

2019/20 BUCKS COUNTY TAY RECOVERY SURVEY Community Report

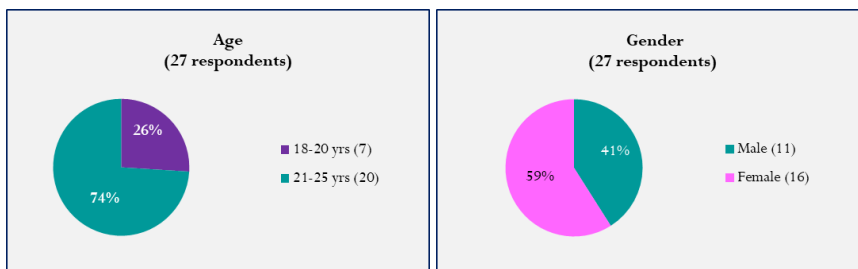
During November 2019 through early April 2020, Voice & Vision, Inc. interviewed by phone 27 randomly selected Transition Age Youth (TAY) HealthChoices members who had received at least one behavioral health (BH) treatment in the previous year.

This study and follow-up recommendations were developed in collaboration with the Bucks County Department of Behavioral Health & Developmental Programs, Magellan Behavioral Health of PA, and the Bucks County Drug & Alcohol Commission, Inc.

The purpose of this project is to explore experiences regarding the key issues (Access, Service Delivery/Treatment, Recovery, Outcomes and Satisfaction) from a broad spectrum of 18 to 25 year old TAY members receiving publicly funded behavioral health services and to track the progress toward change over time as a result of Bucks County Behavioral Health initiatives.

This brief summary of the data is provided to assist Bucks County agencies and Magellan Behavioral Health of PA in incorporating recovery principles more fully into all aspects of behavioral health treatment services transition age youth. We thank all who made this project possible, especially the young people who took time to share their experiences with us.

Demographics:



RECOMMENDATIONS

Access

- **Commend** providers for making access to services a priority; 95% of respondents said they were able to get the help they needed.

Service Delivery/Treatment

- **Educate** providers and people receiving services on the benefits of behavioral and physical healthcare doctors speaking together about their clients' care.
- **Encourage** provider staff to ask people about the effects of substance use in their life and provide education about the potential risks of substance use; more than half of respondents indicated they had not.

Recovery

- **Encourage** provider staff to offer a variety of informative materials to support persons who are actively involved in an individual's treatment plan. "Family" education, "family" support groups, inclusion in therapy, information about their loved one's diagnosis, and more can help improve relationships between an individual and their loved ones, positively affecting their recovery outcomes.
- **Promote** money and time management skill building to help people achieve their goals, hopes, and dreams.

Outcomes and Satisfaction

Strengths

Overall, 25 TAY (93%) were very satisfied/satisfied with the mental health and/or drug and alcohol services they received in Bucks County. No one said they were dissatisfied.

100% of TAY reported the quality of their life improved with treatment.

TAY shared the top 3 following ways their quality of life had improved:

- ❖ More positive outlook (67%)
- ❖ Symptoms were reduced (48%)
- ❖ Better able to manage life (48%)

“(Provider) has changed my life so much. Even back when I was younger and getting HiFi Wraparound. They were always there and supporting me.”

Access

Strengths

Twenty-five TAY (93%) said they had always been able to get the help they needed in the previous year. No one said they were “never” able to get the help they needed.

Considerations

Those who said they were “sometimes” able to get the help they needed in the last 12 months reported the top 3 following difficulties they had getting help:

- ❖ Staff Turnover
- ❖ Ineffective Services
- ❖ Didn't know where to go

“I just wish I could have more time to talk [with my therapist]. Talking things out really helps me...”



Service Delivery and Treatment

Strengths

Twenty-two TAY (81%) said their provider had asked about trauma they had experienced that may have affected their emotional or mental health.

All twelve young people who indicated they had a concern regarding trauma in their life (100%) reported they were receiving help for those concerns.

96% of TAY reported they were always able to make treatment decisions.

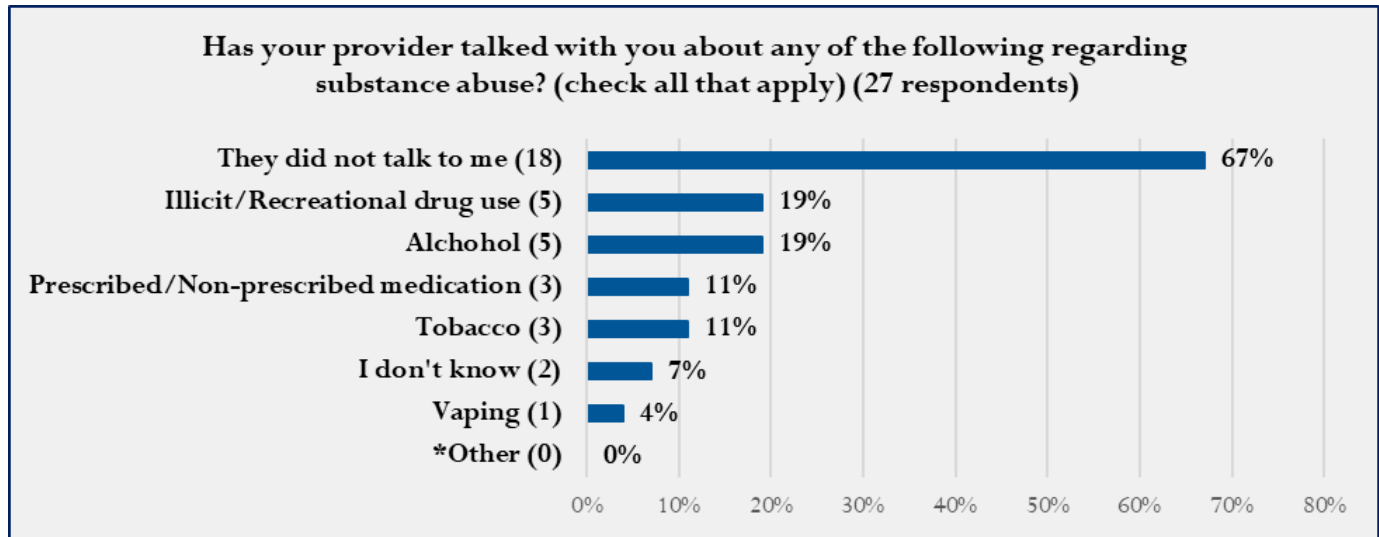
Of the four respondents reporting their behavioral health and physical health care providers spoke to each other, three reported it was “very helpful” for them to do so.

Of 27 respondents, 23 (85%) reported they had no concerns about the effects of substance use in their lives.

What help are you receiving for any concerns you have with substance use?

"I used to get drug and alcohol services from (IOP provider). Therapists at ___ told me to start going to (another provider) to deal with my traumas. My therapist checks in with me about my drug and alcohol past."

Considerations



Sixteen out of 27 total TAY (59%) reported their behavioral healthcare provider and their physical healthcare provider had not spoken together about their healthcare; seven respondents (26%) “didn’t know.”

Recovery

Strengths

Besides the professionals, 93% of TAY reported turning to immediate or extended family members for support.

Fifteen of 25 TAY (65%) who reported working, going to school, or volunteering, or who were interested in working, school, and/or volunteering said they did not need help with their work/school efforts and goals.

Nine of the remaining ten respondents said their service **providers were helping them with their work/school efforts and goals.**

Over 35% of 22 respondents reported the following goal, hope, or dream:

- ❖ **Go to/finish college (55%)**
- ❖ **Keep/get/improve job (50%)**
- ❖ **Their own apartment/house (36%)**

"My therapist gives me anti-anxiety techniques to do when I am applying for jobs."

Considerations

Twenty out of 26 respondents (77%) reported their provider had not helped them improve their relationships with the people who support them (family, friends, etc.) by offering those people various useful resources.

When asked what skills they need to develop to achieve their goals, eight TAY indicated money management (36%), five (23%) said time management, and five (23%) each finding or maintaining stable housing as the most frequently mentioned goals.

Connecting to Services

Transition Age Youth were asked how they first became aware of ADULT services, how they first got connected, and who helped them with that first connection.

Became Aware of Services

- ◆ Previous provider (48%)
- ◆ Family/friend (16%)
- ◆ "I don't know" (12%)
- ◆ Insurance (12%)
- ◆ School (8%)

First Connection to Services

- ◆ Continue child provider (24%)
- ◆ Previous provider (24%)
- ◆ Insurance (16%)
- ◆ "I don't know" (12%)
- ◆ Family/friend (8%)

Who Helped Connect Them

- ◆ Previous provider (20%)
- ◆ Self (16%)
- ◆ "I don't know" (12%)
- ◆ Hospital (12%)
- ◆ School (12%)