

Cambria County C/FST Quarterly Report

Reporting Period: Q3 2025–2026 – January 1, 2026 – March 31, 2026

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I. Executive Summary

During the Q3 2025–2026, the Cambria County Consumer/Family Satisfaction Team (C/FST) conducted satisfaction surveys across Adult Mental Health, Family/Child, and Drug & Alcohol service lines during Q3 2025–2026. A total of 124 surveys were completed, including 65 Adult Mental Health, 28 Drug & Alcohol, and 31 Family/Child surveys. These responses reflect feedback from 25 adult participants and 8 family/caregiver participants, with some individuals completing multiple surveys across levels of care. Overall satisfaction remains consistently high across all service lines, with most categories exceeding the 86% contractual threshold, and many achieving near or full satisfaction levels. Feedback highlights strong provider relationships, respectful care, and meaningful engagement in treatment.

II. C/FST Overview

The Cambria County C/FST is a peer-run program dedicated to gathering input from individuals and families receiving Behavioral Health services.

- Mission: Elevate consumer and family voice in Behavioral Health services
- Method: Phone, in-person, and provider-facilitated surveys
- Programs: Outpatient, Crisis, Medication Management, IBHS, CPS, BCM, D&A, etc.

III. Survey Collection Summary

Survey counts by service line for **Q3** are summarized below:

- Adult Mental Health: **65**
- Family/Child: **28**
- Drug & Alcohol: **28**

Total Surveys Completed: **124**

IV. Adult Demographics, MCO Awareness, and SQ Summary

A total of 25 unique adult participants completed surveys, resulting in 65 Adult Mental Health & 28 D&A surveys across multiple levels of care.

- Survey Method: 25 in-person (100%)
- Survey Sites: DIC – 12, Nulton – 6, CFST – 3, ACRP – 3, Alliance – 1
- Age Distribution: 18–24 (5), 25–44 (7), 45–64 (11), 65+ (2)
- Housing Stability: 25 stable, 0 unstable
- Food Insecurity: 20 use food banks, 5 do not
- Transportation (MedVan): 9 use MedVan, 16 do not
 - Of those using: 8 satisfied, 4 not satisfied, 13 N/A
- Healthcare Access: 24 have a primary care physician, 1 does not
- Peer Support: 22 offered Peer Support, 3 not offered
- Advance Directives: 17 yes, 2 no, 6 can't remember

Adult Demographic	25 individuals				
phone @ provider	Via phone - 0	In person - 25	2		
2. What is the location where survey was completed?	CFST - 3	DIC - 12	ACRP - 3	Nulton - 6	Alliance - 1
3. How old are you? age 1 = under 17 2= 18-24 3= 24-44 4=45-64 5 = 65 and older	under 17 - 0	18-24 - 5	24-44 - 7	45-64 - 11	65 and older - 2
4. Zip code (Top 3)	15906 - 8	15902-6	15905 - 5		
5. Are you homeless or at risk of homelessness? 1 = yes 2= no 3= homeless but getting help	Yes - 0	No - 25	Yes, but recieving help - 0		
6. Do you use the food banks?	Yes - 20	No - 5			
7. Do you use the MedVan	Yes - 9	No - 16			
8. Are you satisfied with MedVan? 1= yes 2= no 3= N/A	Yes - 8	No - 4	N/A - 13		
9. Do you have a Family Doctor?	Yes - 24	No - 1			
Has your provider offered you information on Tobacco Recovery? 1= yes 2= no 3= NA	Yes - 7	No - 4	N/A - 14		
During your initial intake did your provider offer you information on Advance Directives 1= yes 2= no 3= can't remember	Yes - 17	No - 2	Can't remember - 6		
Would you like to participate in HealthChoices meetings or as a complaint and grievance panel member?	Yes - 0	No -	NA - 25		
Have you utilized the Favor Recovery Center	Yes - 4	No - 21			
Have you utilized the PEN Drop In Center?	Yes - 16	No - 9			
Has treatment your recieved helped you obtain or maintain employment? 1= yes 2= no 3= N/A	Yes - 6	No - 4	N/A - 15		
Are there any barriers preventing you from attending your	Yes - 4	No - 21			
Did your provider offer you a Peer Support Specialist?	Yes - 22	No - 3			
Did you provider offer you a Recovery Support Specialist?	Yes - 12	No - 13			

- Choice of Provider: 22 aware, 3 not aware
- Magellan Contact Knowledge: 19 aware, 6 not aware
- 24/7 Call Center Awareness: 19 aware, 6 not aware
- Complaint Process Awareness: 17 aware, 8 not aware
- Grievance Process Awareness: 15 aware, 10 not aware
- Use of Magellan Call Center: 5 have called, 20 have not
 - Of those who called: 3 satisfied, 2 not satisfied
- Complaint Filing Experience: 0 filed complaints
- Grievance Filing Experience: 0 filed grievances

MCO	25 individuals		
Q1 Did you know that you can choose where you get your	Yes - 22	No - 3	
Q2 If you have questions about your benefits or treatment options do you know how to contact Magellan?	Yes - 19	No - 6	
Q3 Before completing this survey, did you know you can call all the Magellan member call center 24/7?	Yes - 19	No - 6	
Q4 Have you called the Magellan member call center?	Yes - 5	No - 20	
Q4a. If yes, were you satisfied with outcome 1= yes 2= no 3=	Yes - 3	No - 2	N/A - 20
Q5 Are you aware of how to file a complaint?	Yes - 17	No - 8	
Q6 Have you ever filed complaint?	Yes - 0	No - 25	
Q6a. If yes, were you satisfied? 1= yes 2= no 3= NA	Yes - 0	No - 0	N/A - 25
Q7 Are you aware of how to file a grievance?	Yes - 15	No - 10	
Q8 Have you ever filed a grievance?	Yes - 0	No - 25	
Q8a If yes, were you satisfied? 1= yes 2= no 3= NA	Yes - 0	No - 0	N/A - 25

Adult SQ Results:

- SQ1 – Access to needed help: 88% Yes (100% Yes/Sometimes)
- SQ2 – Treatment decision participation: 84% Yes (92% Yes/Sometimes)
- SQ3 – Improved quality of life: 84% report improvement

SQ					
SQ1. In the last 12 months was your child able to get the help that they needed? 1= yes 2= sometimes 3= never	Yes - 22	Sometimes - 3	Never - 0		
SQ2 Were you and your child given the chance to make treatment decisions? 1= yes 2= sometimes 3= never	Yes - 21	Sometimes - 2	Never - 2		
SQ3 What effects has the treatment you received had on the quality of your child's life? 1= much better 2= a little better 3= about the same 4= a little worse 5= much worse	Much Better - 13	A Little Better - 8	About the Same - 3	A Little Worse - 1	Much Worse - 0

Trends and Insights (Demographics, MCO, and SQ)

Strengths

Stable living conditions and healthcare access:

- All 25 respondents (100%) reported stable housing
- 24 out of 25 (96%) reported having a primary care physician
- Strong access to basic support: 20 out of 25 reported using food banks, indicating awareness and connection to community resources

Awareness of system navigation (MCO):

- 22 out of 25 (88%) are aware they can choose their provider
- 19 out of 25 (76%) know how to contact Magellan
- 19 out of 25 (76%) are aware of the 24/7 call center
- Positive service impact (SQ):
- 21 out of 25 (84%) reported improvement in quality of life
- 22 out of 25 (88%) reported receiving the help they needed
- 25 out of 25 (100%) reported at least some level of access to needed help (Yes/Sometimes)

Engagement in treatment decisions:

- 21 out of 25 (84%) reported active participation in treatment decisions

Opportunities for Improvement

Limited awareness of complaint and grievance processes:

- 8 out of 25 (32%) are not aware of how to file a complaint
- 10 out of 25 (40%) are not aware of how to file a grievance
- 0 respondents reported ever filing a complaint or grievance

Low utilization of MCO support services:

- Only 5 out of 25 have contacted the Magellan call center, suggesting underutilization despite awareness

Transportation gaps:

- 16 out of 25 do not use MedVan services
- Among those who do, 4 reported dissatisfactions, indicating inconsistent experience
- Limited system-level engagement:
- 0 respondents expressed interest in participating in HealthChoices meetings or advisory roles

Inconsistent knowledge of advanced directives:

- 8 out of 25 (32%) either did not receive or could not recall receiving information

V. Adult Mental Health Services

A total of 65 Adult Mental Health surveys were completed across service lines and reflected consistently high satisfaction with care delivery, communication, and overall service experience.

Survey Distribution and Summary:

- **Med Management (21)**
Participants reported strong satisfaction with provider interactions, with 18 out of 21 (86%) indicating overall satisfaction. Additionally, 20 out of 21 reported being offered timely appointments, and 18 out of 21 felt providers listened and treated them with respect. A small number (4 out of 21) noted that medication explanations and side effects were not always clearly communicated.
- **Therapy (20)**
Therapy respondents reported positive engagement, with 18 out of 20 (90%) indicating overall satisfaction. The majority (18 out of 20) felt heard, respected, and involved in treatment decisions, with consistent access to services.
- **Walk-In Crisis (2)**
Both respondents (2 out of 2, 100%) reported satisfaction with services, including respectful staff interactions and supportive environments. One participant indicated they did not wish to provide additional feedback. However, another respondent shared a concern regarding limited communication about available options, stating they were told services could not be provided due to insurance without being offered alternative resources. This highlights an opportunity to improve communication and ensure individuals are informed of all available supports and next steps.
- **CPS (11)**
All respondents (11 out of 11, 100%) reported satisfaction with Certified Peer Specialist services. Participants consistently noted empowerment, respect, and meaningful support in their recovery.
- **BCM (9)**
All respondents (9 out of 9, 100%) reported satisfaction with Blended Case Management services, including coordination of care, responsiveness, and support accessing community resources.

- **Mobile Crisis (1)**
The respondent (1 out of 1, 100%) reported a positive experience, noting respectful interactions and helpful support.
- **MH Inpatient (1)**
The respondent (1 out of 1, 100%) reported satisfaction across all areas, including safety, communication, discharge planning, and overall care.

MED MANAGEMENT	21			
Q1 Provider				
Q2 How are you receiving your services? 1= in person 2= telehealth 3= both	In person - 17	Telehealth - 3	Both - 1	
Q3 Were you offered an appointment with your prescriber within	Yes - 20	No - 1		
Q4 Are the services provided sensitive to your race, religion, and ethnic background?	Yes - 18	No - 3		
Q5 Do you feel that you can talk openly/ freely to the provider?	Yes - 18	No - 3		
Q6 Do you feel that the provider instills hope regarding your	Yes - 20	No - 1		
Q7 Do you feel that the provider listens to you?	Yes - 18	No - 3		
Q8 Are staff respectful and friendly?	Yes - 20	No - 1		
Q9 Are you given the chance to ask treatment questions?	Yes - 20	No - 1		
Q10 Are the medications and their possible side effects explained clearly to you?	Yes - 16	No - 4		
Q11 Would you feel comfortable filing a complaint if you have a problem with the provider?	Yes - 16	No - 4		
Q12 Do you feel that you are getting the help that you need?	Yes - 19	No - 2		
Q13 Are you satisfied with provider?	Yes - 18	No - 3		

THERAPY	20			
Q1 Provider				
Q2 How are you receiving your services? 1= in person 2= telehealth 3= both	In person - 18	Telehealth - 0	Both - 2	
Q3 Were you offered an appointment with your prescriber within	Yes - 18	No - 2		
Q4 Are the services provided sensitive to your race, religion, and ethnic background?	Yes - 18	No - 2		
Q5 Do you feel that you can talk openly/ freely to the provider?	Yes - 18	No - 2		
Q6 Do you feel that the provider instills hope regarding your	Yes - 18	No - 2		
Q7 Do you feel that the provider listens to you?	Yes - 18	No - 2		
Q8 Are staff respectful and friendly?	Yes - 18	No - 2		
Q9 Are you given the chance to ask treatment questions?	Yes - 18	No - 2		
Q10 Would you feel comfortable filing a complaint if you had a problem with the provider?	Yes - 18	No - 2		
Q11 Do you feel that you are getting the help that you need?	Yes - 18	No - 2		
Q12 Are you satisfied with provider?	Yes - 18	No - 2		

WALK IN CRISIS	2		
Q1 Provider			
Q2 Are the services provided sensitive to your race, religion, and ethnic background?	Yes - 2	No - 0	
Q3 Do you feel that the provider listens to you?	Yes - 2	No - 0	
Q4 Are the staff respectful and friendly?	Yes - 2	No - 0	
Q5 Did you meet with a peer?	Yes - 1	No - 1	
Q6 Do you feel that the provider instills hope regarding your	Yes - 2	No - 0	
Q7 Were you satisfied with your services?	Yes - 2	No - 0	
Q8 Did you receive community resources?	Yes - 1	No - 1	
Q9 Did you receive a follow up appointment for treatment?	Yes - 1	No - 1	
Q10 What most did you like about your experience?	1 "I don't care to answer that" 2. "I am sorry, I just don't remember"		
Q11 What would you improve?	1 "I don't care to answer that" 2. Share what my options are not just tell me you have no insurance so there is nothing we can do. I was given no options.		
Q12 Would you feel comfortable filing a complaint if you had a	Yes - 2	No - 0	

Mobile Crisis	1		
Q1 Provider			
Q2. How are you receiving your services?	Yes - 1	No - 0	
Q3 Are the services provided sensitive to your race, religion, and	Yes - 1	No - 0	
Q4 Do you feel that the provider listens to you?	Yes - 1	No - 0	
Q5 Are the staff respectful and friendly?	Yes - 1	No - 0	
Q6 Do you feel that the provider instills hope regarding your	Yes - 1	No - 0	
Q7 Do you feel that this provider is knowledgeable about resources and support in the community?	Yes - 1	No - 0	
Q8 Would you feel comfortable filing a complaint if you had a problem with the provider?	Yes - 1	No - 0	
Q9 Do you feel that this service is helping?	Yes - 1	No - 0	
Q10 Are you satisfied with the provider?	Yes - 1	No - 0	



CPS	11			
Q1 Provider				
Q2 How are you receiving your services? 1= in person 2= telehealth 3= both	In Person - 9	Telehealth - 0	Both - 0	
Q3 Are the services provided sensitive to your race, religion, and ethnic background?	Yes - 11	No - 0		
Q4 Do you feel that the provider listens to you?	Yes - 11	No - 0		
Q5 Are the staff respectful and friendly?	Yes - 11	No - 0		
Q6 Do you feel that the provider instills hope regarding your future?	Yes - 11	No - 0		
Q7 Do you participate in treatment planning goals?	Yes - 11	No - 0		
Q8 Do you meet the provider enough to meet your needs?	Yes - 11	No - 0		
Q9 Does the provider encourage you to make your own choices and be responsible for them?	Yes - 11	No - 0		
Q10 Does the provider encourage you to advocate for yourself?	Yes - 11	No - 0		
Q11 Do you feel that this provider is knowledgeable about resources and support in the community?	Yes - 11	No - 0		
Q12 After your intake, were you offered appt within 30 days?	Yes - 11	No - 0		
Q13 Does the provider meet you at a location that is most convenient for you?	Yes - 11	No - 0	Sometimes - 1	
Q14 How long have you had services? 1=1-11months 2= 1-3 years 3= over 3 years	1 - 11 months - 1	1-3 years - 8	over 3 years - 2	
Q15 Would you feel comfortable filing a complaint if you had a problem with the provider?	Yes - 10	No - 1		
Q16 Do you feel that this service is helping?	Yes - 11	No - 0		
Q17 Are you satisfied with the provider?	Yes - 11	No - 0		

BCM	9			
Q1 Provider				
Q2 How are you receiving your services? 1= in person 2= telehealth 3= both	In Person - 6	Telehealth - 0	Both - 3	
Q3 After your intake, were you offered appt within 30 days?	Yes - 9	No - 0		
Q4 Are the services provided sensitive to your race, religion, and ethnic background?	Yes - 9	No - 0		
Q5 Do you feel that the provider listens to you?	Yes - 9	No - 0		
Q6 Are the staff respectful and friendly?	Yes - 9	No - 0		
Q7 Do you feel that the provider instills hope regarding your	Yes - 9	No - 0		
Q8 Do you participate in treatment planning goals?	Yes - 9	No - 0		
Q9 Do you meet the provider enough to meet your needs?	Yes - 9	No - 0		
Q10 Does the provider encourage you to make your own choices	Yes - 9	No - 0		
Q11 Does the provider meet you in your home or another location that is most convenient to you?	Yes - 9	No - 0		
Q12 Does the provider encourage you to advocate for yourself?	Yes - 9	No - 0		
Q13 Do you feel that this provider is knowledgeable about resources and support in the community?	Yes - 9	No - 0		
Q14 How long had service 1=1-11months 2= 1-3 years 3= over 3 years	1 - 11 months - 1	1-3 years - 4	over 3 years - 4	
Q15 Would you feel comfortable filing a complaint if you had a problem with the provider?	Yes - 9	No - 0		
Q16 Do you feel that this service is helping?	Yes - 9	No - 0		
Q17 Are you satisfied with the provider?	Yes - 9	No - 0		

MH Inpatient	1	
Q1Who is the provider	██████	
Q2Are the services provided sensitive to your race religion and ethnic background	Yes - 1	No -
Q3Do you feel that the provider listens to you	Yes - 1	No -
Q4Are the staff respectful and friendly	Yes - 1	No -
Q5Do you feel that the provider instills hope regarding your future	Yes - 1	No -
Q6Does the provider give you the chance to ask questions about your treatment	Yes - 1	No -
Q7Does the provider clearly explain your medications and their possible side effects	Yes - 1	No -
Q8Are you learning coping skills that help you manage your symptoms	Yes - 1	No -
Q9Do you feel that this is a safe place to express yourself	Yes - 1	No -
Q10Are group sessions offered	Yes - 1	No -
Q11If you had a problem with the provider, would you feel comfortable filing a complaint	Yes - 1	No -
Q12Do you feel that this service is/has helped you	Yes - 1	No -
Q13Were you offered an appointment within seven days of discharge from mental health and patient	Yes - 1	No -
Q14Did you attend your follow up appointment	Yes - 1	No -
a. if you answered no are barriers preventing you from attending your follow up appointment	Yes - 1	No -
Q15Are you satisfied with your provider	Yes - 1	No -



Trends and Insights

Strengths:

- **High overall satisfaction across service lines:** All levels of care met or exceeded the 86% threshold, with CPS, BCM, Crisis, and Inpatient services reporting 100% satisfaction
- **Strong provider relationships:**
 - 18 out of 21 in Med Management and 18 out of 20 in Therapy reported providers listen, communicate clearly, and treat them with respect
- **Timely access to care:**
 - 20 out of 21 Med Management respondents reported being offered appointments within expected timeframes
- **Peer and case management services stand out:**
 - CPS (11/11) and BCM (9/9) reflected consistent strengths in empowerment, support, and coordination of care

Opportunities:

- **Medication, education and communication:**
 - 4 out of 21 (19%) in Med Management reported medications and side effects were not clearly explained
- **Consistency in communication during crisis services:**
 - Feedback from Walk-In Crisis indicated a need for clearer communication around available options and next steps, particularly when services are limited
- **Comfort with complaint processes:**
 - While not a dominant concern, a small portion of respondents indicated they may not feel fully comfortable filing a complaint, suggesting an opportunity to reinforce awareness and accessibility

VI. Family/Child Demographics and MCO Awareness Summary

8 caregivers/families participated, completing 31 surveys across

Family/Child service lines.

- Survey Method: 4 in-person, 4 phone
- Survey Sites: CFST – 4, Provider Locations – 4
- Age Group: 8 under age 17
- Housing Stability: 8 stable, 0 unstable
- Food Insecurity: 7 use food banks, 1 does not
- Transportation (MedVan): 3 use MedVan, 5 do not
 - Of those using: 2 satisfied, 1 not satisfied, 5 N/A
- Healthcare Access: 8 have a primary care provider
- Advance Directives: 0 yes, 0 no, 8 can't remember

Family Demographic (8 individuals)			
1. How was this survey conducted? 1= in person 2= phone 3= via phone @ provider	in person - 4	phone - 4	at providers via phone - 0
2. What is the location where survey was completed?	CFST - 4	PEN - 0	Providers - 4
3. How old are you? age 1 = under 17 2= 18-24 3= 24-44 4=45-64 5 = 65 and older	under 17 - 8		
4. Zip code (Top 3)	15905 - 3	16644 - 2	15902 - 1
5. Are you homeless or at risk of homelessness? 1 = yes 2= no 3= homeless but getting help	Yes - 0	No - 8	
6. Do you use the food banks?	Yes - 7	No - 1	
7. Do you use the MedVan	Yes - 3	No - 5	
8. Are you satisfied with MedVan? 1= yes 2= no 3= N/A	1=Yes - 2	2=No - 1	3=N/A - 5
9. Do you have a Family Doctor?	Yes - 8	No - 0	
10. Has your provider offered you information on Tobacco Recovery? 1= yes 2= no 3= NA	1=Yes - 0	2=No - 0	3=N/A - 8
11. During your initial intake did your provider offer you information on Advance Directives 1= yes 2= no 3= can't remember	1= Yes - 0	2= No - 0	3= Can't remember - 8
12. Would you like to participate in HealthChoices meetings or as a complaint and grievance panel member?	Yes - 1	No - 6	

MCO & Service Awareness

- Choice of Provider: 7 aware, 1 not aware
- Magellan Contact Knowledge: 7 aware, 1 not aware
- 24/7 Call Center Awareness: 7 aware, 1 not aware
- Complaint Process Awareness: 7 aware, 1 not aware
- Grievance Process Awareness: 7 aware, 1 not aware
- Use of Magellan Call Center: 1 has called, 7 have not
 - Satisfaction: 1 satisfied

MCO	8		
Q1 Did you know that you can choose where you get your treatment?	Yes- 7	No - 1	
Q2 If you have questions about your benefits or treatment options do you know how to contact Magellan?	Yes- 7	No - 1	
Q3 Before completing this survey, did you know you can call all the Magellan member call center 24/7?	Yes- 7	No - 1	
Q4 Have you called the Magellan member call center?	Yes - 1	No - 7	
Q4a. If yes, were you satisfied with outcome 1= yes 2= no 3= N/A	Yes - 1	No - 0	N/A - 7
Q5 Are you aware of how to file a complaint?	Yes - 7	No 1	
Q6 Have you ever filed complaint?	Yes - 2	No - 6	
Q6a. If yes, were you satisfied? 1= yes 2= no 3= NA	Yes - 2	No - 0	N/A - 6
Q7 Are you aware of how to file a grievance?	Yes - 7	No - 1	
Q8 Have you ever filed a grievance?	Yes - 0	No - 8	
Q8a If yes, were you satisfied? 1= yes 2= no 3= NA	Yes - 0	No - 0	N/A - 8

Family SQ Results:

- **SQ1** – Access to Needed Help:
7 yes, 1 sometimes, 0 never (100% positive)
- **SQ2** – Treatment Decision Participation:
7 yes, 1 sometimes, 0 never (100% positive)
- **SQ3** – Quality of Life Improvement:
4 much better, 4 a little better (100% improvement)

State Questions					
SQ1. In the last 12 months was your child able to get the help that they needed? 1= yes 2= sometimes 3= never	Yes - 7	Sometimes - 1	Never - 0		
SQ2 Were you and your child given the chance to make treatment decisions? 1= yes 2= sometimes 3= never	Yes - 7	Sometimes - 1	Never - 0		
SQ3 What effects has the treatment you received had on the quality of your child's life? 1= much better 2= a little better 3= about the same 4 = a little worse 5 = much worse	Much Better - 4	A Little Better - 4	About the Same - 0	A Little Worse - 0	Much Worse - 0

Trends and Insights

Strengths

- **Consistently high satisfaction and outcomes:**
 - 31 out of 31 surveys (100%) reported satisfaction across all Family/Child service lines
- **Strong caregiver-provider communication:**
 - 7 out of 8 caregivers reported active involvement in treatment decisions, with all reporting at least some level of participation
- **Positive treatment impact:**
 - All respondents (8 out of 8) reported improvement in their child's quality of life
- **High awareness of system navigation:**
 - 7 out of 8 caregivers are aware of provider choice, Magellan contact, and complaint/grievance processes

Opportunities

- **Limited engagement with system processes:**
 - Only 1 out of 8 caregivers have contacted the Magellan call center
- **Lack of awareness around advanced directives:**
 - 8 out of 8 caregivers could not recall receiving information
- **Transportation utilization:**
 - 5 out of 8 do not use MedVan services, and 1 of the 3 users reported dissatisfaction
- **Minimal system-level participation:**
 - Only 1 caregiver expressed interest in participating in HealthChoices-related activities

VII. Family/Child Services

A total of 31 surveys were completed across Family/Child levels of care, with 100% satisfaction reported across all categories.

Survey Distribution and Summary:

- Med Management (8)**
 All respondents (8 out of 8, 100%) reported satisfaction with services. Caregivers indicated strong communication with prescribers, clear explanations of treatment, and respectful provider interactions.
- Therapy (7)**
 All respondents (7 out of 7, 100%) reported satisfaction. Caregivers consistently noted that providers were supportive, listened to concerns, and actively involved them and their child in treatment decisions.
- BCM (3)**
 All respondents (3 out of 3, 100%) reported satisfaction with Blended Case Management services. Feedback reflected strong coordination of care, responsiveness, and support accessing community resources.
- ASP (3)**
 All respondents (3 out of 3, 100%) reported satisfaction. Caregivers highlighted timely communication, respectful staff interactions, and ongoing support throughout the treatment process.
- STAP (3)**
 All respondents (3 out of 3, 100%) reported satisfaction. Participants noted consistent provider communication, involvement in planning, and support with their child's progress.
- Family Based (6)**
 All respondents (6 out of 6, 100%) reported satisfaction. Caregivers described strong engagement, effective communication, and meaningful support for both the child and family unit.
- Walk-In Crisis (1)**
 The respondent (1 out of 1, 100%) reported satisfaction with services, including respectful staff interactions, access to resources, and overall support during the crisis experience.

MED MANAGEMENT 8					
Q1 Provider					
Q2 How are you receiving your services? 1= in person 2= telehealth 3= both	In person - 8	Telehealth - 0	Both - 0		
Q3 Were you offered an appointment with your prescriber within 90 days?	Yes - 8	No - 0			
Q4 Are the services provided sensitive to your race, religion, and ethnic background?	Yes - 8	No - 0			
Q5 Do you feel that you can talk openly/ freely to the provider?	Yes - 8	No - 0			
Q6 Do you feel that the provider instills hope regarding your future?	Yes - 8	No - 0			
Q7 Do you feel that the provider listens to you?	Yes - 8	No - 0			
Q8 Are staff respectful and friendly?	Yes - 8	No - 0			
Q9 Are you given the chance to ask treatment questions?	Yes - 8	No - 0			
Q10 Are the medications and their possible side effects explained clearly to you?	Yes - 8	No - 0			
Q11 Would you feel comfortable filing a complaint if you have a problem with the provider?	Yes - 8	No - 0			
Q12 Do you feel that you are getting the help that you need?	Yes - 8	No - 0			
Q13 Are you satisfied with provider?	Yes - 8	No - 0			

THERAPY 7				
Q1 Provider				
Q2 How are you receiving your services? 1= in person 2= telehealth 3= both	In person - 7	Telehealth - 0	Both - 0	
Q3 Were you offered an appointment with your prescriber within 90 days?	Yes - 7	No - 0		
Q4 Are the services provided sensitive to your race, religion, and ethnic background?	Yes - 7	No - 0		
Q5 Do you feel that you can talk openly/ freely to the provider?	Yes - 7	No - 0		
Q6 Do you feel that the provider instills hope regarding your future?	Yes - 7	No - 0		
Q7 Do you feel that the provider listens to you?	Yes - 7	No - 0		
Q8 Are staff respectful and friendly?	Yes - 7	No - 0		
Q9 Are you given the chance to ask treatment questions?	Yes - 7	No - 0		
Q10 Would you feel comfortable filing a complaint if you had a problem with the provider?	Yes - 7	No - 0		
Q11 Do you feel that you are getting the help that you need?	Yes - 7	No - 0		
Q12 Are you satisfied with provider?	Yes - 7	No - 0		



BCM 3			
Q1 Provider			
Q2 How are you receiving your services? 1= in person 2= telehealth 3= both	1= In Person - 3	2= Telehealth - 0	3= Both - 0
Q3 Are the services provided sensitive to your race, religion, and ethnic background?	Yes - 3	No - 0	
Q4 After your intake, were you offered appt within 30 days?	Yes - 3	No - 0	
Q5 Does the provider meet you at a location that is most convenient for you?	Yes - 3	No - 0	
Q6 Do you feel that the provider listens to you?	Yes - 3	No - 0	
Q7 Are the staff respectful and friendly?	Yes - 3	No - 0	
Q8 Do you feel that the provider instills hope regarding your future?	Yes - 3	No - 0	
Q9 Do you participate in treatment planning goals?	Yes - 3	No - 0	
Q10 Do you meet the provider enough to meet your needs?	Yes - 3	No - 0	
Q11 Does the provider encourage you to make your own choices and be responsible for them?	Yes - 3	No - 0	
Q12 Does the provider encourage you to advocate for yourself?	Yes - 3	No - 0	
Q13 Do you feel that this provider is knowledgeable about resources and support in the community?	Yes - 3	No - 0	
Q14 How long had service 1=1-11months 2= 1-3 years 3= over 3 years	1= 1 - 11 months - 2	2= 1-3 years - 1	3= over 3 years - 0
Q15 Would you feel comfortable filing a complaint if you had a problem with the provider?	Yes - 3	No - 0	
Q16 Do you feel that this service is helping?	Yes - 3	No - 0	
Q17 Are you satisfied with the provider?	Yes - 3	No - 0	

WALK IN CRSIS 1		
Q1 Provider		
Q2 Are the services provided sensitive to your race, religion, and ethnic background?	Yes - 1	No - 0
Q3 Do you feel that the provider listens to you?	Yes - 1	No - 0
Q4 Are the staff respectful and friendly?	Yes - 1	No - 0
Q5 Did you meet with a peer?	Yes - 1	No - 0
Q6 Do you feel that the provider instills hope regarding your future?	Yes - 1	No - 0
Q7 Were you satisfied with your services?	Yes - 1	No - 0
Q8 Did you receive community resources?	Yes - 1	No - 0
Q9 Did you receive a follow up appointment for treatment?	Yes - 1	No - 0
Q10 What most did you like about your experience?		Did not want to say
Q11 What would you improve?		Refused to answer
Q12 Would you feel comfortable filing a complaint if you had a problem with the provider?	Yes - 1	No - 0

ASP 3		
Q1 Provider		
Q2 Does the provider return your calls promptly?	Yes - 3	No - 0
Q3 Are the staff respectful and friendly?	Yes - 3	No - 0
Q4 Do you feel that the provider instills hope regarding your future?	Yes - 3	No - 0
Q5 Are the services provided sensitive to your race, religion, and ethnic background?	Yes - 3	No - 0
Q6 Do you feel that the provider listens to you?	Yes - 3	No - 0
Q7 Do you feel that this provider is knowledgeable about resources and support in the community?	Yes - 3	No - 0
Q8 Do you meet the provider enough to meet your needs?	Yes - 3	No - 0
Q9 Do you and your child participate in treatment planning goals?	Yes - 3	No - 0
Q10 Does the provider keep you updated with progress and concerns?	Yes - 3	No - 0
Q11 Has your provider discussed discharge & transition plan?	Yes - 3	No - 0
Q12 Were you satisfied with ISPT meeting?	Yes - 3	No - 0
Q13 Do you feel that your child is getting the help they need?	Yes - 3	No - 0
Q14 Would you feel comfortable filing a complaint if you had a problem with the provider?	Yes - 3	No - 0
Q15 Are you satisfied with the provider?	Yes - 3	No - 0



STAP 3		
Q1 Provider		
Q2 Does the provider return your calls promptly?	Yes - 3	No - 0
Q3 Are the staff respectful and friendly?	Yes - 3	No - 0
Q4 Do you feel that the provider instills hope regarding your future?	Yes - 3	No - 0
Q5 Are the services provided sensitive to your race, religion, and ethnic background?	Yes - 3	No - 0
Q6 Do you feel that the provider listens to you?	Yes - 3	No - 0
Q7 Do you feel that this provider is knowledgeable about resources and support in the community?	Yes - 3	No - 0
Q8 Do you meet the provider enough to meet your needs?	Yes - 3	No - 0
Q9 Do you and your child participate in treatment planning goals?	Yes - 3	No - 0
Q10 Does the provider keep you updated with progress and concerns?	Yes - 3	No - 0
Q11 Has your provider discussed discharge & transition plan?	Yes - 3	No - 0
Q12 Were you satisfied with ISPT meeting?	Yes - 3	No - 0
Q13 Do you feel that your child is getting the help they need?	Yes - 3	No - 0
Q14 Would you feel comfortable filing a complaint if you had a problem with the provider?	Yes - 3	No - 0
Q15 Are you satisfied with the provider?	Yes - 3	No - 0

FAMILY BASED 6			
Q1 Provider			
Q2 Does the provider return your calls promptly?	Yes - 6	No - 0	
Q3 How are you receiving your services? 1= in person 2= telehealth 3= both	1= In person - 6	2= Telehealth - 0	3= Both - 0
Q4 Are the staff respectful and friendly?	Yes - 6	No - 0	
Q5 Do you feel that the provider instills hope regarding your future?	Yes - 6	No - 0	
Q6 Are the services provided sensitive to your race, religion, and ethnic background?	Yes - 6	No - 0	
Q7 Do you feel that the provider listens to you?	Yes - 6	No - 0	
Q8 Do you feel that this provider is knowledgeable about resources and supports in the community?	Yes - 6	No - 0	
Q9 Do you meet the provider enough to meet your needs?	Yes - 6	No - 0	
Q10 Do you and your child participate in treatment planning goals?	Yes - 6	No - 0	
Q11 Does the provider keep you updated with progress and concerns?	Yes - 6	No - 0	
Q12 Has your provider discussed discharge & transition plan?	Yes - 6	No - 0	
Q13 Were you satisfied with ISPT meeting?	Yes - 6	No - 0	
Q14 Do you feel that your child is getting the help they need?	Yes - 6	No - 0	
Q15 Would you feel comfortable filing a complaint if you have a problem with the provider?	Yes - 6	No - 0	
Q16 Are you satisfied with the provider?	Yes - 6	No - 0	

Trends and Insights

Strengths:

- **Universal satisfaction across all services:**
All 31 out of 31 surveys (100%) reported satisfaction across Family/Child service lines
- **Strong engagement from families and caregivers:**
7 out of 8 caregivers reported active participation in treatment decisions, with 100% (8 out of 8) reporting at least some level of involvement (Yes/Sometimes)
- **Positive treatment outcomes:**
All respondents (8 out of 8, 100%) reported improvement in their child's quality of life
- **Providers consistently meeting needs:**
Across all service lines, 100% of respondents reported providers were respectful, communicative, and supportive

Opportunities:

- **Continue reinforcing system awareness and engagement:**
 - Only 1 out of 8 caregivers reported utilizing the Magellan call center
 - 1 out of 8 expressed interests in participating in system-level activities
- **Increase education around system processes:**
 - 8 out of 8 caregivers could not recall receiving information on advanced directives

VIII. Adult Drug & Alcohol (D&A) Services

A total of 28 surveys were completed across D&A service lines and reflected overall high satisfaction with care delivery, communication, and treatment support, with slight variation noted within Methadone services.

Survey Distribution and Summary:

- **Rehab (8)**
All respondents (8 out of 8, 100%) reported satisfaction with services. Participants indicated strong support from staff, respectful interactions, and effective treatment environments that promoted recovery.
- **Outpatient (12)**
All respondents (12 out of 12, 100%) reported satisfaction. Participants noted consistent communication, supportive provider relationships, and ongoing engagement in treatment.
- **Methadone (8)**
The majority of respondents (7 out of 8, 88%) reported satisfaction with services. While most participants indicated positive experiences with staff and treatment, a small number (1–2 respondents) reported concerns related to communication, cultural sensitivity, and medication-related discussions, indicating an opportunity for improvement in consistency of care.

D&A REHAB	8		
Q1 Provider			
Q2 Are the services provided sensitive to your race, religion, and ethnic background?	Yes - 8	No - 0	
Q3 Do you feel that the provider listens to you?	Yes - 8	No - 0	
Q4 Are staff respectful and friendly?	Yes - 8	No - 0	
Q5 Do you feel that the provider instills hope regarding your	Yes - 8	No - 0	
Q6 Are you given the chance to ask treatment questions?	Yes - 8	No - 0	
Q7 Are the medications and their possible side effects explained clearly to you?	Yes - 8	No - 0	
Q8 Are you learning coping skills that help you manage your	Yes - 8	No - 0	
Q9 Do you feel that this is a safe place to express yourself?	Yes - 8	No - 0	
Q10 Are group session offered?	Yes - 8	No - 0	
Q11 Would you feel comfortable filing a complaint if you had a problem with the provider?	Yes - 8	No - 0	
Q12 Do you feel that this service helped you?	Yes - 8	No - 0	
Q13 Are satisfied with provider?	Yes - 8	No - 0	



D&A OUTPT	12		
Q1 Provider			
Q2 Are the services provided sensitive to your race, religion, and ethnic background?	Yes - 12	No - 0	
Q3 Do you feel that the provider listens to you?	Yes - 12	No - 0	
Q4 Are staff respectful and friendly?	Yes - 12	No - 0	
Q5 Do you feel that the provider instills hope regarding your	Yes - 12	No - 0	
Q6 Are you given the chance to ask treatment questions?	Yes - 12	No - 0	
Q7 Does the provider talk to y you about how medications are working for you?	Yes - 12	No - 0	
Q8 Are the medications and their possible side effect explained	Yes - 12	No - 0	
Twice or more a week 3= Once a month 4= Never 5= N/A	Once a week - 2	week - 0	Once a month - 2
Q10 How long have you had this service?	1-11 months - 9	1-3 years - 2	Over 3 years - 1
Q11 Would you feel comfortable filing a complaint if you had a problem with the provider?	Yes - 12	No - 0	
Q13 Are satisfied with provider?	Yes - 12	No - 0	

METHADONE	8		
Q1 Provider			
Q2 Are the services provided sensitive to your race, religion, and ethnic background?	Yes - 6	No - 2	
Q3 Do you feel that the provider listens to you?	Yes - 7	No - 1	
Q4 Are staff respectful and friendly?	Yes - 8	No - 0	
Q5 Do you feel that the provider instills hope regarding your	Yes - 6	No - 2	
Q6 Are you given the chance to ask treatment questions?	Yes - 6	No - 2	
Q7 Does the provider talk to y you about how medications are working for you?	Yes - 6	No - 2	
Q8 Are the medications and their possible side effect explained	Yes - 7	No - 1	
Twice or more a week 3= Once a month 4= Never 5= N/A	Once a week - 2	week - 1	Once a month - 3
Q10 How long have you had this service?	1-11 months - 5	1-3 years - 1	Over 3 years - 2
Q11 Would you feel comfortable filing a complaint if you had a problem with the provider?	Yes - 8	No - 0	
Q13 Are satisfied with provider?	Yes - 7	No - 1	

Trends and Insights

Strengths:

- **High satisfaction in Rehab and Outpatient services:**
All respondents in Rehab (8 out of 8, 100%) and Outpatient (12 out of 12, 100%) reported satisfaction with services
- **Strong provider relationships and support:**
Across D&A services, the majority of respondents (27 out of 28) reported positive interactions with staff, including feeling respected, supported, and engaged in treatment

- **Positive treatment outcomes:**
Participants consistently reported that services were helpful in supporting recovery, with 20 out of 20 respondents in Rehab and Outpatient indicating positive service impact

Opportunities:

- **Methadone services (variation in experience):**
While most respondents (7 out of 8, 88%) reported satisfaction, a small number identified areas for improvement, including:
- **Cultural sensitivity:**
2 out of 8 respondents reported services were not fully sensitive to their background
- **Communication:**
1 out of 8 reported concerns with provider communication
- **Medication-related discussions:**
2 out of 8 indicated medications or treatment processes were not always clearly explained

IX. System-Wide Summary and Trends

Cambria County continues to demonstrate a strong, high-performing behavioral health system, with consistent positive feedback across all service lines. A total of 124 surveys were completed, reflecting overwhelmingly positive experiences across Adult Mental Health, Family/Child, and Drug & Alcohol services.

System Strengths

- **High satisfaction across nearly all services:**
 - Adult Mental Health services met or exceeded the 86% threshold across all levels of care
 - Family/Child services reported 31 out of 31 (100%) satisfaction
 - Drug & Alcohol services reported 20 out of 20 (100%) satisfaction in Rehab and Outpatient
- **Strong provider-consumer relationships:**
 - In Adult services, 18 out of 21 in Med Management and 18 out of 20 in Therapy reported providers listen, communicate effectively, and treat them with respect
 - Across Family/Child services, 100% of respondents reported respectful and supportive provider interactions
- **Respectful, supportive care environments:**
 - Nearly all respondents across service lines reported feeling respected and supported during their care
 - CPS (11 out of 11) and BCM (9 out of 9) demonstrated consistent strengths in empowerment and engagement

- **Positive treatment outcomes:**
 - 21 out of 25 (84%) Adult respondents reported improvement in quality of life
 - 100% of Family/Child respondents (8 out of 8) reported improvement
 - D&A respondents consistently reported services as helpful in supporting recovery

System Opportunities

- **Improve awareness of complaint and grievance processes:**
 - 8 out of 25 (32%) Adult respondents are not aware of how to file a complaint
 - 10 out of 25 (40%) are not aware of how to file a grievance
 - No respondents reported utilizing these processes
- **Enhance consistency in medication education:**
 - 4 out of 21 (19%) in Adult Med Management reported medications and side effects were not clearly explained
 - 2 out of 8 Methadone respondents indicated concerns with medication-related communication
- **Address minor variation in Methadone services:**
 - While overall satisfaction remains high (7 out of 8, 88%), some respondents reported concerns related to communication and cultural sensitivity
- **Continue expanding outreach and system education:**
 - Only 5 out of 25 Adult respondents have contacted the Magellan call center
 - Only 1 out of 8 Family/Child respondents reported utilizing the call center
 - Interest in system-level participation remains low across groups

X. Closing Summary and System-Wide Trends

Across all surveyed programs in Quarter 3, overall satisfaction remained high across Adult Mental Health, Adult Drug & Alcohol, and Family/Child services. A total of 124 surveys were completed, reflecting consistently positive experiences across service lines.

Adult Mental Health and Family/Child programs reported exceptionally strong satisfaction with service delivery, staff respect, and treatment engagement. Respondents consistently referenced respectful communication, accessible supports, and positive treatment environments that supported individual and family needs.

Strengths included provider respect and cultural sensitivity, strong communication, collaborative treatment planning, and high perceived treatment benefit.

Areas to monitor included transportation utilization and satisfaction, particularly among adult respondents, and opportunities to increase awareness of system processes such as complaint and grievance procedures.

Positive trends included strong engagement with peer support and case management services, continued connection to community resources such as the PEN Drop-In Center, and sustained satisfaction with medication management and therapy services.

Adult Mental Health participants demonstrated strong satisfaction across multiple service lines, emphasizing respectful provider interactions, empowerment in treatment decisions, and integration of community-based supports such as Peer Support Specialists and the PEN Drop-In Center (16 out of 25 respondents reporting use). High rates of primary care access (24 out of 25) and minimal reported barriers to appointments (21 out of 25 reporting no barriers) contributed to overall wellness. The majority of respondents (21 out of 25) reported improvement in quality of life, reflecting positive treatment impact.

Adult Drug & Alcohol participants reported strong satisfaction across Rehab (8/8, 100%), Outpatient (12/12, 100%), and Methadone services (7/8, 88%). Participants described supportive environments, respectful staff, and effective treatment engagement. While Methadone services remained highly rated overall, a small number of respondents identified opportunities related to communication, cultural sensitivity, and medication-related discussions, indicating an area for continued focus. Overall, D&A results reflect strong engagement with recovery support and confidence in provider responsiveness.

Family and Child participants reported universal satisfaction across all 31 surveys (100%) spanning Med Management, Therapy, BCM, ASP, STAP, Family-Based, and Crisis services. Caregivers consistently described providers as respectful, communicative, and collaborative in treatment planning. All respondents (8 out of 8) reported improvement in their child's quality of life. While food insecurity (7 out of 8) and limited transportation utilization (5 out of 8 not using MedVan) were noted, satisfaction with providers and trust in treatment environments remained exceptionally high, reinforcing system strengths in family-centered care.