100.0%	✓

Four respondents did not answer the “Provider listens” question. The 100.0% positive-response rate is based on the 30 respondents who answered the item. No Response items are not counted as negative responses.

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Adult Mental Health – Mental Health Inpatient Services

Annual Results (Q1–Q4, FY 2025–2026)

Survey Volume

Q1: 9 surveys

Q2: 0 surveys

Q3: 1 survey

Q4: 1 survey

Annual Total: 11 surveys

Providers (Annual)



Measure	Yes	No	Total	% Yes	≥85%
Services culturally sensitive	11	0	11	100.0%	✓
Provider listens	11	0	11	100.0%	✓
Staff respectful and friendly	11	0	11	100.0%	✓
Provider instills hope	11	0	11	100.0%	✓
Able to ask questions about treatment	11	0	11	100.0%	✓
Medications and side effects explained	11	0	11	100.0%	✓
Learning coping skills	11	0	11	100.0%	✓
Safe place to express oneself	11	0	11	100.0%	✓
Group sessions offered	11	0	11	100.0%	✓
Comfortable filing a complaint	11	0	11	100.0%	✓
Service has helped	11	0	11	100.0%	✓
Follow-up appointment offered within seven days	11	0	11	100.0%	✓
Attended follow-up appointment	11	0	11	100.0%	✓
Satisfied with provider	11	0	11	100.0%	✓

Eleven Adult Mental Health Inpatient surveys were completed during FY 2025–2026: nine in Q1, one in Q3, and one in Q4. No Inpatient surveys were completed during Q2. All reported satisfaction and experience measures were positive and met the 85% performance goal. The Q1 quarterly report summarized Inpatient results at 100%, while the Q3 and Q4 reports provided individual question-level results.

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Transparency and Interpretation Note: Survey volumes vary across levels of care. Results from services with small annual or quarterly samples are presented descriptively and should not be considered representative of every individual or family receiving that service. A single response may substantially affect percentages when survey volume is low. No Response and Not Answered/Not Recorded items are reported separately and are not counted as negative responses.

Adult Drug & Alcohol Level of Care Breakout

Service Line	Level of Care	Q1	Q2	Q3	Q4	FY 2025-2026 Total
Adult D&A	Outpatient	6	7	12	0	25
Adult D&A	Rehabilitation	4	5	8	3	20
Adult D&A	Certified Recovery Specialist	3	0	0	1	4
Adult D&A	Methadone	3	3	8	3	17
Adult D&A	Suboxone	1	0	0	1	2
Adult D&A	TOTAL	17	15	28	8	68

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Adult Drug & Alcohol (D&A) – Outpatient Services

Annual Results (Q1–Q4, FY 2025–2026)

Survey Volume

Q1: 6 surveys

Q2: 7 surveys

Q3: 12 surveys

Q4: 0 surveys

Annual Total: 25 surveys

Providers (Annual)

[REDACTED]

Measure	Yes	No	Total	% Yes	≥85%
Services culturally sensitive	25	0	25	100.0%	✓
Provider listens	25	0	25	100.0%	✓
Staff respectful & friendly	25	0	25	100.0%	✓
Provider instills hope	25	0	25	100.0%	✓
Able to ask questions	25	0	25	100.0%	✓
Medications explained	25	0	25	100.0%	✓
Comfortable filing a complaint	25	0	25	100.0%	✓
Satisfied with provider	25	0	25	100.0%	✓

Adult Drug & Alcohol Outpatient Services results were positive overall, with all eight measured items meeting the 85% performance goal. All 25 respondents provided positive responses regarding cultural sensitivity, communication, respect, hope, opportunities to ask questions, medication explanations, comfort filing a complaint, and overall satisfaction. No Outpatient surveys were completed during Q4.

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Adult Drug & Alcohol (D&A) – Rehabilitation Services

Annual Results (Q1–Q4, FY 2025–2026)

Survey Volume

Q1: 4 surveys

Q2: 5 surveys

Q3: 8 surveys

Q4: 3 surveys

Annual Total: 20 surveys

Providers (Annual)



Measure	Yes	No	Total	% Yes	≥85%
Services culturally sensitive	19	1	20	95.0%	✓
Provider listens	19	1	20	95.0%	✓
Staff respectful & friendly	19	1	20	95.0%	✓
Provider instills hope	19	1	20	95.0%	✓
Able to ask questions about treatment	19	1	20	95.0%	✓
Medications & side effects explained	19	1	20	95.0%	✓
Learning skills to manage symptoms	19	1	20	95.0%	✓
Safe place to express yourself	19	1	20	95.0%	✓
Comfortable filing a complaint	19	1	20	95.0%	✓
Service is helping	19	1	20	95.0%	✓
Satisfied with provider	19	1	20	95.0%	✓

Adult Drug & Alcohol Rehabilitation feedback was positive overall. Results are presented by response count and interpreted cautiously because quarterly samples were small.

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Adult Drug & Alcohol - Certified Recovery Specialist (CRS)

Annual Results (Q1–Q4, FY 2025–2026)

Survey Volume

Q1: 3 surveys

Q2: 0 surveys

Q3: 0 surveys

Q4: 1 survey

Annual Total: 4 surveys

Providers (Annual)



Measure	Yes	No	Total	% Yes	≥85%
Services culturally sensitive	4	0	4	100.0%	✓
Provider listens	4	0	4	100.0%	✓
Staff respectful & friendly	4	0	4	100.0%	✓
Provider instills hope	4	0	4	100.0%	✓
Participating in treatment goals	4	0	4	100.0%	✓
Meets needs	4	0	4	100.0%	✓
Encourages choice & responsibility	4	0	4	100.0%	✓
Encourages self-advocacy	4	0	4	100.0%	✓
Knowledgeable about community supports	4	0	4	100.0%	✓
Appointment within 30 days	4	0	4	100.0%	✓
Comfortable filing a complaint	4	0	4	100.0%	✓
Service is helping	4	0	4	100.0%	✓
Satisfied with provider	4	0	4	100.0%	✓

All four Certified Recovery Specialist respondents reported positive experiences. The result is descriptive because of the small annual sample.

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Adult Drug & Alcohol (D&A) – Methadone Services

Annual Results (Q1–Q4, FY 2025–2026)

Survey Volume

Q1: 3 surveys

Q2: 3 surveys

Q3: 8 surveys

Q4: 3 surveys

Annual Total: 17 surveys

Providers (Annual)

[REDACTED]

Measure	Yes	No	N/A	Total	% Yes	≥85%
Services culturally sensitive	15	2	0	17	88.2%	✓
Provider listens	16	1	0	17	94.1%	✓
Staff respectful & friendly	17	0	0	17	100.0%	✓
Provider instills hope	15	2	0	17	88.2%	✓
Able to ask questions	15	2	0	17	88.2%	✓
Provider discusses how medications are working	15	2	0	17	88.2%	✓
Medications & side effects explained	16	1	0	17	94.1%	✓
Comfortable filing a complaint	17	0	0	17	100.0%	✓
Satisfied with provider	16	1	0	17	94.1%	✓

Methadone results were positive overall. Medication, communication, and culturally responsive care remain appropriate monitoring areas.

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Adult Drug & Alcohol (D&A) – Suboxone Services

Annual Results (Q1–Q4, FY 2025–2026)

Survey Volume

Q1: 1 survey

Q2: 0 surveys

Q3: 0 surveys

Q4: 1 survey

Annual Total: 2 surveys

Providers (Annual)

[REDACTED]

Measure	Yes	No	N/A	Total	% Yes	≥85%
Services culturally sensitive	2	0	0	2	100.0%	✓
Provider listens	2	0	0	2	100.0%	✓
Staff respectful & friendly	2	0	0	2	100.0%	✓
Provider instills hope	2	0	0	2	100.0%	✓
Able to ask questions	2	0	0	2	100.0%	✓
Provider discusses how medications are working	2	0	0	2	100.0%	✓
Medications & side effects explained	2	0	0	2	100.0%	✓
Comfortable filing a complaint	2	0	0	2	100.0%	✓
Satisfied with provider	2	0	0	2	100.0%	✓

Suboxone respondents reported positive experiences. The annual sample of two is presented descriptively.

Annual Summary (FY 2025–2026)

Family/Child Mental Health – 128 surveys were completed.

34 individuals participated

Survey Method	Q1	Q2	Q3	Q4	Annual Total	Annual %
In person	3	3	4	3	13	38.2%
Phone	9	4	4	4	21	61.8%
Grand Total	12	7	8	7	34	100%

FAMILY/CHILD LOCATION TOTALS

Location	Q1	Q2	Q3	Q4	Annual Total	Annual %
CFST	10	4	4	3	21	61.8%
PEN Drop-In Center	2	0	0	0	2	5.9%
Provider sites	0	3	4	4	11	32.4%
Grand Total	12	7	8	7	34	100%

Family/Child survey contacts occurred through CFST, the PEN Drop-In Center, and provider sites. CFST accounted for 21 of 34 contacts, provider sites for 11, and PEN for two.

AGE DISTRIBUTION

Age Group	Q1	Q2	Q3	Q4	Annual Total	Annual %
17 or younger	12	7	8	7	34	100%

All 34 Family/Child participants represented children under age 17, consistent with the service populations included in Family/Child Mental Health programs.

ZIP DISTRIBUTION

ZIP Code	Q1	Q2	Q3	Q4	Annual Total	Annual %
15627	0	2	0	2	4	11.76%
15901	3	1	0	0	4	11.76%
15902	0	1	1	3	5	14.71%
15904	0	2	0	2	4	11.76%
15905	5	1	3	0	9	26.47%
15906	4	0	0	0	4	11.76%
16644	0	0	2	0	2	5.88%
Other/Not Individually Reported	0	0	2	0	2	5.88%
Grand Total	12	7	8	7	34	100%

Family/Child survey responses represented several ZIP codes during FY 2025–2026. ZIP code 15905 had the highest annual representation, accounting for 9 of the 34 Family/Child participants.

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HOMELESSNESS STATUS

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Yes, homeless or at risk	0	0	0	1	1	2.9%
No	12	7	8	6	33	97.1%
Total	12	7	8	7	34	100%

One Family/Child respondent reported homelessness or housing risk during Q4. The remaining 33 respondents reported no housing risk.

FOOD BANK UTILIZATION

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Yes	7	3	7	6	23	67.6%
No	5	4	1	1	11	32.4%
Total	12	7	8	7	34	100%

Twenty-three of 34 Family/Child respondents (67.6%) reported using food bank services, underscoring the importance of connections to community food resources.

MEDVAN USAGE

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Yes—used MedVan	3	3	3	5	14	41.2%
No	9	4	5	2	20	58.8%
Grand Total	12	7	8	7	34	100%

Fourteen Family/Child respondents reported using MedVan during FY 2025–2026. Transportation needs may also be met through family transportation, provider-based services, or community support.

FAMILY/CHILD MANAGED CARE

Managed Care Indicator	Q1	Q2	Q3	Q4	Annual Total
Aware of provider choice	12Y/0N	7Y/1N	7Y/1N	6Y/1N	32Y/3N
Knows how to contact Magellan	9Y/3N	7Y/1N	7Y/1N	6Y/1N	29Y/6N
Aware of 24/7 Member Call Center	8Y/4N	7Y/1N	7Y/1N	5Y/2N	27Y/8N
Call Member Call Center	0Y/12N	1Y/7N	1Y/7N	3Y/4N	5Y/30N
Satisfied with call outcome	0Y/0N/12NA	1Y/0N/6NA/1NR	1Y/0N/7NA	3Y/0N/4NA	5Y/0N/29NA/1NR
Aware how to file complaint	7Y/5N	7Y/1N	7Y/1N	5Y/2N	26Y/9N
Ever filed complaint	0Y/12N	1Y/6N/1NR	2Y/6N	0Y/7N	3Y/31N/1NR
Complaint satisfaction	0Y/0N/12NA	1Y/0N/6NA/1NR	2Y/0N/6NA	0Y/0N/7NA	3Y/0N/31NA/1NR
Aware how to file grievance	8Y/4N	6Y/1N/1NR	7Y/1N	4Y/3N	25Y/9N/1NR
Ever filed grievance	0Y/12N	0Y/7N/1NR	0Y/8N	0Y/7N	0Y/34N/1NR
Grievance satisfaction	0Y/0N/12NA	0Y/0N/7NA/1NR	0Y/0N/8NA	0Y/0N/7NA	0Y/0N/34NA/1NR

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Family/Child respondents generally demonstrated strong awareness of provider choice and how to contact Magellan. Awareness of the 24/7 Member Call Center and complaint and grievance procedures varied by quarter, supporting continued member education.

Five respondents reported calling the Member Call Center, and all five reported satisfaction with the outcome. Three respondents reported filing a complaint, and none reported filing a grievance. No Response items are shown separately and are not counted as negative responses.

FAMILY STATE QUESTION 1 - Ability to Get Needed Help - *In the last 12 months, was your child able to get the help they needed?*

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Yes, always	12	7	7	7	33	97.1%
Sometimes	0	0	1	0	1	2.9%
No, never	0	0	0	0	0	0.0%
Grand Total	12	7	8	7	34	100%

FAMILY STATE QUESTION 2 - Participation in Treatment Decisions - *Were you and your child given the chance to make treatment decisions?*

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Yes, always	12	6	7	7	32	94.1%
Sometimes	0	1	1	0	2	5.9%
No, never	0	0	0	0	0	0.0%
Grand Total	12	7	8	7	34	100%

FAMILY STATE QUESTION 3 - Quality of Life - *What effects has the treatment you received had on the quality of your child's life?*

Response	Q1	Q2	Q3	Q4	Annual Total	Annual %
Much Better	8	4	4	4	20	58.8%
A Little Better	4	3	4	3	14	41.2%
About the Same	0	0	0	0	0	0.0%
A Little Worse	0	0	0	0	0	0.0%
Much Worse	0	0	0	0	0	0.0%
Grand Total	12	7	8	7	34	100%

Family/Child State Question responses reflected strong access, participation in treatment decisions, and positive treatment outcomes. Thirty-three respondents reported that their child was always able to get needed help, while one reported it sometimes. Thirty-two respondents reported that they and their child were always given the chance to make treatment decisions, while two reported sometimes. All 34 respondents reported that treatment made their child's quality of life much better or a little better.

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Family/Child Mental Health Level of Care Breakout

Service Line	Level of Care	Q1	Q2	Q3	Q4	FY 2025-2026 Total
Family/Child	Medication Management	8	5	8	6	27
Family/Child	Therapy	8	3	7	2	20
Family/Child	Blended Case Management	1	1	3	4	9
Family/Child	Walk-In Crisis	0	0	1	0	1
Family/Child	Mobile Crisis	0	0	0	1	1
Family/Child	Family-Based	4	3	6	3	16
Family/Child	After-School Program	1	2	3	1	7
Family/Child	Summer Therapeutic Activities Program	1	3	3	2	9
Family/Child	Behavioral Health Technician	7	6	0	6	19
Family/Child	Behavior Consultant	7	6	0	6	19
Family/Child	TOTAL	37	29	31	31	128

Across FY 2025–2026, Family/Child State Question responses reflected strong access, family involvement, and positive treatment outcomes. Thirty-three respondents reported always receiving needed help and one reported sometimes. Thirty-two reported always participating in treatment decisions and two reported sometimes. All 34 respondents reported that treatment made the child’s quality of life Much Better or A Little Better.

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Family / Child – Outpatient Therapy Services

Annual Results (Q1–Q4, FY 2025–2026)

Survey Volume

Q1: 8 surveys

Q2: 3 surveys

Q3: 7 surveys

Q4: 2 surveys

Annual Total: 20 surveys

Providers (Annual)



Measure	Yes	No	Total	% Yes	≥85%
Appointment offered within required time period	20	0	20	100.0%	✓
Services culturally sensitive	19	1	20	95.0%	✓
Provider listens to family/child	19	1	20	95.0%	✓
Staff respectful & friendly	20	0	20	100.0%	✓
Family able to talk openly	20	0	20	100.0%	✓
Provider instills hope	20	0	20	100.0%	✓
Family involved in treatment decisions	20	0	20	100.0%	✓
Family able to ask questions	20	0	20	100.0%	✓
Comfortable filing a complaint	20	0	20	100.0%	✓
Getting the help needed	19	1	20	95.0%	✓
Satisfied with provider	18	2	20	90.0%	✓

Family/Child Therapy met the 85% goal. Eighteen of 20 respondents reported satisfaction with the provider (90%).

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Family / Child – Medication Management Services

Annual Results (Q1–Q4, FY 2025–2026)

Survey Volume

Q1: 8 surveys

Q2: 5 surveys

Q3: 8 surveys

Q4: 6 surveys

Annual Total: 27 surveys

Providers (Annual)



Measure	Yes	No	Total	% Yes	≥85%
Services culturally sensitive	27	0	27	100.0%	✓
Provider listens to family/child	27	0	27	100.0%	✓
Staff respectful & friendly	27	0	27	100.0%	✓
Family feels comfortable talking openly	27	0	27	100.0%	✓
Provider instills hope	27	0	27	100.0%	✓
Family involved in treatment planning	27	0	27	100.0%	✓
Family able to ask questions	27	0	27	100.0%	✓
Comfortable filing a complaint	27	0	27	100.0%	✓
Getting the help needed	27	0	27	100.0%	✓
Satisfied with provider	27	0	27	100.0%	✓

All reported Family/Child Medication Management measures were positive during FY 2025–2026.

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Family/Child – Walk-In Crisis

Annual Summary (FY 2025–2026)

Survey Volume

Q1: 0 surveys

Q2: 0 surveys

Q3: 1 survey

Q4: 0 surveys

Annual Total: 1 survey

Providers (Annual)



Measure	Yes	No	Total	% Yes	≥85%
Services culturally sensitive	1	0	1	100%	✓
Provider listened to family/child	1	0	1	100%	✓
Staff respectful and friendly	1	0	1	100%	✓
Provider instilled hope regarding the child's future	1	0	1	100%	✓
Satisfied with Walk-In Crisis services	1	0	1	100%	✓
Received information about community resources	1	0	1	100%	✓
Received a follow-up appointment for continued treatment	1	0	1	100%	✓
Comfortable filing a complaint if needed	1	0	1	100%	✓

The single Family/Child Walk in Crisis respondent reported a positive experience across all measured items. One response should not be generalized.

Qualitative Feedback:

What did the family like most about the experience?

“Did not want to say.”

What would the family improve?

“Refused to answer.”

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Family / Child – Mobile Crisis Services

Annual Results (Q1–Q4, FY 2025–2026)

Survey Volume

Q1: 0 surveys

Q2: 0 surveys

Q3: 0 surveys

Q4: 1 survey

Annual Total: 1 survey

Providers (Annual)



Measure	Yes	No	Total	% Yes	≥85%
Services culturally sensitive	1	0	1	100.0%	✓
Family/child felt listened to	1	0	1	100.0%	✓
Staff respectful & friendly	1	0	1	100.0%	✓
Provider instills hope	1	0	1	100.0%	✓
Knowledgeable about community resources	1	0	1	100.0%	✓
Received follow-up or referral information	1	0	1	100.0%	✓
Comfortable filing a complaint	1	0	1	100.0%	✓
Service is helping	1	0	1	100.0%	✓
Satisfied with Mobile Crisis services	1	0	1	100.0%	✓

The single Family/Child Mobile Crisis respondent reported a positive experience across all measured items. Because this finding is based on one completed survey, it should be interpreted cautiously and should not be considered representative of every family receiving Mobile Crisis services.

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Family/Child – Family-Based Services

Annual Summary (Q1–Q4) Total Surveys: 16

Q1: 4

Q2: 3

Q3: 6

Q4: 3

Annual Total: 16 surveys

Providers (Annual)



Measure	Yes	No	Total	% Yes	≥85%
Staff respectful and friendly	16	0	16	100%	✓
Services culturally sensitive	16	0	16	100%	✓
Provider listened to family/child	16	0	16	100%	✓
Family involved in treatment planning	16	0	16	100%	✓
Provider responsive and provided follow-up	16	0	16	100%	✓
Provider instilled hope regarding the child's future	16	0	16	100%	✓
Provider knowledgeable about community resources	16	0	16	100%	✓
Satisfied with Family-Based services	16	0	16	100%	✓
Comfortable filing a complaint if needed	16	0	16	100%	✓

Family-Based services demonstrated consistently positive outcomes across all four quarters. Sixteen surveys were completed, and all reported satisfaction and experience items were positive.

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Family/Child – Blended Case Management (BCM)

Annual Summary (FY 2025–2026)

Survey Volume

Q1: 1

Q2: 1

Q3: 3

Q4: 4

Annual Total: 9 surveys

Providers (Annual)



Measure	Yes	No	Total	% Yes	≥85%
Services culturally sensitive	9	0	9	100%	✓
Provider listened to family/child	9	0	9	100%	✓
Staff respectful and friendly	9	0	9	100%	✓
Service location convenient	9	0	9	100%	✓
Provider instilled hope regarding the child's future	9	0	9	100%	✓
Family participated in treatment planning	9	0	9	100%	✓
Service frequency adequate to meet needs	9	0	9	100%	✓
Provider encouraged choice and responsibility	9	0	9	100%	✓
Provider encouraged self-advocacy	9	0	9	100%	✓
Provider knowledgeable about community resources	9	0	9	100%	✓
Comfortable filing a complaint if needed	9	0	9	100%	✓
Services are helping	9	0	9	100%	✓
Satisfied with provider	9	0	9	100%	✓

Family/Child Blended Case Management included nine surveys across Q1–Q4. All reported satisfaction and experience items were positive.

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Family/Child – After School Program (ASP)

Annual Summary (FY 2025–2026)

Survey Volume

Q1: 1

Q2: 2

Q3: 3

Q4: 1

Annual Total: 7 surveys

Providers (Annual)



Measure	Yes	No	Total	% Yes	≥85%
Provider returned calls promptly	7	0	7	100%	✓
Staff respectful and friendly	7	0	7	100%	✓
Provider instilled hope regarding the child's future	7	0	7	100%	✓
Services culturally sensitive	7	0	7	100%	✓
Provider listened to family/child	7	0	7	100%	✓
Provider knowledgeable about community resources	7	0	7	100%	✓
Provider met with the child often enough	7	0	7	100%	✓
Family participated in treatment goals	7	0	7	100%	✓
Provider supplied progress updates	7	0	7	100%	✓
Discharge or transition planning discussed	7	0	7	100%	✓
Satisfied with the ISPT process	7	0	7	100%	✓
Child is getting the help needed	7	0	7	100%	✓
Comfortable filing a complaint if needed	7	0	7	100%	✓
Satisfied with provider	7	0	7	100%	✓

Seven Family/Child After-School Program surveys were completed during FY 2025–2026: one in Q1, two in Q2, three in Q3, and one in Q4. All 7 reported satisfaction and experience measures met the 85% performance goal, with 100% positive responses.

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Family/Child – Behavioral Health Technician (BHT)

Annual Summary (FY 2025–2026)

Survey Volume

Q1: 7 surveys

Q2: 6

Q3: 0

Q4: 6

Annual Total: 19 surveys

Annual Provider



Measure	Yes	No	Total	% Yes	≥85%
Provider returned calls promptly	19	0	19	100%	✓
Staff respectful and friendly	19	0	19	100%	✓
Provider instilled hope regarding the child's future	19	0	19	100%	✓
Services culturally sensitive	19	0	19	100%	✓
Provider listened to family/child	19	0	19	100%	✓
Provider knowledgeable about community resources	19	0	19	100%	✓
Provider met with the child often enough	19	0	19	100%	✓
Family participated in treatment goals	19	0	19	100%	✓
Provider supplied progress updates	19	0	19	100%	✓
Discharge or transition planning discussed	19	0	19	100%	✓
Satisfied with the ISPT process	19	0	19	100%	✓
Child is getting the help needed	19	0	19	100%	✓
Comfortable filing a complaint if needed	19	0	19	100%	✓
Satisfied with provider	19	0	19	100%	✓

Nineteen Behavioral Health Technician surveys were completed. All reported satisfaction and experience items were positive; no surveys were recorded in Q3. Behavioral Health Technician surveys were completed in Q1, Q2, and Q4; no surveys were recorded in Q3.

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Family/Child – Behavior Consultant (BC)

Annual Summary (FY 2025–2026)

Survey Volume

Q1: 7

Q2: 6

Q3: 0

Q4: 6

Annual Total: 19 surveys

Annual Provider



Measure	Yes	No	Total	% Yes	≥85%
Provider returned calls promptly	19	0	19	100%	✓
Staff respectful and friendly	19	0	19	100%	✓
Provider instilled hope regarding the child's future	19	0	19	100%	✓
Services culturally sensitive	19	0	19	100%	✓
Provider listened to family/child	19	0	19	100%	✓
Provider knowledgeable about community resources	19	0	19	100%	✓
Provider met with the child often enough	19	0	19	100%	✓
Family participated in treatment goals	19	0	19	100%	✓
Provider supplied progress updates	19	0	19	100%	✓
Discharge or transition planning discussed	19	0	19	100%	✓
Satisfied with the ISPT process	19	0	19	100%	✓
Child is getting the help needed	19	0	19	100%	✓
Comfortable filing a complaint if needed	19	0	19	100%	✓
Satisfied with provider	19	0	19	100%	✓

All available satisfaction and experience-related responses for Family/Child Behavioral Consultation met or exceeded the 85% benchmark. Nineteen Behavior Consultant surveys were completed. All reported satisfaction and experience items were positive.

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Family/Child – Summer Therapeutic Activities Program

Annual Summary (FY 2025–2026)

Survey Volume

Q1: 1

Q2: 3

Q3: 3

Q4: 2

Annual Total: 9 surveys

Annual Provider:



Measure	Yes	No	Total	% Yes	≥85%
Provider returned calls promptly	9	0	9	100%	✓
Staff respectful and friendly	9	0	9	100%	✓
Provider instilled hope regarding the child's future	9	0	9	100%	✓
Services culturally sensitive	9	0	9	100%	✓
Provider listened to family/child	9	0	9	100%	✓
Provider knowledgeable about community resources	9	0	9	100%	✓
Provider met with the child often enough	9	0	9	100%	✓
Family participated in treatment goals	9	0	9	100%	✓
Provider supplied progress updates	9	0	9	100%	✓
Discharge or transition planning discussed	9	0	9	100%	✓
Satisfied with the ISPT process	9	0	9	100%	✓
Child is getting the help needed	9	0	9	100%	✓
Comfortable filing a complaint if needed	9	0	9	100%	✓
Satisfied with provider	9	0	9	100%	✓

Nine Summer Therapeutic Activities Program surveys were completed. All reported satisfaction and experience items were positive. Family/Child Summer Therapeutic Activities Program results included nine surveys: one in Q1, three in Q2, three in Q3, and two in Q4. All reported satisfaction and experience items were positive.

System-Wide Trends & Insights

Adult Mental Health, Adult Drug & Alcohol, and Family/Child Services FY 2025–2026

This section provides a consolidated overview of trends and key observations across Adult Mental Health, Adult Drug & Alcohol, and Family/Child services for FY 2025–2026.

Survey findings from the CFST Annual Report are shared with Cambria County HealthChoices (CCHC), Magellan Behavioral Health, and provider partners to support continuous quality improvement. Results are reviewed to identify strengths, monitor access and satisfaction trends, and inform provider-level discussions, training efforts, and system planning. Feedback is also shared publicly to promote transparency and community awareness of behavioral health service quality across Cambria County.

Overall System Performance

Across all surveyed service lines, system-wide results reflected strong performance and positive consumer and family experiences. The annual reported overall satisfaction result was 438 positive responses among 450 service-level surveys (97.3%), exceeding the 85% goal.

Service System	Surveys	Satisfied	Satisfaction Rate
Adult Mental Health	254	244	96.1%
Adult Drug & Alcohol	68	66	97.1%
Family/Child	128	128	100.0%
Annual Total	450	438	97.3%

Quarter	Total Surveys	Satisfied	Satisfaction Rate
Q1	120	119	99.2%
Q2	102	102	100.0%
Q3	124	118	95.2%
Q4	104	99	95.2%
Annual Total	450	438	97.3%

Survey findings indicate that individuals and families generally felt:

- Respected and listened to
- Involved in treatment planning
- Supported in their recovery or caregiving roles.
- Confident in the services received.

No systemic performance concerns were identified across Adult Mental Health, Adult Drug & Alcohol, or Family/Child services.

Adult Mental Health Trends

Adult Mental Health services demonstrated consistently high satisfaction across all levels of care surveyed, including:

- Medication Management
- Outpatient Therapy
- Blended Case Management
- Walk-In Crisis
- Mobile Crisis
- Certified Peer Specialist
- Mental Health Inpatient

Key strengths observed:

- Provider communication and listening were rated exceptionally high.
- Respectful and culturally sensitive care was consistently reported.
- Access to services, including timeliness of appointments, met expectations.
- Hope-instilling and recovery-oriented practices were evident across providers.
- Peer-delivered services and Blended Case Management showed particularly strong engagement, with respondents reporting meaningful involvement in treatment decisions and strong knowledge of community resources.

Adult Drug & Alcohol (D&A) Trends

Adult D&A services reflected positive engagement and satisfaction, particularly within:

- Certified Recovery Specialist (CRS) services
- Outpatient and Medication-Assisted Treatment levels of care

Key observations:

- Respondents consistently reported respectful interactions and supportive provider relationships.
- All reported Adult Drug & Alcohol satisfaction and experience measures met the 85% performance goal.
- Lower volumes in certain D&A service types limited trend analysis but did not indicate quality concerns.

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- Where survey counts were small, results were presented descriptively to maintain transparency and avoid overstating trends.

Family/Child Services Trends

Family/Child services demonstrated strong system performance across a broad range of levels of care, including:

- Medication Management
- Outpatient Therapy
- Mobile Crisis and Walk-In Crisis
- Family-Based Services
- Blended Case Management
- After-School Program, Behavioral Health Technician, Behavior Consultant, and Summer Therapeutic Activities Program

Notable strengths:

- Families consistently reported feeling respected, informed, and involved.
- Care coordination and follow-up were rated positively, especially in crisis services.
- Satisfaction with providers and perceived helpfulness of services exceeded benchmarks across nearly all Family/Child levels of care.

Several Family/Child services had low survey volumes, particularly specialty or seasonal programs. These results were included to ensure full transparency, with appropriate notes regarding interpretive limitations.

Cross-System Themes

Across Adult, Adult D&A, and Family/Child services, several system-wide themes emerged:

Strengths

- Strong provider-consumer/family relationships
- High levels of respect, communication, and cultural sensitivity
- Consistent satisfaction with services received.
- Positive perceptions of recovery- and family-centered approaches
- System Stability
- Although several individual measures, practical barriers, and low-volume service lines warrant continued monitoring, the findings did not identify a widespread pattern of dissatisfaction across the surveyed levels of care.

Data Integrity & Transparency

- FY 2025–2026 results are presented separately for Q1, Q2, Q3, and Q4.
- Annual totals were compiled from the available quarterly reports and supporting survey records.
- Low-volume services and No Response items are retained with transparent explanatory notes.

Opportunities & Considerations

The following considerations may support future reporting and quality improvement:

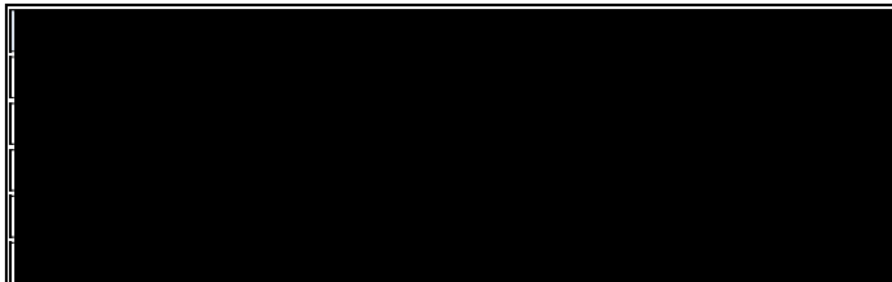
- Continue efforts to increase survey participation in low-volume or specialty services.
- Continue monitoring Member Call Center awareness, complaint and grievance education, medication explanations, and access to practical support.
- Continue reporting Q1, Q2, Q3, and Q4 separately and document voluntary No Response items.

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Provider Representation (FY 2025–2026)

The following list identifies the providers and organizations represented in Consumer/Family Satisfaction Team (CFST) survey responses included in the FY 2025–2026 Annual Report. Provider representation reflects services reported by participating individuals and families and does not indicate the total number of individuals served by each organization.



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C/FST extends its sincere appreciation to all providers and organizations that participated in the survey process during FY 2025–2026.

Thank you for your continued collaboration, commitment to those you serve, and ongoing dedication to providing quality behavioral health services to individuals and families throughout Cambria County.