

Cambria County C/FST Quarterly Report

Reporting Period: Q4 2025–2026 – April 1, 2026 – June 30, 2026

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I. Executive Summary

During Quarter 4 of FY 2025–2026, the Cambria County Consumer/Family Satisfaction Team (C/FST) conducted satisfaction surveys across Adult Mental Health, Family/Child, and Adult Drug & Alcohol service lines. A total of 104 service-level surveys were completed: 65 Adult Mental Health, 31 Family/Child, and 8 Adult Drug & Alcohol. Overall service level satisfaction was 95.2% (99 of 104 responses). Quarter 4 concluded the FY 2025–2026 survey cycle, with feedback collected across Adult Mental Health, Family/Child, and Adult Drug & Alcohol services.

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, Adult D&A, and other covered levels of care

III. Survey Collection Summary

Survey counts by service line for Quarter 4 are summarized below:

- Adult Mental Health: 65
- Family/Child: 31
- Adult Drug & Alcohol: 8

Total Service-Level Surveys Completed: 104

Participant records represented: 38 (27 Adult Mental Health, 7 Family/Child, and 4 Adult D&A)

Quarter 4 Survey Collection Summary		
Service Line	# Surveys	Providers Represented
Adult Mental Health	65	6
Family/Child	31	7
Adult Drug & Alcohol	8	4
Total	104	

IV. Adult Demographics, MCO Awareness, and SQ

Summary

Adult Mental Health demographic results reflect 27 participants. Adult D&A service data reflect 4 individuals; three completed demographic records were available for the detailed D&A demographic summary.

Adult Mental Health Demographic Summary

- Survey Method: 20 in person; 7 by phone
- Survey Sites: Nulton 16; PEN Drop-In Center 5; ACRP 3; CFST 2; Clarvida 1
- Age Distribution: 18–24 (6); 24–44 (9); 45–64 (10); 65+ (2)
- Housing Stability: 23 reported no risk; 3 were homeless and receiving help; 1 was homeless or at risk
- Food Insecurity: 11 used food banks; 16 did not
- Transportation: 10 used MedVan; 17 did not
- Healthcare Access: All 27 had a family doctor
- Peer and Recovery Supports: 23 were offered Peer Support; 19 were offered Recovery Support
- Advance Directives: 16 yes; 2 no; 9 could not remember

Adult Mental Health Demographics — 27 Participants					
Survey Method	In person 20	Phone 7			
Survey Location	Nulton 16	PEN DIC 5	ACRP 3	CFST 2	Clarvida 1
Age	Under 17: 0	18–24: 6	24–44: 9	45–64: 10	65+: 2
Top ZIP Codes	15902: 11	15901: 6	15905: 2		
Homelessness Risk	Yes 1	No 23	Receiving help 3		
Uses Food Banks	Yes 11	No 16			
Uses MedVan	Yes 10	No 17			
Satisfied with MedVan	Yes 10	No 3	N/A 14		
Has Family Doctor	Yes 27	No 0			
Tobacco Recovery Information	Yes 7	No 3	N/A 17		
Advance Directives Information	Yes 16	No 2	Can't remember 9		
Used FAVOR Recovery Center	Yes 8	No 19			
Used PEN Drop-In Center	Yes 15	No 12			
Treatment Helped Employment	Yes 5	No 1	N/A 21		
Offered Peer Support Specialist	Yes 23	No 4			
Offered Recovery Support Specialist	Yes 19	No 8			

Adult Mental Health MCO and SQ Summary

- Choice of Provider: 27 aware; 0 not aware
- Magellan Contact Knowledge: 24 aware; 3 not aware
- 24/7 Member Call Center Awareness: 24 aware; 3 not aware
- Member Call Center Use: 3 called; all 3 were dissatisfied with the outcome

- Complaint Process Awareness: 22 aware; 5 not aware
- Grievance Process Awareness: 27 aware; 0 not aware
- SQ1 – Access to Needed Help: 24 yes; 3 sometimes; 0 never
- SQ2 – Treatment Decision Participation: 27 yes
- SQ3 – Quality of Life: 24 much better; 2 about the same; 1 a little worse

Adult Mental Health MCO — 27 Participants					
Measure	Yes	No	N/A		
Aware of provider choice	27	0			
Knows how to contact Magellan	24	3			
Aware of 24/7 Member Call Center	24	3			
Called Member Call Center	3	24			
Satisfied with call outcome	0	3	24		
Aware how to file complaint	22	5			
Ever filed complaint	0	27			
Complaint satisfaction	0	0	27		
Aware how to file grievance	27	0			
Ever filed grievance	0	27			
Grievance satisfaction	0	0	27		
Adult Mental Health State Questions — 27 Participants					
SQ1 — Received needed help	Yes 24	Sometimes 3	Never 0		
SQ2 — Participated in treatment decisions	Yes 27	Sometimes 0	Never 0		
SQ3 — Effect on quality of life	Much better 24	Little better 0	Same 2	Little worse 1	Much worse 0

Trends and Insights (Adult Demographics, MCO, and SQ)

Strengths

- All respondents reported having a family doctor, and all were aware of provider choice and the grievance process.
- Twenty-four of 27 respondents reported that treatment made their quality of life much better.
- All respondents were given the opportunity to participate in treatment decisions.

Opportunities for Improvement

- Reinforce Magellan contact information, complaint procedures, and advance-directive education.
- Review the experiences of the three respondents who contacted the Member Call Center and reported dissatisfaction.

V. Adult Mental Health Services

A total of 65 Adult Mental Health service-level surveys were completed across seven levels of care. Overall satisfaction was 92% (60 of 65 responses).

Survey Distribution and Summary:

- Medication Management (21): 18 of 21 (86%) reported satisfaction. Timely appointment access remained strong; medication and side-effect education showed the clearest opportunity for improvement.
- Therapy (20): 18 of 20 (90%) reported satisfaction, with consistently positive feedback regarding respect, listening, and involvement in care.
- Walk-In Crisis (2): Both respondents reported satisfaction. One comment identified a need for clearer information about available options when insurance is a barrier.
- Mobile Crisis (1): The respondent reported satisfaction with [REDACTED].
- Certified Peer Support (11): All respondents reported satisfaction with [REDACTED] or [REDACTED] services.
- Blended Case Management (9): All respondents reported satisfaction with [REDACTED] or [REDACTED] services.
- Mental Health Inpatient (1): The respondent reported satisfaction with [REDACTED].

Medication Management — 21 Surveys			
Provider	[REDACTED]	[REDACTED]	[REDACTED]
Service Method	In person 17	Telehealth 3	Both 1
Appointment within 90 days	Yes 20	No 1	
Culturally sensitive	Yes 18	No 3	
Can talk openly	Yes 18	No 3	
Instills hope	Yes 20	No 1	
Provider listens	Yes 18	No 3	
Staff respectful/friendly	Yes 20	No 1	
Can ask treatment questions	Yes 20	No 1	
Medication/side effects explained	Yes 17	No 4	
Comfortable filing complaint	Yes 17	No 4	
Getting needed help	Yes 19	No 2	
Satisfied with provider	Yes 18	No 3	
Therapy — 20 Surveys			
Provider	[REDACTED]	[REDACTED]	
Service Method	In person 18	Telehealth 0	Both 2
Appointment within 90 days	Yes 18	No 2	
Culturally sensitive	Yes 18	No 2	
Can talk openly	Yes 18	No 2	
Instills hope	Yes 18	No 2	
Provider listens	Yes 18	No 2	
Staff respectful/friendly	Yes 18	No 2	
Can ask treatment questions	Yes 18	No 2	
Comfortable filing complaint	Yes 18	No 2	
Getting needed help	Yes 18	No 2	
Satisfied with provider	Yes 18	No 2	
Walk-In Crisis — 2 Surveys			
Provider	[REDACTED]		
Culturally sensitive	Yes 2		No 0
Provider listens	Yes 2		No 0
Staff respectful/friendly	Yes 2		No 0

Met with a peer	Yes 1	No 1	
Instills hope	Yes 2	No 0	
Satisfied with services	Yes 2	No 0	
Received community resources	Yes 1	No 1	
Received follow-up appointment	Yes 1	No 1	
Comfortable filing complaint	Yes 2	No 0	
What participants liked	Did not care to answer	Did not remember	
Suggested improvement	Share available options, including when insurance is unavailable		
Mobile Crisis — 1 Survey			
Provider			
Service Method	Phone 1		
Culturally sensitive	Yes 1	No 0	
Provider listens	Yes 1	No 0	
Staff respectful/friendly	Yes 1	No 0	
Instills hope	Yes 1	No 0	
Knowledgeable about resources	Yes 1	No 0	
Comfortable filing complaint	Yes 1	No 0	
Service is helping	Yes 1	No 0	
Satisfied with provider	Yes 1	No 0	
Certified Peer Support — 11 Surveys			
Provider			
Service Method	In person 11	Telehealth 0	Both 0
Culturally sensitive	Yes 11	No 0	
Provider listens	Yes 11	No 0	
Staff respectful/friendly	Yes 11	No 0	
Instills hope	Yes 11	No 0	
Participates in treatment goals	Yes 11	No 0	
Meets often enough	Yes 11	No 0	
Encourages personal choices	Yes 11	No 0	
Encourages self-advocacy	Yes 11	No 0	
Knowledgeable about resources	Yes 11	No 0	
Appointment within 30 days	Yes 11	No 0	
Convenient meeting location	Yes 11	No 0	Sometimes 0
Length of service	1–11 months 1	1–3 years 8	Over 3 years 2
Comfortable filing complaint	Yes 10	No 1	
Service is helping	Yes 11	No 0	
Satisfied with provider	Yes 11	No 0	
Blended Case Management — 9 Surveys			
Provider			
Service Method	In person 6	Telehealth 0	Both 3
Appointment within 30 days	Yes 9	No 0	
Culturally sensitive	Yes 9	No 0	
Provider listens	Yes 9	No 0	
Staff respectful/friendly	Yes 9	No 0	
Instills hope	Yes 9	No 0	
Participates in treatment goals	Yes 9	No 0	
Meets often enough	Yes 9	No 0	
Encourages personal choices	Yes 9	No 0	
Convenient meeting location	Yes 9	No 0	
Encourages self-advocacy	Yes 9	No 0	
Knowledgeable about resources	Yes 9	No 0	
Length of service	1–11 months 1	1–3 years 4	Over 3 years 4
Comfortable filing complaint	Yes 9	No 0	
Service is helping	Yes 9	No 0	
Satisfied with provider	Yes 9	No 0	

Mental Health Inpatient — 1 Survey		
Provider		
Culturally sensitive	Yes 1	No 0
Provider listens	Yes 1	No 0
Staff respectful/friendly	Yes 1	No 0
Instills hope	Yes 1	No 0
Can ask treatment questions	Yes 1	No 0
Medication/side effects explained	Yes 1	No 0
Learning coping skills	Yes 1	No 0
Safe place to express self	Yes 1	No 0
Group sessions offered	Yes 1	No 0
Comfortable filing complaint	Yes 1	No 0
Service helped	Yes 1	No 0
Follow-up offered within 7 days	Yes 1	No 0
Attended follow-up	Yes 1	No 0
Barriers to follow-up	N/A 1	
Satisfied with provider	Yes 1	No 0

Trends and Insights

Strengths

- Walk-In Crisis, Mobile Crisis, CPS, BCM, and Inpatient services each reported 100% satisfaction.
- Provider respect, listening, hope, and shared decision-making were consistently identified as strengths.

Opportunities

- Medication Management (86%) and Therapy (90%) remained positive overall but warrant continued monitoring.
- Continue reinforcing medication education and accessible complaint procedures.

VI. Family/Child Demographics and MCO Awareness Summary

Seven caregivers/families participated, completing 31 service-level surveys across Family/Child service lines.

Family/Child Demographic Summary

- Survey Method: 3 in person; 4 by phone
- Survey Sites: CFST 3; provider locations 4
- Age Group: All 7 children were under age 17
- Top ZIP Codes: 15902 (3); 15627 (2); 15904 (2)
- Housing Stability: 6 reported no risk; 1 reported being homeless or at risk
- Food Insecurity: 6 used food banks; 1 did not
- Transportation: 5 used MedVan; 2 did not
- Healthcare Access: All 7 had a family doctor
- Advance Directives: 1 recalled receiving information; 6 could not remember

Family/Child Demographics — 7 Participants			
Survey Method	In person 3	Phone 4	Provider phone 0
Survey Location	CFST 3	PEN 0	Provider 4
Age	Under 17: 7		
Top ZIP Codes	15902: 3	15627: 2	15904: 2
Homelessness Risk	Yes 1	No 6	
Uses Food Banks	Yes 6	No 1	
Uses MedVan	Yes 5	No 2	
Satisfied with MedVan	Yes 4	No 1	N/A 2
Has Family Doctor	Yes 7	No 0	
Tobacco Recovery Information	Yes 1	No 0	N/A 6
Advance Directives Information	Yes 1	No 0	Can't remember 6

MCO and SQ Summary

- Choice of Provider and Magellan Contact Knowledge: 6 aware; 1 not aware
- 24/7 Member Call Center Awareness: 5 aware; 2 not aware
- Member Call Center Use: 3 called; all 3 were satisfied
- Complaint Process Awareness: 5 aware; 2 not aware
- Grievance Process Awareness: 4 aware; 3 not aware
- SQ1 and SQ2: All 7 reported needed help and participation in treatment decisions
- SQ3: 4 reported much better; 3 reported a little better

Family/Child MCO — 7 Participants			
Measure	Yes	No	N/A
Aware of provider choice	6	1	
Knows how to contact Magellan	6	1	
Aware of 24/7 Member Call Center	5	2	
Called Member Call Center	3	4	
Satisfied with call outcome	3	0	4
Aware how to file complaint	5	2	
Ever filed complaint	0	7	
Complaint satisfaction	0	0	7
Aware how to file grievance	4	3	
Ever filed grievance	0	7	
Grievance satisfaction	0	0	7
Family/Child State Questions — 7 Participants			

SQ1 — Child received needed help	Yes 7	Sometimes 0	Never 0		
SQ2 — Participated in decisions	Yes 7	Sometimes 0	Never 0		
SQ3 — Effect on child's quality of life	Much better 4	Little better 3	Same 0	Little worse 0	Much worse 0

Trends and Insights

Strengths

- All families reported that their child received needed help and experienced improvement in quality of life.
- All three families who contacted the Member Call Center were satisfied with the outcome.

Opportunities

- Increase awareness of the grievance process and reinforce advance-directive information when applicable.
- Continue connections to food and transportation supports; 6 of 7 used food banks and 5 used MedVan.

VII. Family/Child Services

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

Survey Distribution and Summary:

- Medication Management (6): All respondents reported satisfaction with [REDACTED]
- Therapy (2): Both respondents reported satisfaction with [REDACTED].
- Blended Case Management (4): All respondents reported satisfaction with [REDACTED] or [REDACTED]
- Mobile Crisis (1): The respondent reported satisfaction with [REDACTED]; service was delivered by phone.
- After-School Program (1): The respondent reported satisfaction with [REDACTED].
- STAP (2): Both respondents reported satisfaction with [REDACTED].
- Family Based (3): All respondents reported satisfaction with [REDACTED] or [REDACTED].
- Behavioral Health Technician (6): All respondents reported satisfaction with [REDACTED], [REDACTED], or [REDACTED].
- Behavior Consultant (6): All respondents reported satisfaction with [REDACTED]

Family/Child Medication Management — 6 Surveys			
Provider	[REDACTED]	[REDACTED]	[REDACTED]
Service Method	In person 6	Telehealth 0	Both 0
Appointment within 90 days	Yes 6	No 0	
Culturally sensitive	Yes 6	No 0	
Can talk openly	Yes 6	No 0	
Instills hope	Yes 6	No 0	
Provider listens	Yes 6	No 0	
Staff respectful/friendly	Yes 6	No 0	
Can ask treatment questions	Yes 6	No 0	
Medication/side effects explained	Yes 6	No 0	
Comfortable filing complaint	Yes 6	No 0	
Getting needed help	Yes 6	No 0	
Satisfied with provider	Yes 6	No 0	
Family/Child Therapy — 2 Surveys			
Provider	[REDACTED]	[REDACTED]	[REDACTED]
Service Method	In person 2	Telehealth 0	Both 0
Appointment within 90 days	Yes 2	No 0	
Culturally sensitive	Yes 2	No 0	
Can talk openly	Yes 2	No 0	
Instills hope	Yes 2	No 0	
Provider listens	Yes 2	No 0	
Staff respectful/friendly	Yes 2	No 0	
Can ask treatment questions	Yes 2	No 0	
Comfortable filing complaint	Yes 2	No 0	
Getting needed help	Yes 2	No 0	
Satisfied with provider	Yes 2	No 0	
Family/Child Blended Case Management — 4 Surveys			
Provider	[REDACTED]	[REDACTED]	[REDACTED]
Service Method	In person 4	Telehealth 0	Both 0
Appointment within 30 days	Yes 4	No 0	
Convenient meeting location	Yes 4	No 0	

Culturally sensitive	Yes 4	No 0	
Provider listens	Yes 4	No 0	
Staff respectful/friendly	Yes 4	No 0	
Instills hope	Yes 4	No 0	
Participates in treatment goals	Yes 4	No 0	
Meets often enough	Yes 4	No 0	
Encourages personal choices	Yes 4	No 0	
Encourages self-advocacy	Yes 4	No 0	
Knowledgeable about resources	Yes 4	No 0	
Length of service	1–11 months 2	1–3 years 2	Over 3 years 0
Comfortable filing complaint	Yes 4	No 0	
Service is helping	Yes 4	No 0	
Satisfied with provider	Yes 4	No 0	
Family/Child Mobile Crisis — 1 Survey			
Provider	██████████ 1		
Service Method	Phone 1		
Culturally sensitive	Yes 1	No 0	
Provider listens	Yes 1	No 0	
Staff respectful/friendly	Yes 1	No 0	
Instills hope	Yes 1	No 0	
Knowledgeable about resources	Yes 1	No 0	
Comfortable filing complaint	Yes 1	No 0	
Service is helping	Yes 1	No 0	
Satisfied with provider	Yes 1	No 0	
After-School Program — 1 Survey			
Provider	██████████ 1		
Returns calls promptly	Yes 1	No 0	
Staff respectful/friendly	Yes 1	No 0	
Instills hope	Yes 1	No 0	
Culturally sensitive	Yes 1	No 0	
Provider listens	Yes 1	No 0	
Knowledgeable about resources	Yes 1	No 0	
Meets often enough	Yes 1	No 0	
Participates in treatment goals	Yes 1	No 0	
Provides progress updates	Yes 1	No 0	
Discussed discharge/transition	Yes 1	No 0	
Satisfied with ISPT	Yes 1	No 0	
Child getting needed help	Yes 1	No 0	
Comfortable filing complaint	Yes 1	No 0	
Satisfied with provider	Yes 1	No 0	
STAP — 2 Surveys			
Provider	██████████ 2		
Returns calls promptly	Yes 2	No 0	
Staff respectful/friendly	Yes 2	No 0	
Instills hope	Yes 2	No 0	
Culturally sensitive	Yes 2	No 0	
Provider listens	Yes 2	No 0	
Knowledgeable about resources	Yes 2	No 0	
Meets often enough	Yes 2	No 0	
Participates in treatment goals	Yes 2	No 0	
Provides progress updates	Yes 2	No 0	
Discussed discharge/transition	Yes 2	No 0	
Satisfied with ISPT	Yes 2	No 0	
Child getting needed help	Yes 2	No 0	
Comfortable filing complaint	Yes 2	No 0	
Satisfied with provider	Yes 2	No 0	
Family Based — 3 Surveys			

Provider	2	1	
Returns calls promptly	Yes 3	No 0	
Service Method	In person 3	Telehealth 0	Both 0
Staff respectful/friendly	Yes 3	No 0	
Instills hope	Yes 3	No 0	
Culturally sensitive	Yes 3	No 0	
Provider listens	Yes 3	No 0	
Knowledgeable about resources	Yes 3	No 0	
Meets often enough	Yes 3	No 0	
Participates in treatment goals	Yes 3	No 0	
Provides progress updates	Yes 3	No 0	
Discussed discharge/transition	Yes 3	No 0	
Satisfied with ISPT	Yes 3	No 0	
Child getting needed help	Yes 3	No 0	
Comfortable filing complaint	Yes 3	No 0	
Satisfied with provider	Yes 3	No 0	
Behavioral Health Technician — 6 Surveys			
Provider	2	3	1
Returns calls promptly	Yes 6	No 0	
Service Method	In person 6	Telehealth 0	Both 0
Staff respectful/friendly	Yes 6	No 0	
Instills hope	Yes 6	No 0	
Culturally sensitive	Yes 6	No 0	
Provider listens	Yes 6	No 0	
Knowledgeable about resources	Yes 6	No 0	
Meets often enough	Yes 6	No 0	
Participates in treatment goals	Yes 6	No 0	
Provides progress updates	Yes 6	No 0	
Discussed discharge/transition	Yes 6	No 0	
Satisfied with ISPT	Yes 6	No 0	
Child getting needed help	Yes 6	No 0	
Comfortable filing complaint	Yes 6	No 0	
Satisfied with provider	Yes 6	No 0	
Length of service	1–11 months 4	1–3 years 2	Over 3 years 0
Behavior Consultant — 6 Surveys			
Provider			
Returns calls promptly	Yes 6	No 0	
Service Method	In person 6	Telehealth 0	Both 0
Staff respectful/friendly	Yes 6	No 0	
Instills hope	Yes 6	No 0	
Culturally sensitive	Yes 6	No 0	
Provider listens	Yes 6	No 0	
Knowledgeable about resources	Yes 6	No 0	
Meets often enough	Yes 6	No 0	
Participates in treatment goals	Yes 6	No 0	
Provides progress updates	Yes 6	No 0	
Discussed discharge/transition	Yes 6	No 0	
Satisfied with ISPT	Yes 6	No 0	
Child getting needed help	Yes 6	No 0	
Comfortable filing complaint	Yes 6	No 0	
Satisfied with provider	Yes 6	No 0	
Length of service	1–11 months 4	1–3 years 2	Over 3 years 0

Trends and Insights

Strengths

- All 31 service-level responses reported satisfaction.
- Families consistently reported respectful providers, shared treatment planning, and services that helped their children.

Opportunities

- Continue monitoring access and coordination across the multiple services used by participating families.

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

Four Adult D&A individuals contributed 8 service-level surveys across four levels of care. All 8 surveys reported satisfaction with services.

Survey Distribution and Summary:

- Certified Recovery Specialist (1): The respondent reported satisfaction with [REDACTED].
- D&A Rehabilitation (3): All respondents reported satisfaction with [REDACTED] or [REDACTED].
- Methadone (3): All respondents reported satisfaction with [REDACTED].
- Suboxone (1): The respondent reported satisfaction with [REDACTED].

Adult D&A Demographics — 3 Completed Demographic Records			
Survey Method	In person 3	Phone 0	
Survey Location	Alliance 1	Twin Lakes 2	
Age	24–44: 3		
Top ZIP Codes	15902: 2	15963: 1	
Homelessness Risk	Yes 0	No 1	Receiving help 2
Uses Food Banks	Yes 2	No 1	
Uses MedVan	Yes 1	No 2	
Satisfied with MedVan	Yes 1	No 1	N/A 1
Has Family Doctor	Yes 2	No 1	
Tobacco Recovery Information	Yes 2	No 1	N/A 0
Advance Directives Information	Yes 2	No 0	Can't remember 1
Used FAVOR Recovery Center	Yes 2	No 1	
Used PEN Drop-In Center	Yes 1	No 2	
Treatment Helped Employment	Yes 1	No 2	N/A 0
Offered Peer Support	Yes 2	No 1	
Offered Recovery Support	Yes 1	No 2	
Adult D&A MCO and State Questions — 3 Responses			
Provider choice awareness	Yes 3	No 0	
Knows how to contact Magellan	Yes 2	No 1	
24/7 Member Call Center awareness	Yes 3	No 0	
Called Member Call Center	Yes 0	No 3	
Complaint awareness	Yes 3	No 0	
Filed complaint	Yes 0	No 3	
Grievance awareness	Yes 3	No 0	
Filed grievance	Yes 0	No 3	
SQ1 — Received needed help	Yes 3	Sometimes 0	Never 0
SQ2 — Participated in decisions	Yes 3	Sometimes 0	Never 0
SQ3 — Quality of life	Much better 3	Other responses 0	
Certified Recovery Specialist — 1 Survey			
Provider	[REDACTED] 1		
Service Method	In person 1		
Culturally sensitive	Yes 1	No 0	
Provider listens	Yes 1	No 0	
Staff respectful/friendly	Yes 1	No 0	
Instills hope	Yes 1	No 0	
Participates in treatment goals	Yes 1	No 0	
Meets often enough	Yes 1	No 0	
Encourages personal choices	Yes 1	No 0	
Encourages self-advocacy	Yes 1	No 0	
Knowledgeable about resources	Yes 1	No 0	
Appointment within 30 days	Yes 1	No 0	
Convenient meeting location	Yes 1	No 0	
Length of service	1–11 months 1		
Comfortable filing complaint	Yes 1	No 0	

Service is helping	Yes 1	No 0
Satisfied with provider	Yes 1	No 0
D&A Rehabilitation — 3 Surveys		
Provider	2	1
Culturally sensitive	Yes 3	No 0
Provider listens	Yes 3	No 0
Staff respectful/friendly	Yes 3	No 0
Instills hope	Yes 3	No 0
Can ask treatment questions	Yes 3	No 0
Medication/side effects explained	Yes 3	No 0
Learning coping skills	Yes 3	No 0
Safe place to express self	Yes 3	No 0
Group sessions offered	Yes 3	No 0
Comfortable filing complaint	Yes 3	No 0
Service helped	Yes 3	No 0
Satisfied with provider	Yes 3	No 0
Methadone — 3 Surveys		
Provider	3	
Culturally sensitive	Yes 3	No 0
Provider listens	Yes 3	No 0
Staff respectful/friendly	Yes 3	No 0
Instills hope	Yes 3	No 0
Can ask treatment questions	Yes 3	No 0
Discusses medication effectiveness	Yes 3	No 0
Medication/side effects explained	Yes 3	No 0
Therapy frequency	Once/month 1	N/A 2
Length of service	1–11 months 2	Over 3 years 1
Comfortable filing complaint	Yes 3	No 0
Satisfied with provider	Yes 3	No 0
Suboxone — 1 Survey		
Provider	1	
Culturally sensitive	Yes 1	No 0
Provider listens	Yes 1	No 0
Staff respectful/friendly	Yes 1	No 0
Instills hope	Yes 1	No 0
Can ask treatment questions	Yes 1	No 0
Discusses medication effectiveness	Yes 1	No 0
Medication/side effects explained	Yes 1	No 0
Therapy frequency	Never 1	
Length of service	Over 3 years 1	
Comfortable filing complaint	Yes 1	No 0
Satisfied with provider	Yes 1	No 0

Trends and Insights

Strengths

- All four surveyed levels of care reported 100% satisfaction.
- Participants consistently reported respectful staff, hope, treatment involvement, and helpful services.

Opportunities

- Continue connecting participants to housing, food, transportation, and recovery supports.
- Maintain clear medication education and discussion in Methadone and Suboxone services.

IX. System-Wide Summary and Trends

Cambria County continued to demonstrate strong satisfaction across Adult Mental Health, Family/Child, and Adult D&A services. Quarter 4 produced 104 service-level surveys with an overall satisfaction rate of 95.2%.

System Strengths

- Family/Child and Adult D&A services each achieved 100% satisfaction.
- Adult Mental Health achieved 92% overall satisfaction, with five service lines at 100%.
- Respectful staff, provider listening, shared treatment decisions, and positive treatment impact were consistent themes.

System Opportunities

- Review the dissatisfied Adult Mental Health Member Call Center experiences.
- Strengthen awareness of complaint and grievance procedures and reinforce advance-directive education.
- Continue connections to housing, food, transportation, and recovery supports.

X. Closing Summary and System-Wide Trends

Quarter 4 concluded the FY 2025–2026 survey cycle. The quarter included 65 Adult Mental Health, 31 Family/Child, and 8 Adult D&A service-level surveys.

Across service lines, respondents consistently describe respectful care, supportive provider relationships, participation in treatment decisions, and meaningful treatment benefits. Areas to continue monitoring include medication education, awareness of system processes, Member Call Center experiences, and access to basic-needs support.