

2021

Annual Report



Behavioral Health Treatment Services

Dr. Mark Bontreger

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Stakeholder Survey Summary

Dr. Mark Bontreger

Printed September 2021

Survey Respondents

The Division of Behavioral Health (DBH) recognizes the need for strong community collaboration at the local level between agencies accredited with the DBH and their local referral sources seeking services for clients. The Stakeholder Survey is intended to create a dialogue between referral sources and accredited agencies to encourage collaboration to best meet the needs of clients.

Stakeholder Types

	FY17	FY18	FY19	FY20	FY21
Law Enforcement (Sheriff, Police Department, Highway Patrol)	-	0	0	0	0
Court Staff- (UJS, State, Federal, Tribal, Judge, Attorney, DOC, Drug Court, Teen Court)	-	1	6	4	4
Department of Social Services- State/Tribal (EA/CPS/Adult Services/Child Welfare)	-	1	3	1	3
Medical (Doctor/Nurse/Hospital Social Worker/Psychiatric Nurse/Community Health)	-	0	0	0	0
Treatment Agency (Mental Health/SUD/EAP/Therapist/Counselor/Case Manager)	-	0	1	0	1
School (Administrator/Counselor/Teacher/Social Worker)	-	0	0	0	0
Prevention	-	0	0	0	0
County Board of Mental Illness	-	0	1	0	0
Other	-	0	0	0	0
Total Responses	-	2	11	5	8

Definitions

CPS- Child Protection Services

DBH- Division of Behavioral Health

DOC- Department of Corrections (Juvenile Correction Agents, Parole Services)

EA- Economic Assistance

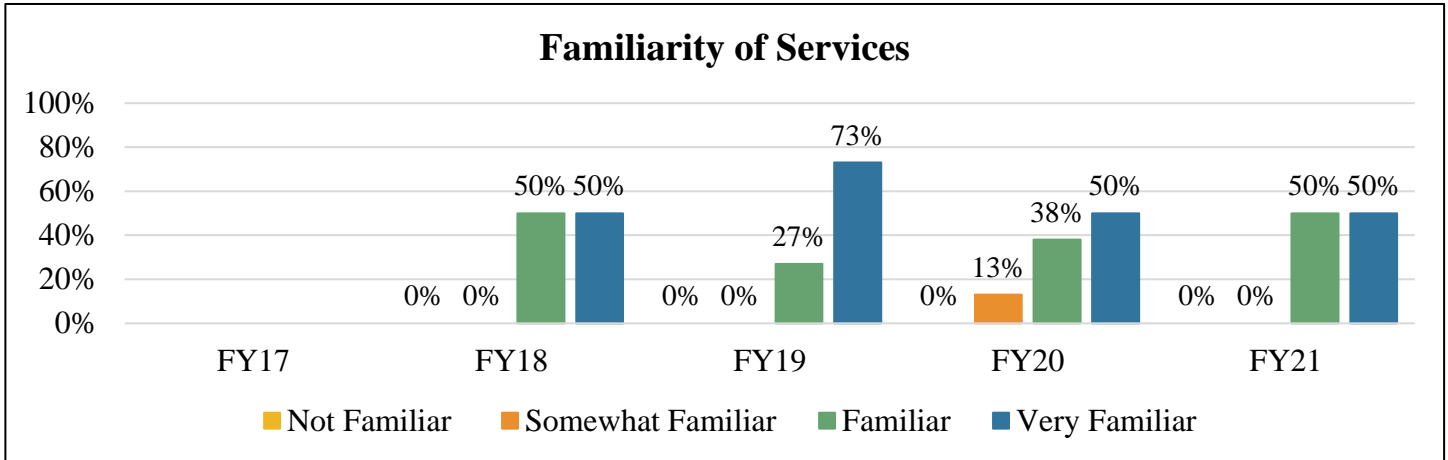
EAP- Employee Assistance Program

SUD- Substance Use Disorder

UJS- Unified Judicial Services (Court Services Officer)

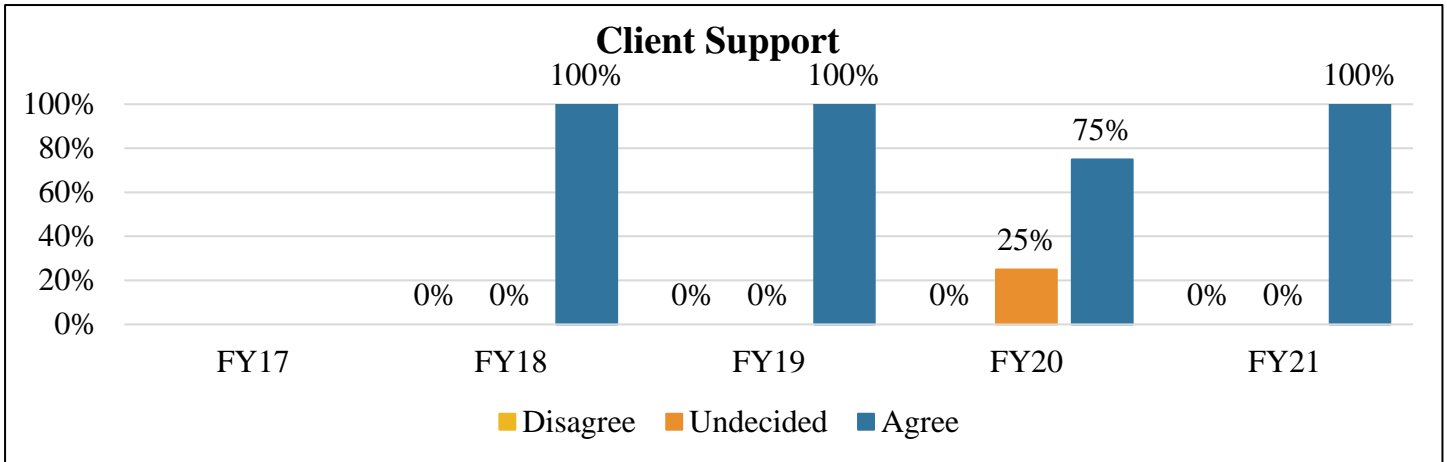
Survey Responses

In an effort to monitor and gauge collaboration between accredited agencies and referral sources, a brief survey was sent to various local stakeholders, including CPS, UJS, and DOC. In addition, the accredited agency was asked to share the survey with local referral sources such as schools, healthcare providers, and other entities of their choosing. The DBH began collecting surveys in October of 2017. The following data reflect stakeholders' perceptions regarding treatment services provided by accredited agencies.



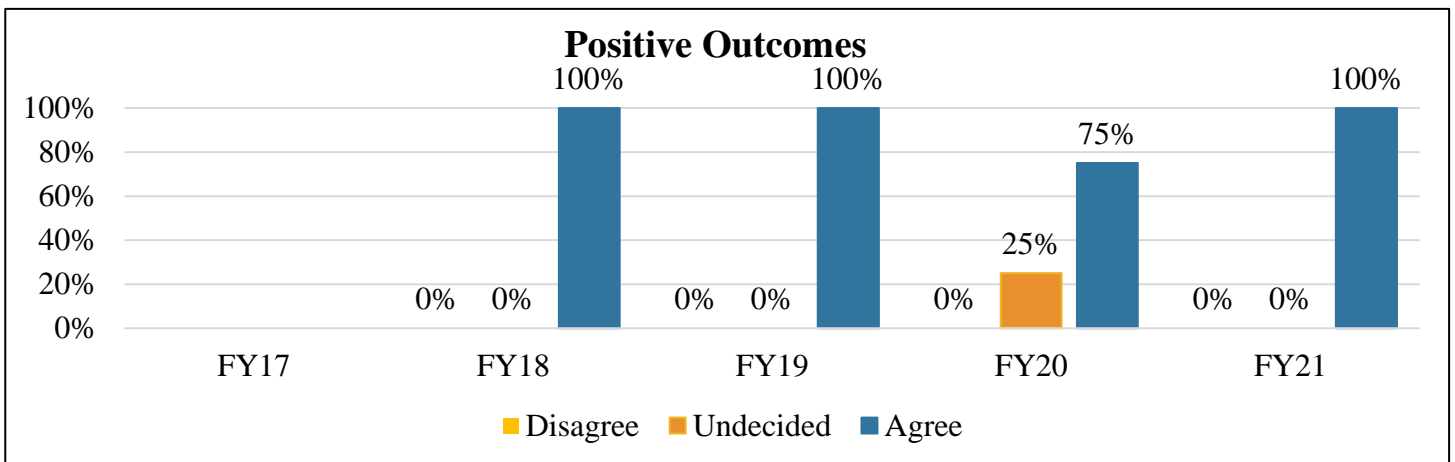
Familiarity of Services: How familiar are you with the services that are offered by this agency...

	FY17	FY18	FY19	FY20	FY21
Not Familiar	Not Collected	0%	0%	0%	0%
Somewhat Familiar		0%	0%	13%	0%
Familiar		50%	27%	38%	50%
Very Familiar		50%	73%	50%	50%
Total Responses		2	11	8	16



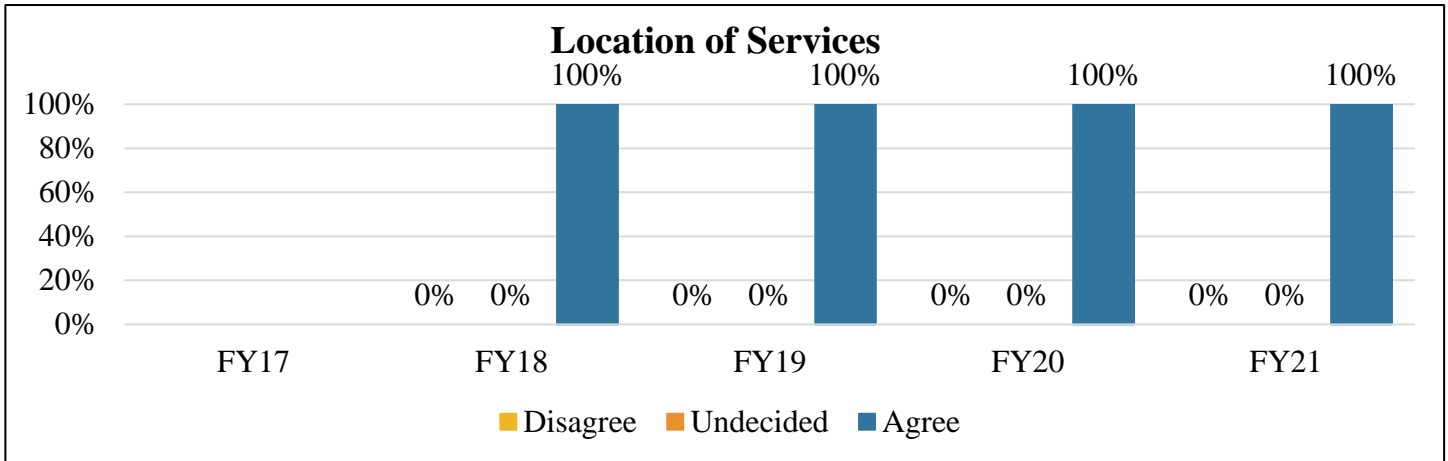
Client Support: This agency is supportive of client needs...

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	0%	0%	0%	0%
Undecided		0%	0%	25%	0%
Agree		100%	100%	75%	100%
Total Responses		2	11	4	8



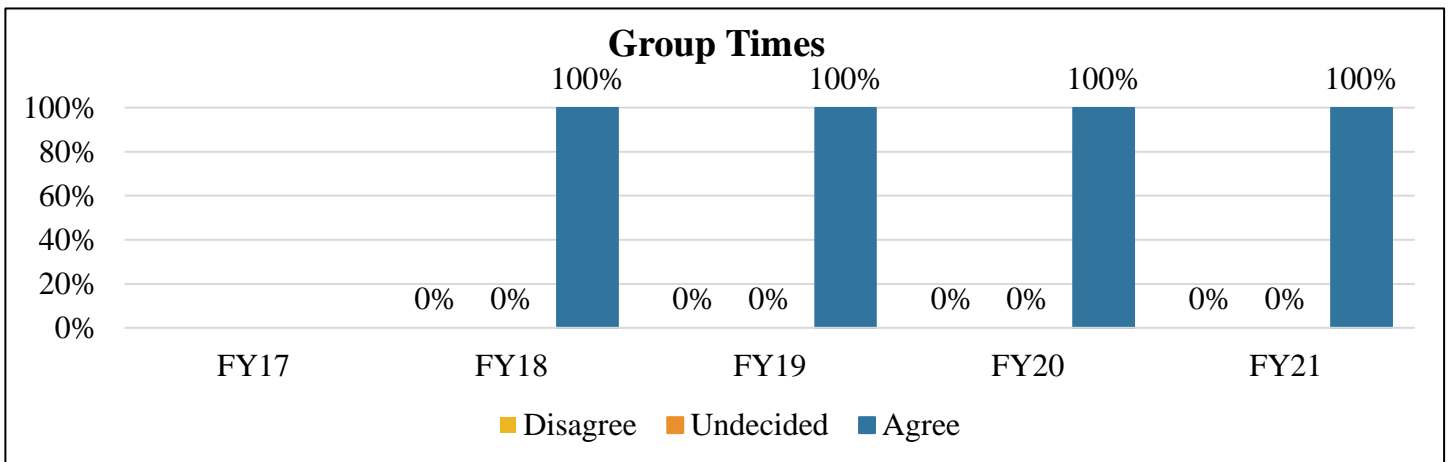
Positive Outcomes: Clients that receive services from this agency have positive outcomes...

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	0%	0%	0%	0%
Undecided		0%	0%	25%	0%
Agree		100%	100%	75%	100%
Total Responses		2	11	4	7



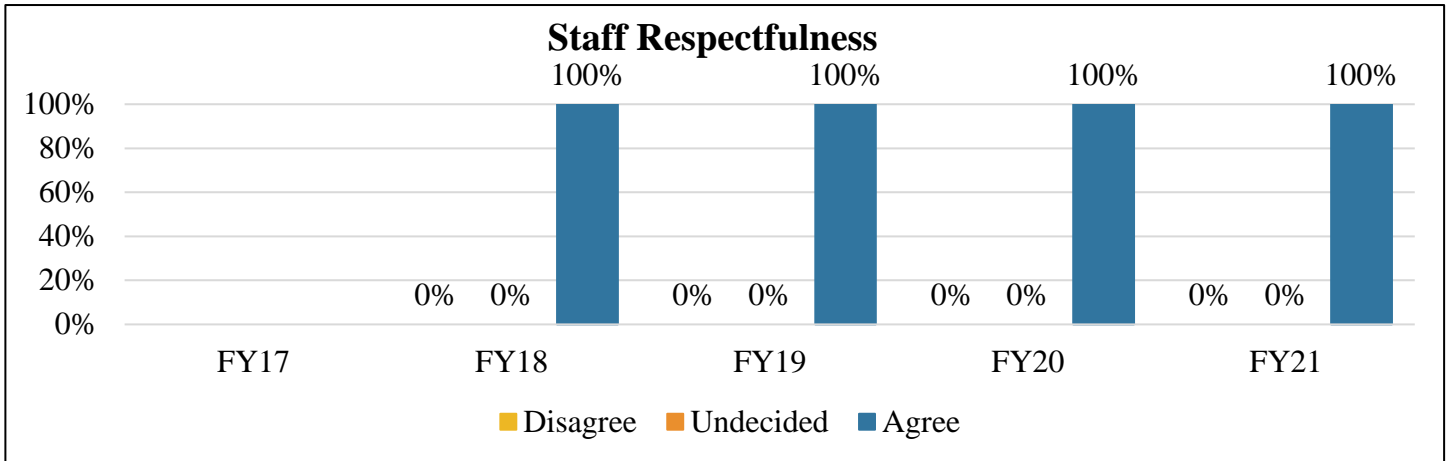
Location of Services: The location of services is convenient for clients...

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	0%	0%	0%	0%
Undecided		0%	0%	0%	0%
Agree		100%	100%	100%	100%
Total Responses		2	10	4	8



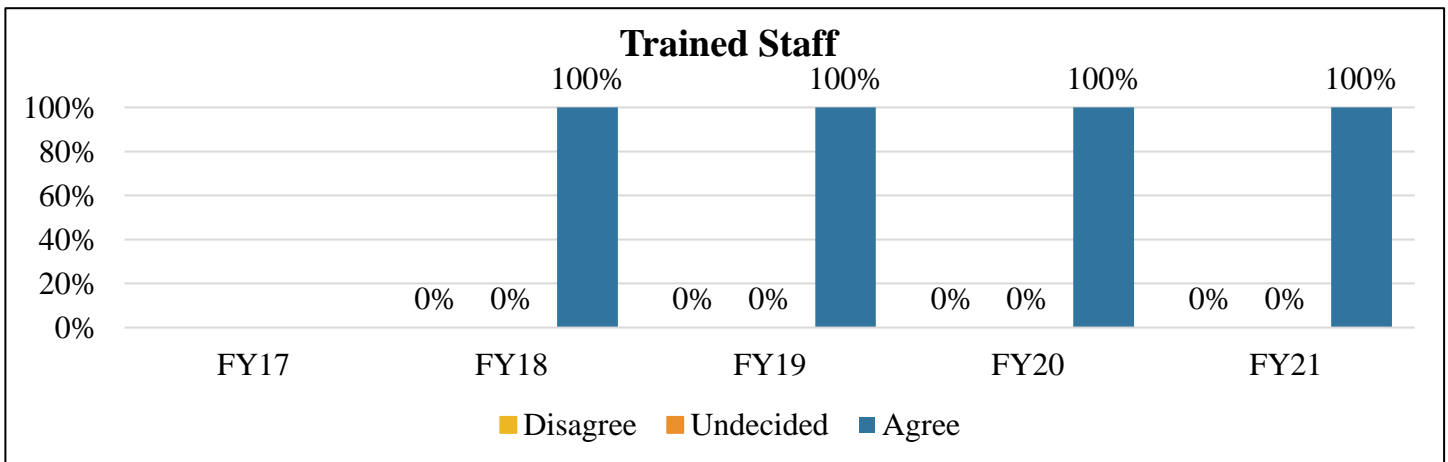
Group Times: The services are available at times that are convenient for clients...

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	0%	0%	0%	0%
Undecided		0%	0%	0%	0%
Agree		100%	100%	100%	100%
Total Responses		2	11	4	7



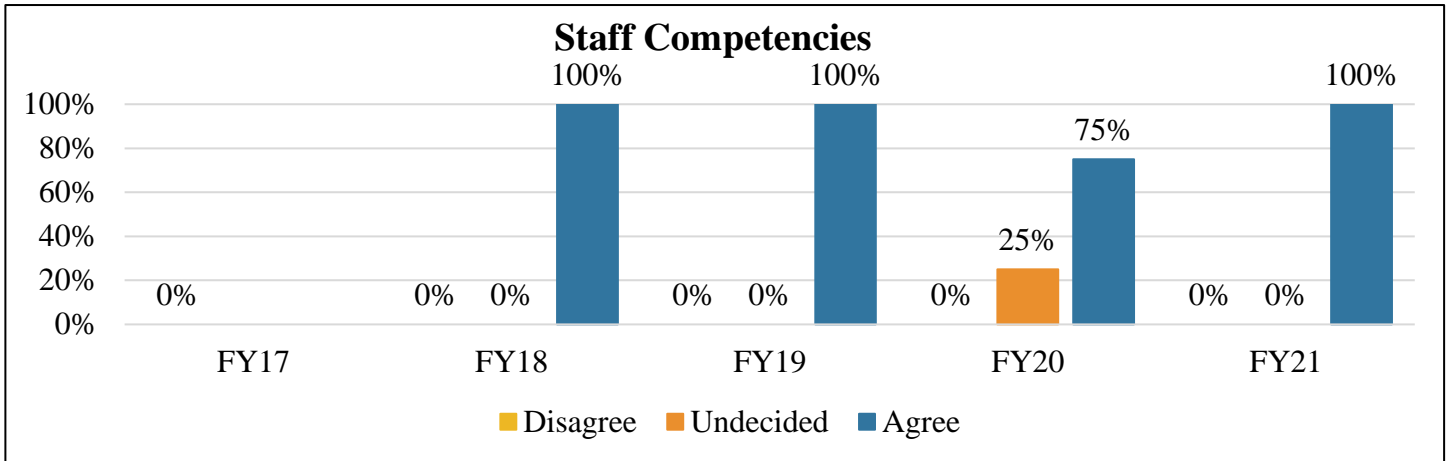
Staff Respectfulness: Staff at this agency are respectful

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	0%	0%	0%	0%
Undecided		0%	0%	0%	0%
Agree		100%	100%	100%	100%
Total Responses		2	10	4	8



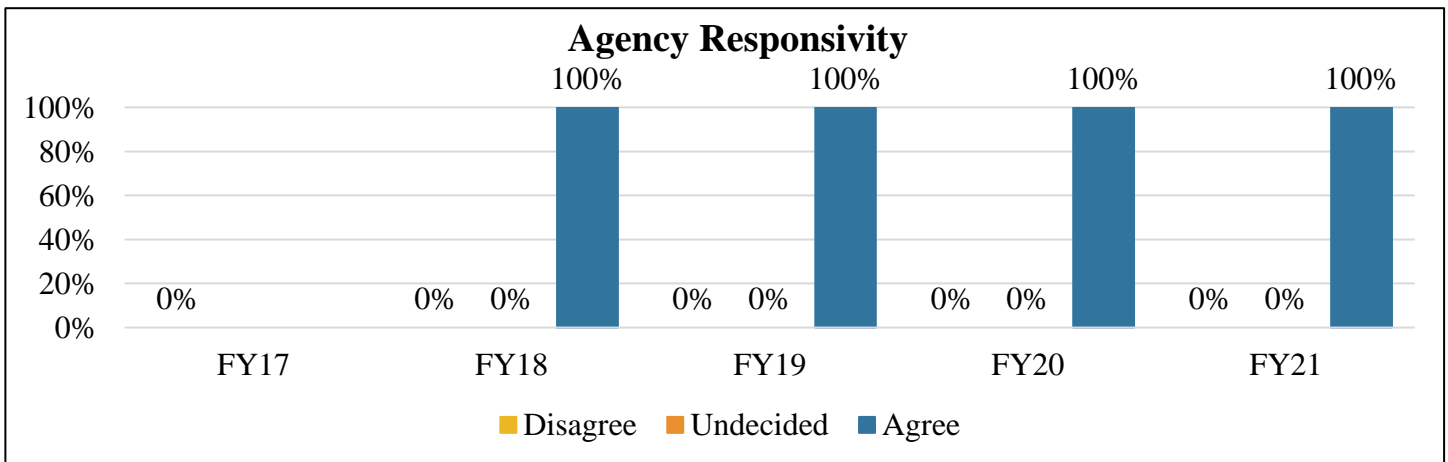
Trained Staff: Staff at this agency are well trained

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	0%	0%	0%	0%
Undecided		0%	0%	0%	0%
Agree		100%	100%	100%	100%
Total Responses		2	11	4	8



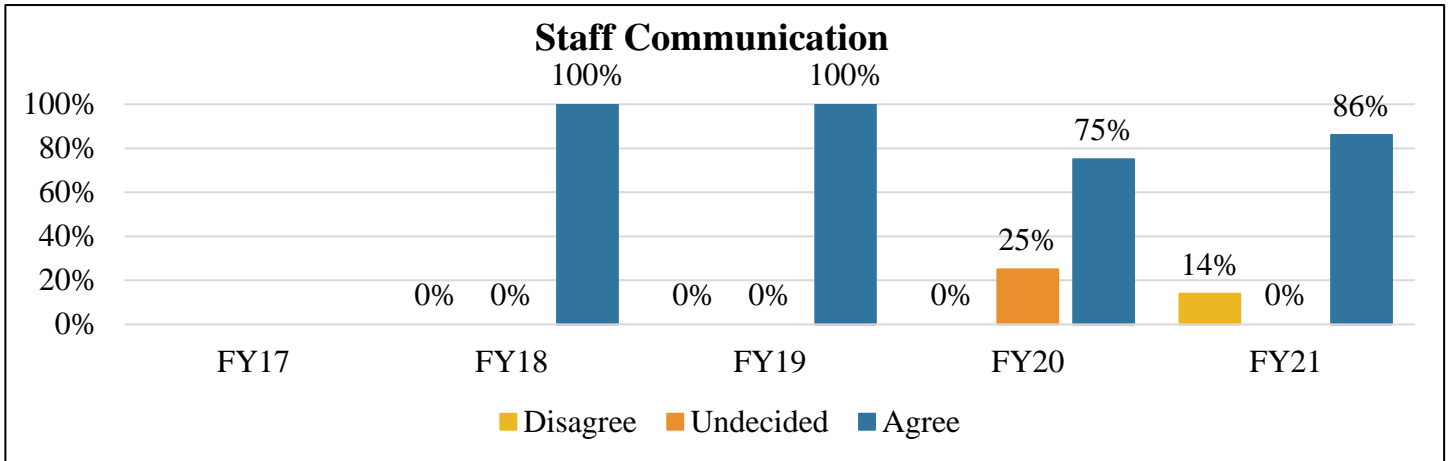
Staff Competencies: Staff at this agency are competent to deliver treatment services

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	0%	0%	0%	0%
Undecided		0%	0%	25%	0%
Agree		100%	100%	75%	100%
Total Responses		2	11	4	8



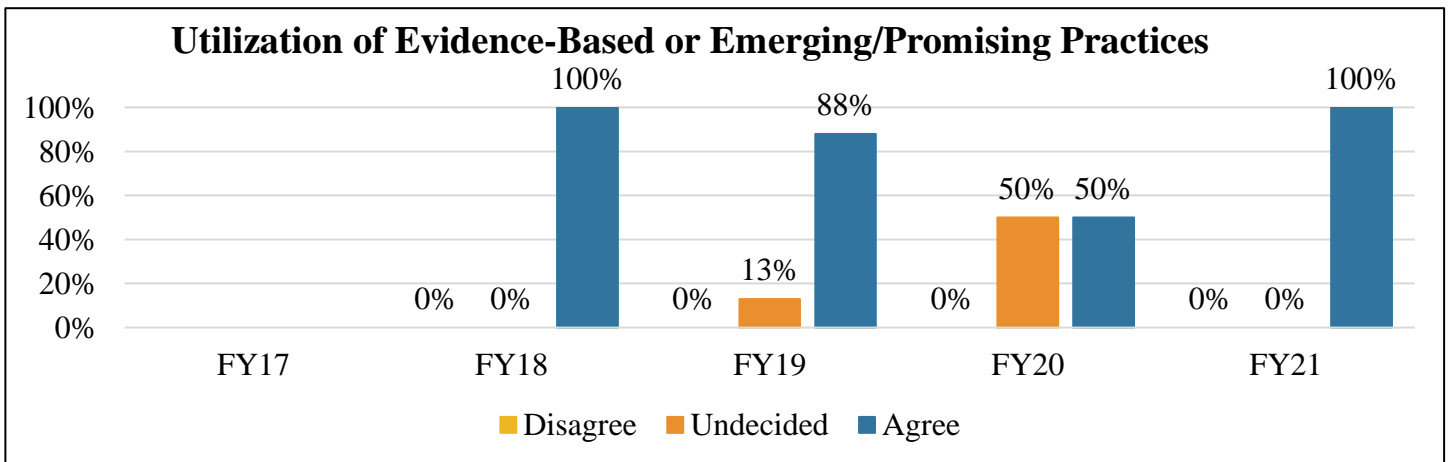
Agency Responsivity: This agency is responsive to the needs within the community

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	0%	0%	0%	0%
Undecided		0%	0%	0%	0%
Agree		100%	100%	100%	100%
Total Responses		2	10	3	8



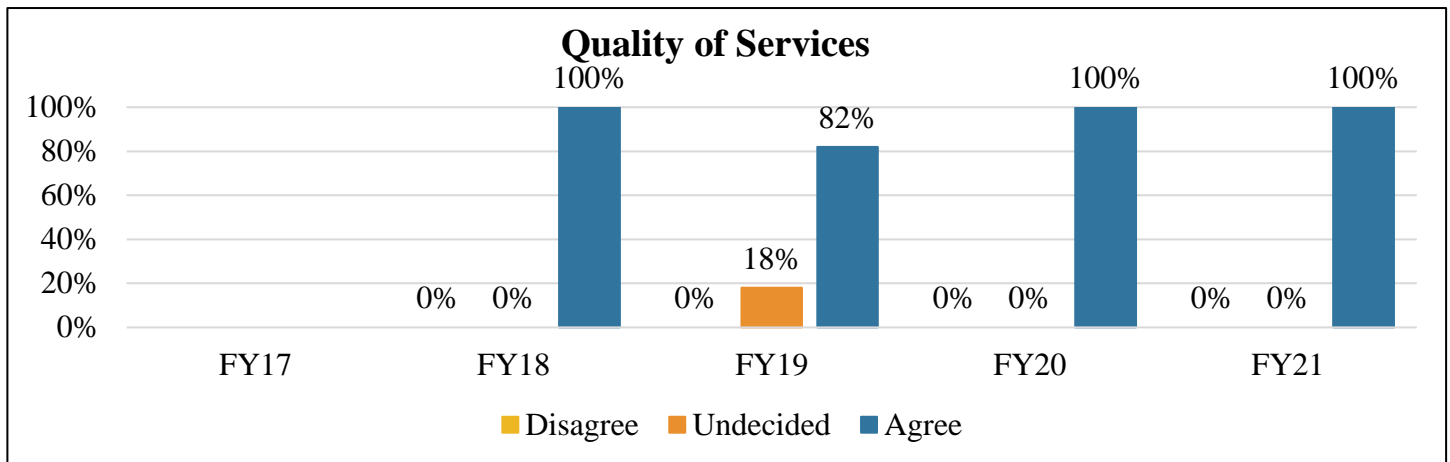
Staff Communication: Staff actively communicate regarding the client's treatment

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	0%	0%	0%	14%
Undecided		0%	0%	25%	0%
Agree		100%	100%	75%	86%
Total Responses		2	11	4	7



Utilization of Evidence-Based or Emerging/Promising Practices: This agency utilizes Evidence-Based or Emerging/Promising Practices

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	0%	0%	0%	0%
Undecided		0%	13%	50%	0%
Agree		100%	88%	50%	100%
Total Responses		2	8	4	5



	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	0%	0%	0%	0%
Undecided		0%	18%	0%	0%
Agree		100%	82%	100%	100%
Total Responses		2	11	4	8

Stakeholder Survey Feedback

Please give examples to support your ratings in the above questions:

- *Non-judgmental, caring, clinically solid actively works to help the clients through the stages of change with addiction and mental health issues, availability to do mental health testing to help the clients learn more about themselves related to relapse issues, clients reports, works with medical staff, schools, counseling and judicial services, attorney, referrals to provide services that are affordable, meets the clients where they are.*
- *Dr. Bontreger's office works to provide VR with timely evaluations of the applicants we refer.*
- *makes sure client get the service they need*

What does this agency do well?

- *Works with client with what they are at and what they are willing to do(ASAM Criteria)*
- *Evaluations are always thorough and accurate.*
- *Communication*

What suggestions would you make for this agency to improve services?

- *I cant think of anything*

Additional Information:

No responses

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Appendix A: Stakeholder Survey Summary**Dr. Mark Bontreger**

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Survey Responses**Familiarity of Services**

Agency	FY17	FY18	FY19	FY20	FY21
Not Familiar	-	0	0	0	0
Somewhat Familiar	-	0	0	1	0
Familiar	-	1	3	3	8
Very Familiar	-	1	8	4	8
Total Responses	-	2	11	8	16

Client Support

Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	0	0	0	0
Undecided	-	0	0	1	0
Agree	-	2	11	3	8
Total Responses	-	2	11	4	8

Positive Outcomes

Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	0	0	0	0
Undecided	-	0	0	1	0
Agree	-	2	11	3	7
Total Responses	-	2	11	4	7

Location of Services

Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	0	0	0	0
Undecided	-	0	0	0	0
Agree	-	2	10	4	8
Total Responses	-	2	10	4	8

Group Times

Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	0	0	0	0
Undecided	-	0	0	0	0
Agree	-	2	11	4	7
Total Responses	-	2	11	4	7

Staff Respectfulness

Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	0	0	0	0
Undecided	-	0	0	0	0
Agree	-	2	10	4	8
Total Responses	-	2	10	4	8

Trained Staff					
Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	0	0	0	0
Undecided	-	0	0	0	0
Agree	-	2	11	4	8
Total Responses	-	2	11	4	8
Staff Competencies					
Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	0	0	0	0
Undecided	-	0	0	1	0
Agree	-	2	11	3	8
Total Responses	-	2	11	4	8
Agency Responsivity					
Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	0	0	0	0
Undecided	-	0	0	0	0
Agree	-	2	10	3	8
Total Responses	-	2	10	3	8
Staff Communication					
Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	0	0	0	1
Undecided	-	0	0	1	0
Agree	-	2	11	3	6
Total Responses	-	2	11	4	7
Utilization of Evidence-Based or Emerging/Promising Practices					
Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	0	0	0	0
Undecided	-	0	1	2	0
Agree	-	2	7	2	5
Total Responses	-	2	8	4	5
Quality of Services					
Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	0	0	0	0
Undecided	-	0	2	0	0
Agree	-	2	9	4	8
Total Responses	-	2	11	4	8

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