



Consumer Satisfaction Services, Inc.

Capital Region 2nd Quarter Report October-December 2014

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

**Prepared By
Consumer Satisfaction Services**

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Executive Summary

Capital Region 2nd Quarter Report October-December 2014

This section presents information collected during the 2013-2014 contract year which includes data from October-December 2014.

Demographic and Survey Information

Please Note: The use of the word 'significant' in this document indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05. A significant trend indicates a probability level which approaches significance i.e. the probability level is between .05 and 1.0.

Frequencies may not sum to total (n=542) as individuals may have chosen not to respond to certain questions.

- The survey represents 542 (n=542) respondents from the Capital Region including 264 Adults (48.7%) and 278 Children (51.3%). Of the 264 adult consumers 259 (98.1%) responded for themselves and a parent/guardian responded for the remaining 5 (1.9%). Of the 278 child consumers 10 (3.6%) responded for themselves and a parents/guardians responded remaining 268 (96.4%). Our analysis found no significant differences in total satisfaction based on who was interviewed.
- Data was collected by 5 interviewers from 26 treatment facilities in the Capital Region.
- Overall, 528 of the 542 interviews (97.4%) were face-to-face interviews, 14 (2.6%) were conducted by phone.
 - Of the 264 adult interviews, 256 (97.0%) were face-to-face interviews. 8 (3.0%) were conducted by phone.
 - Of the 278 child interviews, 272 (97.8%) were face-to-face interviews. 6 (2.2%) were conducted by phone.
- Gender: Overall, the sample is 53.1% female (288) and 46.9% male (254). Of the 264 adult consumers, 183 were female and 81 were male. Of the 278 child consumers, 105 were female and 173 were male.
- Level of Care: In all, 5 types of treatment were accessed by the respondents. 326 (60.1%) received Mental Health Outpatient, 76 (14.0%) received Methadone Maintenance, 69 (12.7%) received Family Based Services, 46 (8.5%) received Residential Halfway House, and 25 (4.6%) received ACT.

Implementation

According to survey responses, consumers report some level of satisfaction with their services. This is reflected in consumer responses to Question# 30, "Overall, I am satisfied with the services..." with 88.5% agreement (Responses of 4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 89.8% overall satisfaction and consumers of child services reporting high overall satisfaction 86.3%.

Respondents of both adult and child services reported high levels of satisfaction (85% or greater) for the following questions:

- 93.2% I am included in the development of my treatment/recovery plan and goals for recovery Q26.
- 93.2% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q22.
- 93.0% I was informed about my rights and responsibilities regarding the treatment I have received Q18.
- 92.3% I am an important part of the treatment process Q27.
- 91.0% I feel comfortable in asking questions regarding my treatment Q19.
- 90.4% I feel safe at this facility Q24.
- 88.2% I trust my service provider Q23.

Respondents of adult services only reported high levels of satisfaction (85% or greater) for the following questions:

- 85.4% My service provider spends adequate time with me Q20.

Respondents of child services only reported high levels of satisfaction (85% or greater) for the following questions:

- 89.9% My provider asks my permission before sharing my personal information Q21.
- 85.6% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q25.

While satisfaction is generally high, further exploration is warranted regarding a few items (15% or greater):

- 30.1% I had a choice when selecting my service provider Q16.
- 24.4% I was given information on how to get other services that I needed Q14.
- 17.8% Adult consumers; My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 17.3% When I came to this program I was given information on all the services that were available to me Q15.
- 16.2% Child consumers; My service provider explained the limitations of my therapy or treatment Q29.
- 16.1% I have the option to change my service provider should I choose to Q17.

Outcomes

Consumers also describe their lives as being better as a result of their services in a majority of cases. In total, 52.2% to 75.3% of consumers believe services have improved their lives in each outcome area. Additionally 19.0% to 29.2% of consumers believe that no change has resulted from their services. Only 4.4% to 11.1% believes that things are worse as a result of services.

Respondents of both adult and child services report some level of improvement regarding the following questions:

- 75.3% Enjoying my free time Q36.
- 72.5% Coping with specific problems or issue that led to seek services.
- 72.1% Feeling good (hopeful) about the future Q35.
- 68.5% Managing daily problems Q31.
- 65.9% How I feel about myself Q34.
- 65.5% Interacting with people in social situations Q40.
- Recipients of adult services (40.5%) reported that things have improved with dealing with school or work (Q39) and (16.3%) reported it as worse than before. As noted, (40.5%) of the respondents reported this question did not apply to them. When these cases are removed, (68.2%) report they were better able to deal with school or work and (4.5%) reported it was worse. These figures represent a more accurate picture of the results.

We welcome questions, comments and suggestions. Please contact:

**Ms. Abby Robinson
C/FST Manager
4775 Linglestown Road
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Request for Assistance

During the interview, if a Consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), Perform Care or any other part of the MH system that can reasonably be addressed, the surveyor will ask the Consumer if they would like them (surveyor/CSS) to communicate this concern to the party they have a concern with, this is known as the Request for Assistance (RFA). A completed Request for Assistance is forwarded to Perform Care and Capital Area Behavioral Health Collaborative (CABHC) for action steps and follows up.

- CSS had three Requests for Assistance for the 2nd Quarter 14-15

Consumer reported that she was experiencing problems with her provider who was making mistakes with her medication. She requested that a different staff member be assigned to handle her medications in the future. Her provider, Philhaven, responded that they would immediately assign a different staff member to address her medication needs in the future. The consumer was contacted by Perform Care and she reported satisfaction with the outcome.

Consumer reported that her child was not being seen regularly by the therapist and that her appointments were canceled and rescheduled multiple times over a four month period. The consumer would like the facility to contact her in an appropriate amount of time prior to cancelling or rescheduling her child's appointments. Her child's provider, TW Ponessa, is currently working toward a resolution for this consumer's request.

This consumer requested help regarding her diagnosis and medication. She felt that she had not been properly diagnosed or medicated correctly. In addition, she requested more staff at the outpatient facility and for those people to be more kind to consumers. Her provider, Philhaven, responded by offering to switch the consumer to a different office but stated that her medication was fine per a conversation earlier in the year between the consumer and her therapist. They did report that they had notified their front desk employees to be more courteous and polite to consumers in the future. The consumer reported that she is satisfied with the outcome during a follow up call with Perform Care.

Capital Region 2nd Quarter Report October-December 2014

This section presents information collected during the 2014-2015 contract year which includes data from October-December 2014.

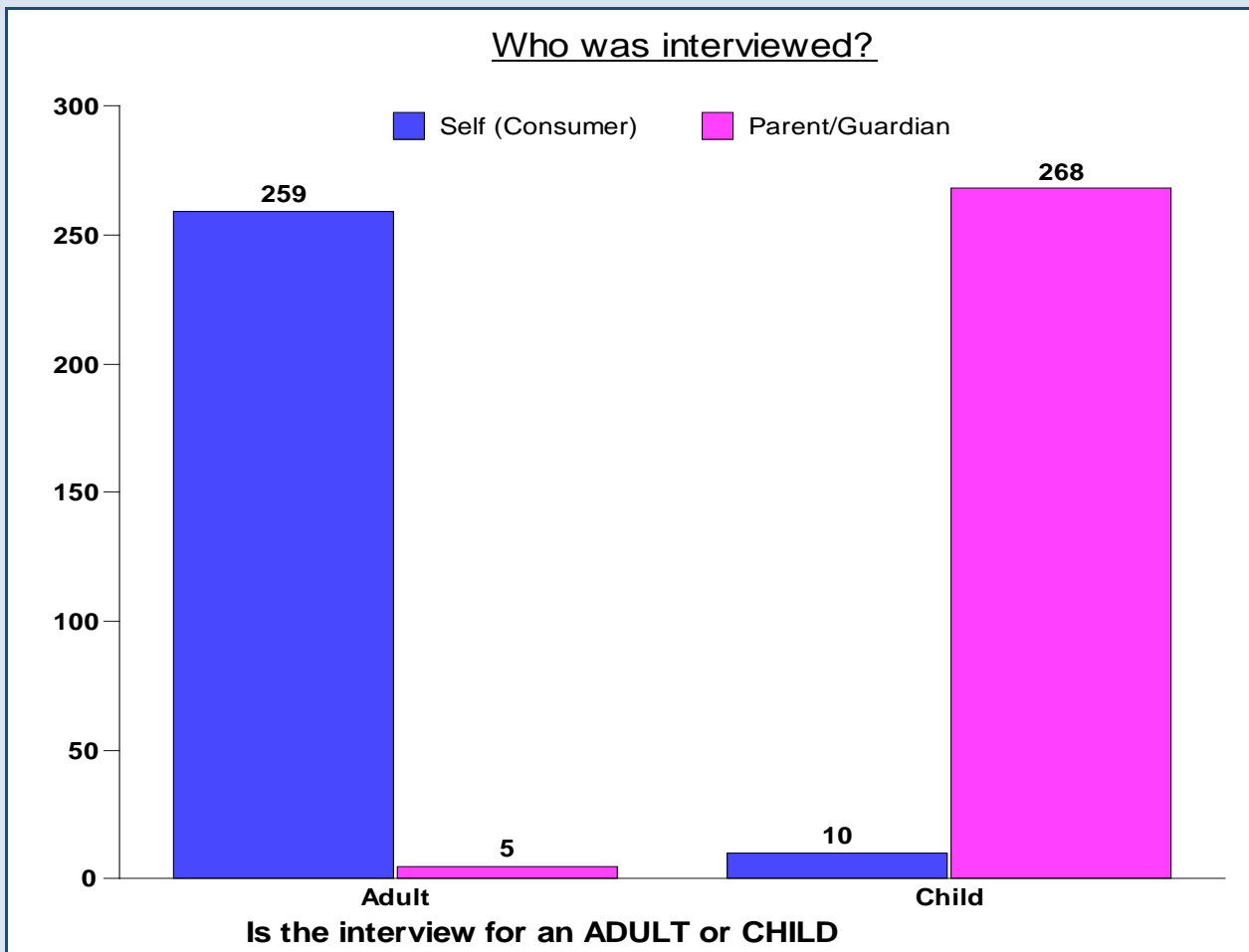
Demographic and Survey Information

Please Note: The use of the word 'significant' in this document indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05. A significant trend indicates a probability level which approaches significance i.e. the probability level is between .05 and 1.0.

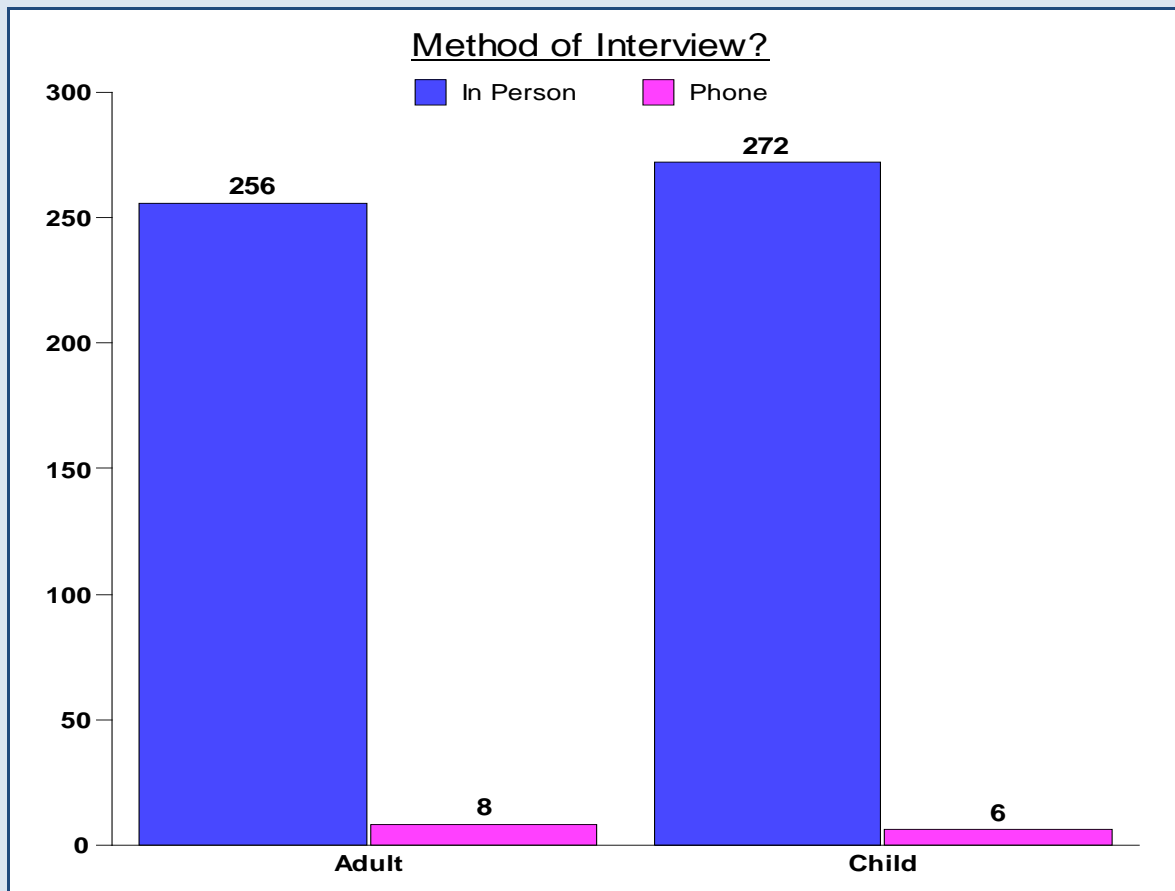
Frequencies may not sum to total (n=542) as individuals may have chosen not to respond to certain questions.

Percentages may not sum to 100.0% due to rounding.

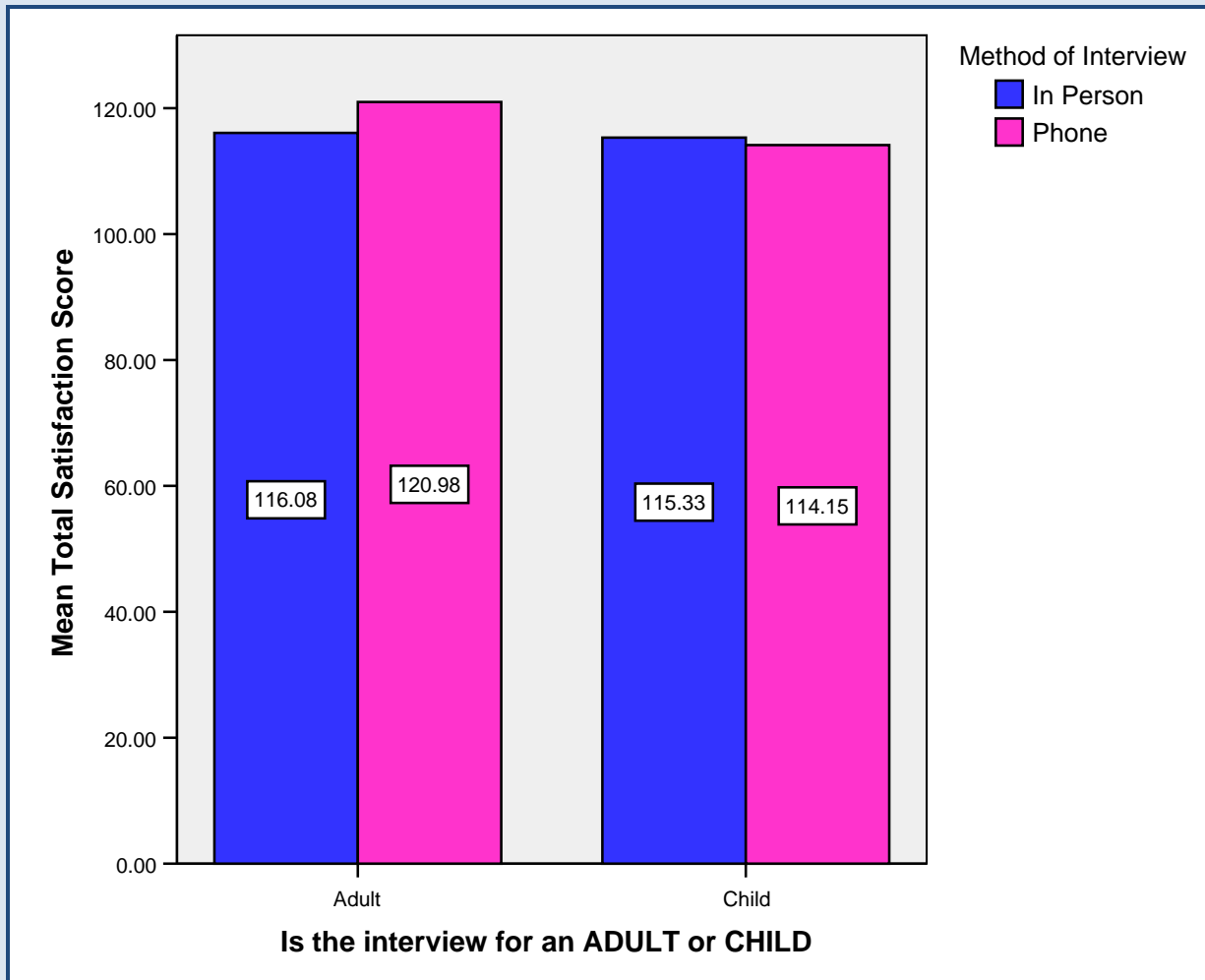
- The survey represents 542 (n=542) respondents from the Capital Region including 264 Adults (48.7%) and 278 Children (51.3%). Of the 264 adult consumers 259 (98.1%) responded for themselves and a parent/guardian responded for the remaining 5 (1.9%). Of the 278 child consumers 10 (3.6%) responded for themselves and a parents/ guardians responded remaining 268 (96.4%). Our analysis found no significant differences in total satisfaction based on who was interviewed.



- Data was collected by 5 interviewers from 26 treatment facilities in the Capital Region.
- Overall, 528 of the 542 interviews (97.4%) were face-to-face interviews, 14 (2.6%) were conducted by phone.
 - Of the 264 adult interviews, 256 (97.0%) were face-to-face interviews. 8 (3.0%) were conducted by phone.
 - Of the 278 child interviews, 272 (97.8%) were face-to-face interviews. 6 (2.2%) were conducted by phone.



Our analysis did not indicate a significant difference in satisfaction with regard to method of interview.

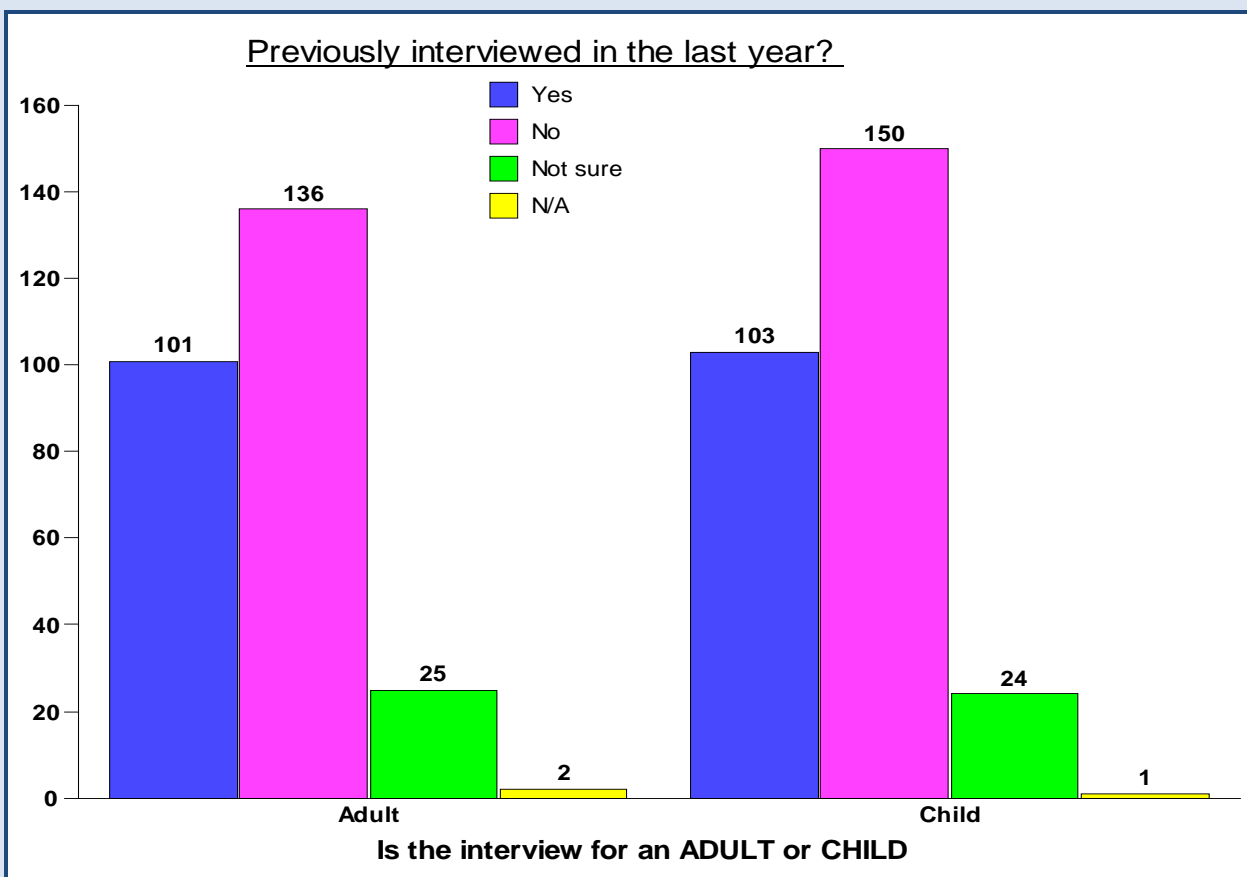


Below is a table of the method of interview by county for both Adult and Child services.

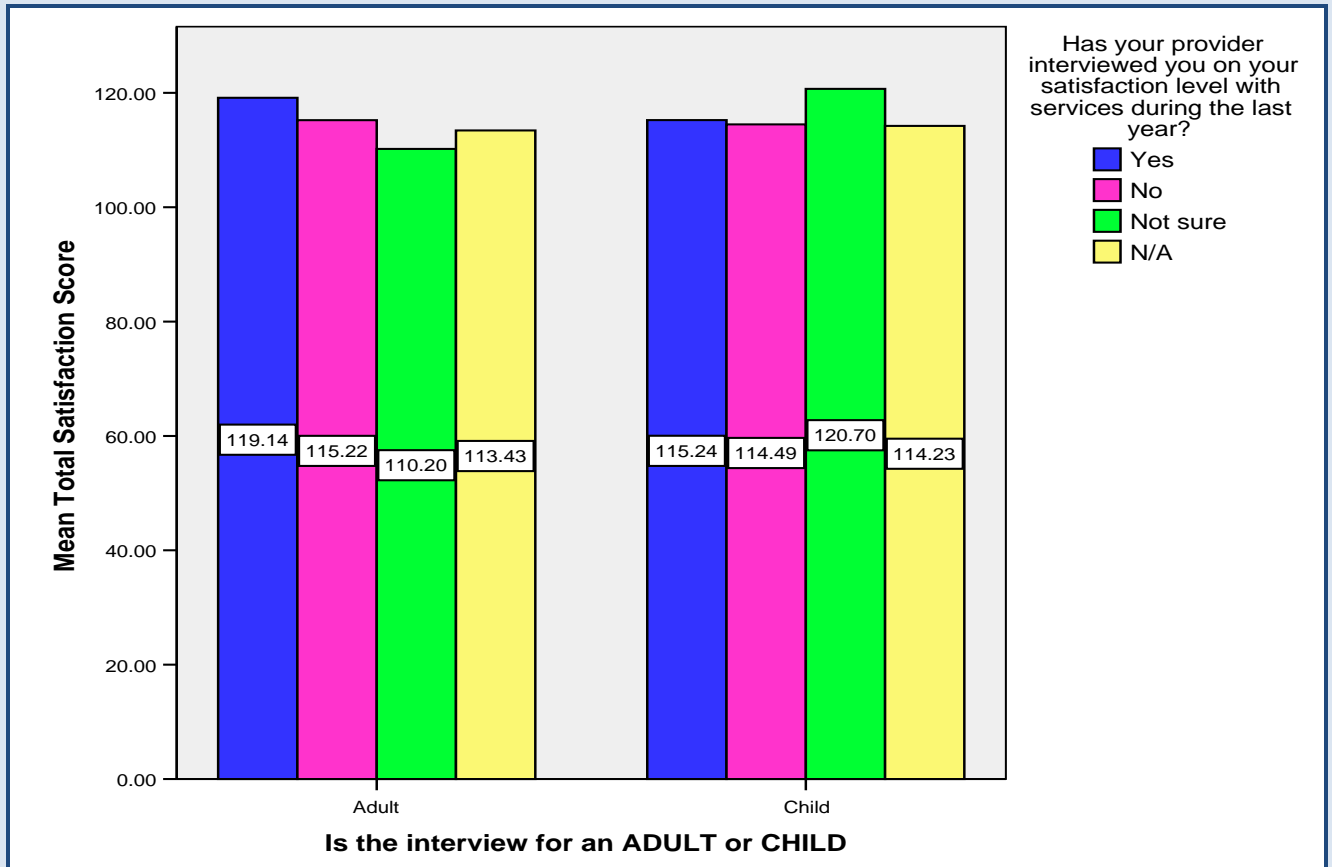
	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	542	42 7.70%	193 35.60%	183 33.80%	91 16.80%	33 6.10%
Adult						
In Person	256	18 7.00%	74 28.90%	99 38.70%	43 16.80%	22 8.60%
Phone	8	1 12.50%	1 12.50%	3 37.50%	3 37.50%	0 0
Child						
In Person	272	22 8.10%	118 43.40%	76 27.90%	45 16.50%	11 4.00%
Phone	6	1 16.70%	0 0	5 83.30%	0 0	0 0

- Overall, 204 of the 542 interviews (37.6%) reported they had been previously interviewed, 286 (52.8%) reported they had not been interviewed, 49 (9.0%) were not sure, and 3 (0.6%) reported this question did not apply.
 - Of the 264 adult interviews, 101 (38.3%) reported they had been previously interviewed, 136 (51.5%) reported they had not been interviewed, 25 (9.5%) were not sure, and 2 (0.8%) reported this question did not apply.
 - Of the 278 child interviews, 103 (37.1%) reported they had been previously interviewed, 150 (54.0%) reported they had not been interviewed, 24 (8.6%) were not sure, and 1 (0.4%) reported this question did not apply.

	Base	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	542	204 37.60%	286 52.80%	49 9.00%	3 0.60%
Adult	264	101 38.30%	136 51.50%	25 9.50%	2 0.80%
Child	278	103 37.10%	150 54.00%	24 8.60%	1 0.40%



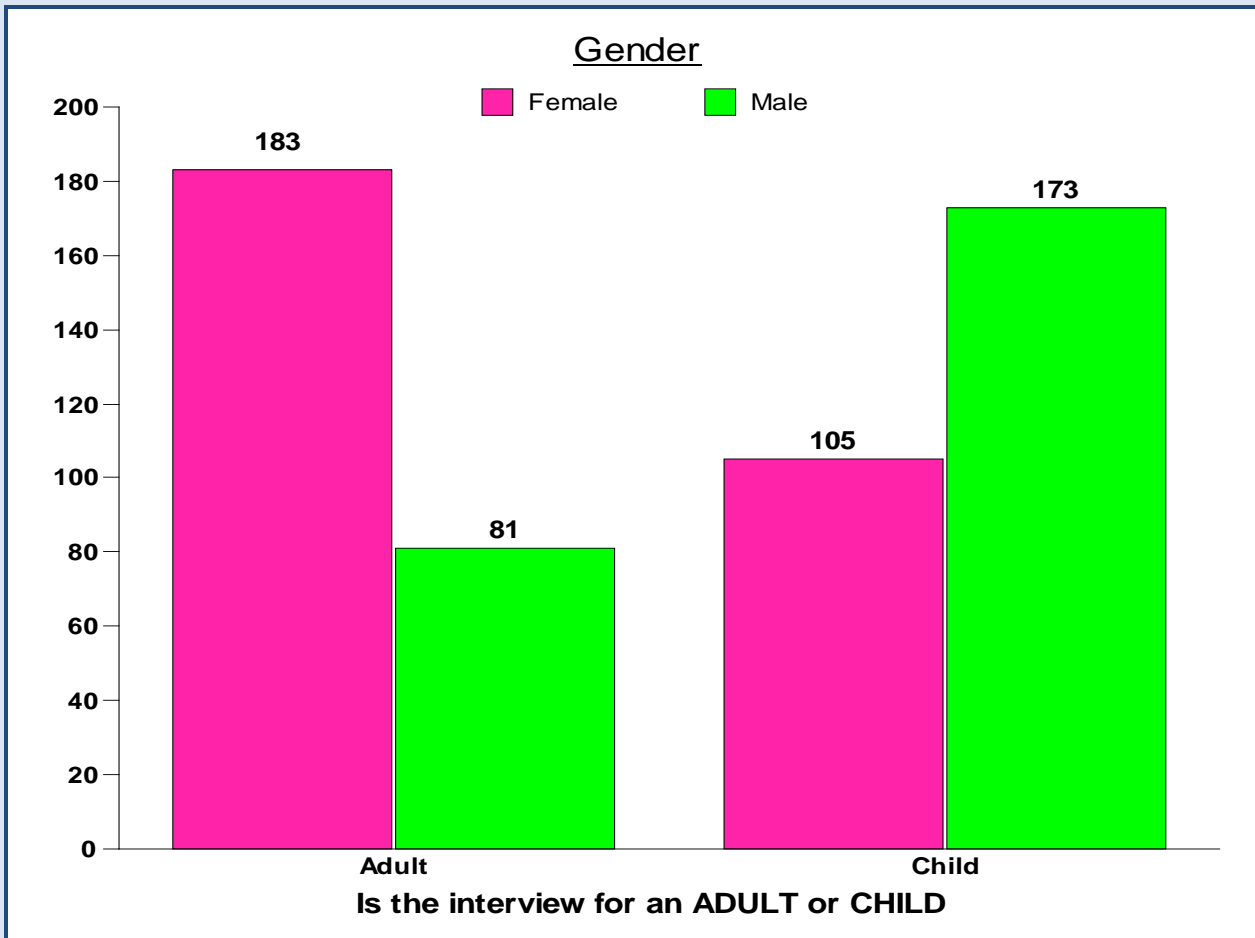
Consumers of adult services who were not sure if they had been previously interviewed were significantly less satisfied than adult consumers who were previously interviewed.



Mean Satisfaction Levels of Respondents

Is the interview for an ADULT or CHILD		Has your provider interviewed you on your satisfaction level with services during the last year?				
		Yes	No	Not sure	N/A	Total
Adult	N	101	136	25	2	264
	Mean	119.14	115.22	110.20	113.43	116.23
	Std. Deviation	10.60	16.42	19.77	33.23	15.11
Child	N	103	150	24	1	278
	Mean	115.24	114.49	120.70	114.23	115.30
	Std. Deviation	12.30	20.56	12.10	.	17.27
Total	N	204	286	49	3	542
	Mean	117.17	114.83	115.34	113.69	115.75
	Std. Deviation	11.63	18.68	17.14	23.50	16.24

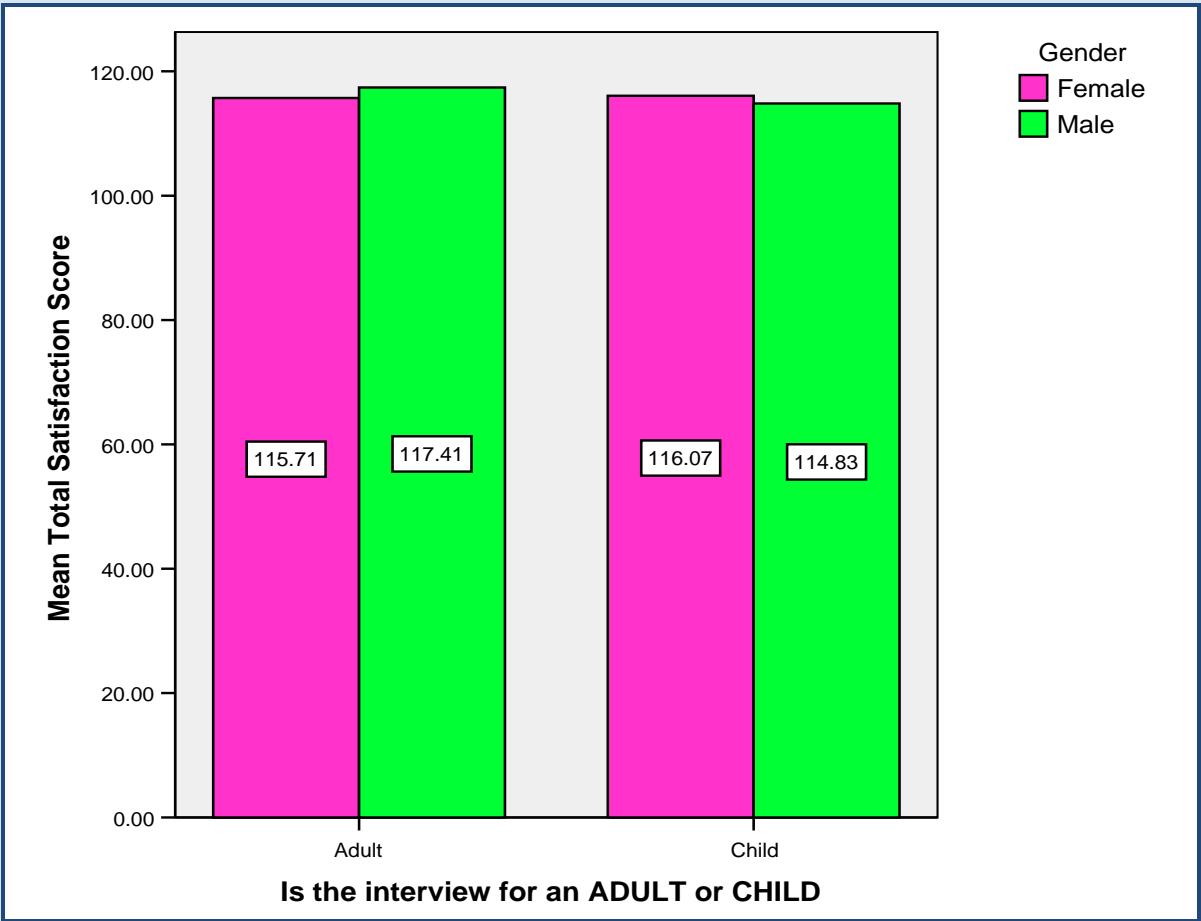
- Gender: Overall, the sample is 53.1% female (288) and 46.9% male (254). Of the 264 adult consumers, 183 were female and 81 were male. Of the 278 child consumers, 105 were female and 173 were male.



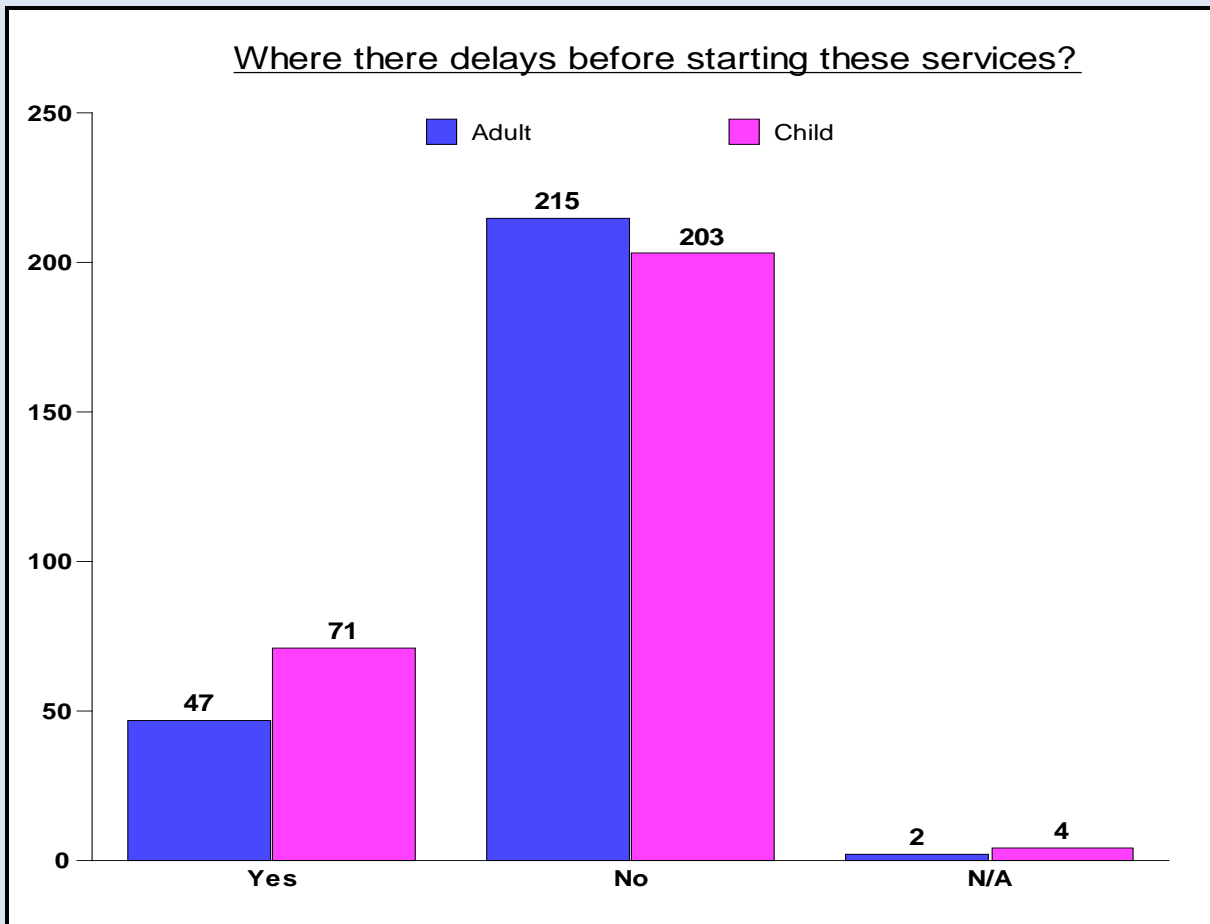
Our analysis indicated no significant differences in total satisfaction based on gender for both adult and child respondents.

Mean Satisfaction Levels of Respondents

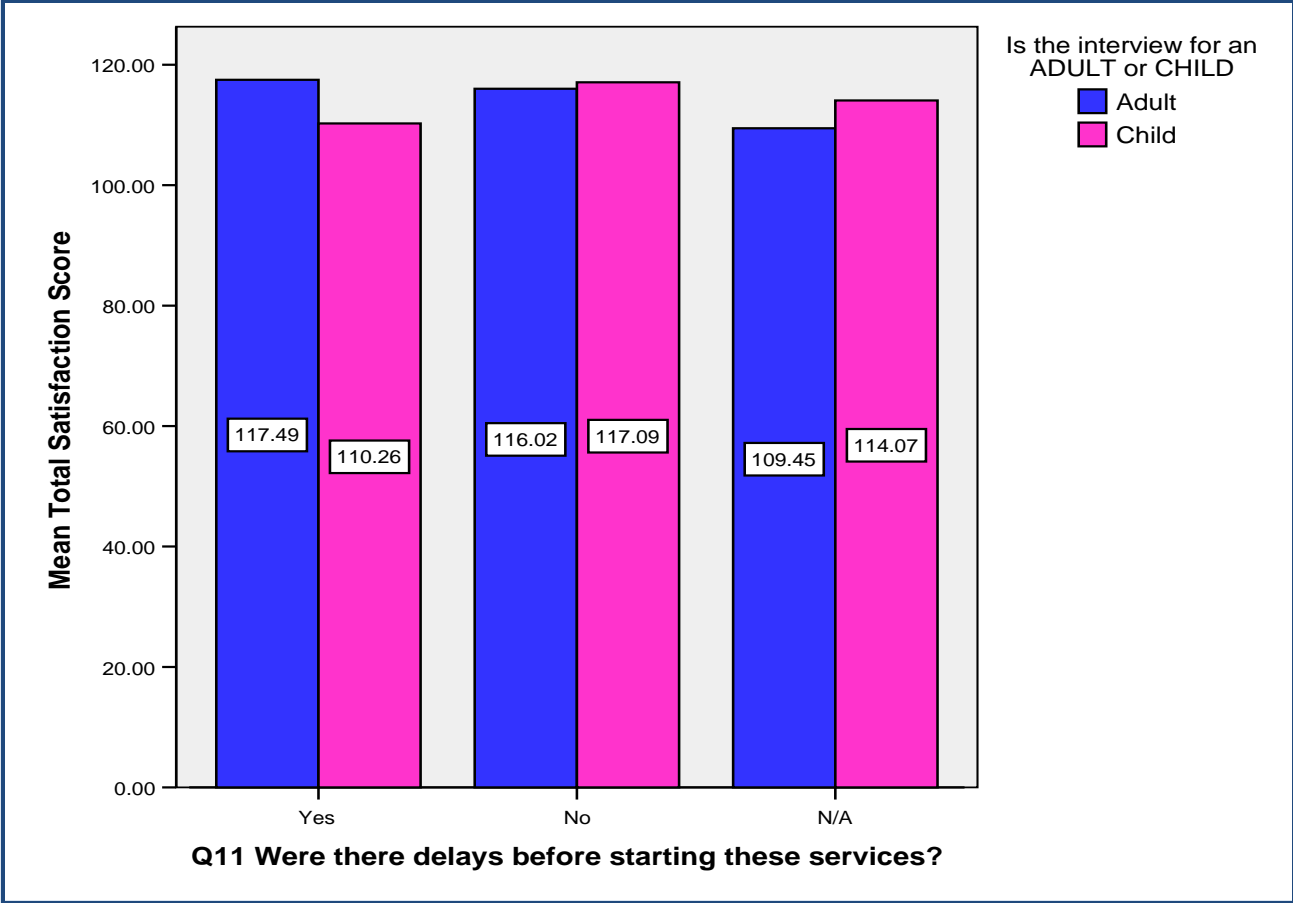
Is the interview for an ADULT or CHILD		Gender		
		Female	Male	Total
Adult	N	183	81	264
	Mean	115.71	117.41	116.23
	Std. Deviation	15.11	15.14	15.11
Child	N	105	173	278
	Mean	116.07	114.83	115.30
	Std. Deviation	15.81	18.12	17.27
Total	N	288	254	542
	Mean	115.84	115.65	115.75
	Std. Deviation	15.34	17.24	16.24



- Service Delay: 118 consumers (21.8%) reported that they experience some delay before beginning treatment. 418 consumers (77.1%) reported no delay before beginning treatment and 6 consumers (1.1%) reported that this question does not apply to them. Our analysis indicated child consumers who did experience a service delay were significantly less satisfied than those who responded that they did not experience a delay. Our analysis did not identify significant difference in total satisfaction for adult respondents regarding service delay.

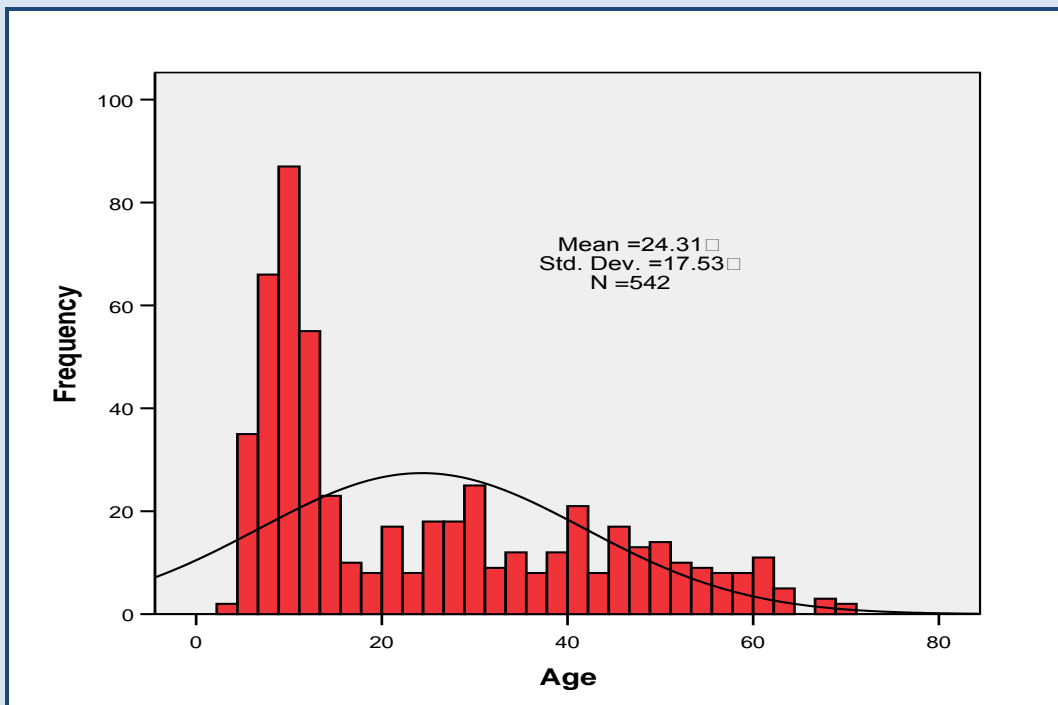


Is the interview for an ADULT or CHILD		Q11 Were there delays before starting these services?			
		Yes	No	N/A	Total
Adult	N	47	215	2	264
	Mean	117.49	116.02	109.45	116.23
	Std. Deviation	15.50	14.93	33.17	15.11
Child	N	71	203	4	278
	Mean	110.26	117.09	114.07	115.30
	Std. Deviation	18.90	16.32	20.87	17.27

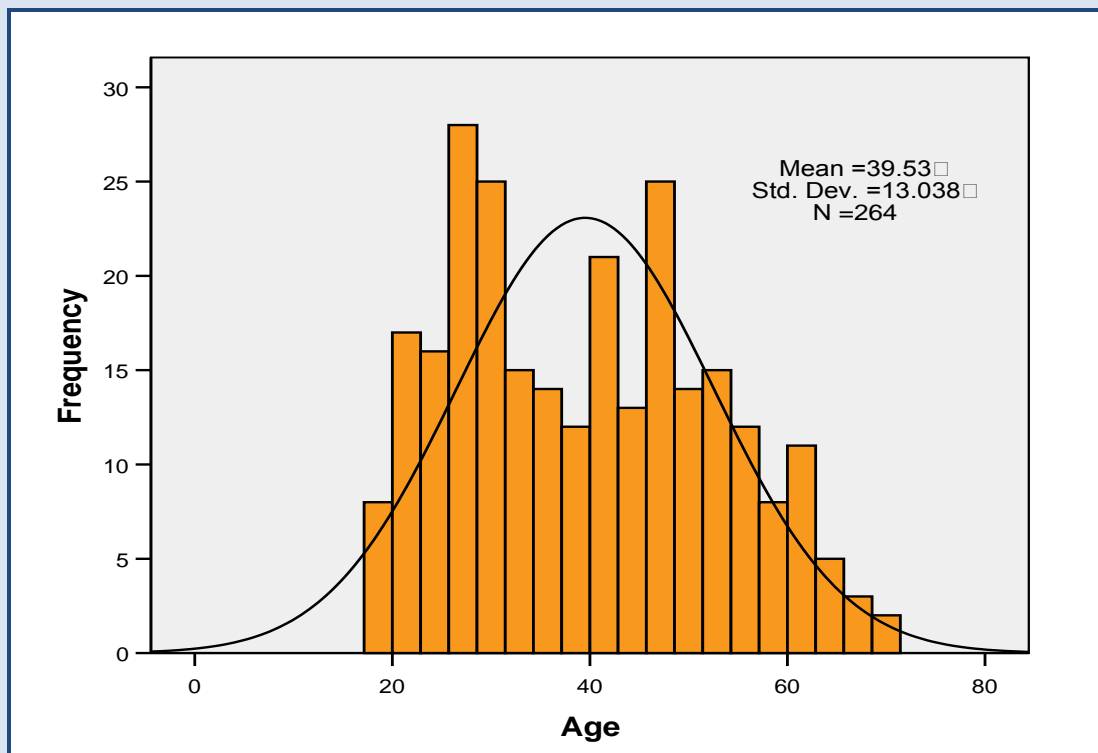


- Age: Age of all respondents ranged from 4-71 years, with a mean age of 24.31 (SD 17.530) and median age of 16. Our analysis did not indicate significant differences in total satisfaction based on the respondent's age.

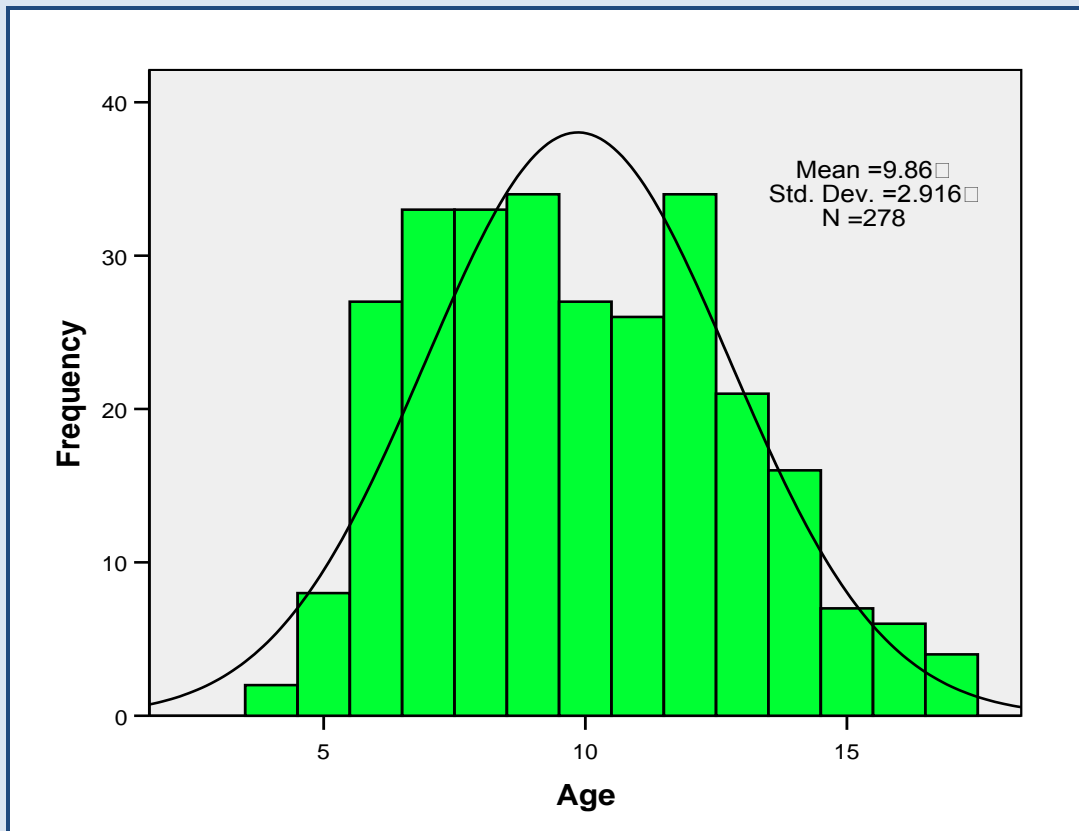
Age of All Adult and Child Respondents



Age of **Adult** respondents ranged from 18-71 years, with a mean age of 39.53 (SD= 13.038) and median age of 39. Our analysis did not indicate significant differences in total satisfaction based on the respondent's age.

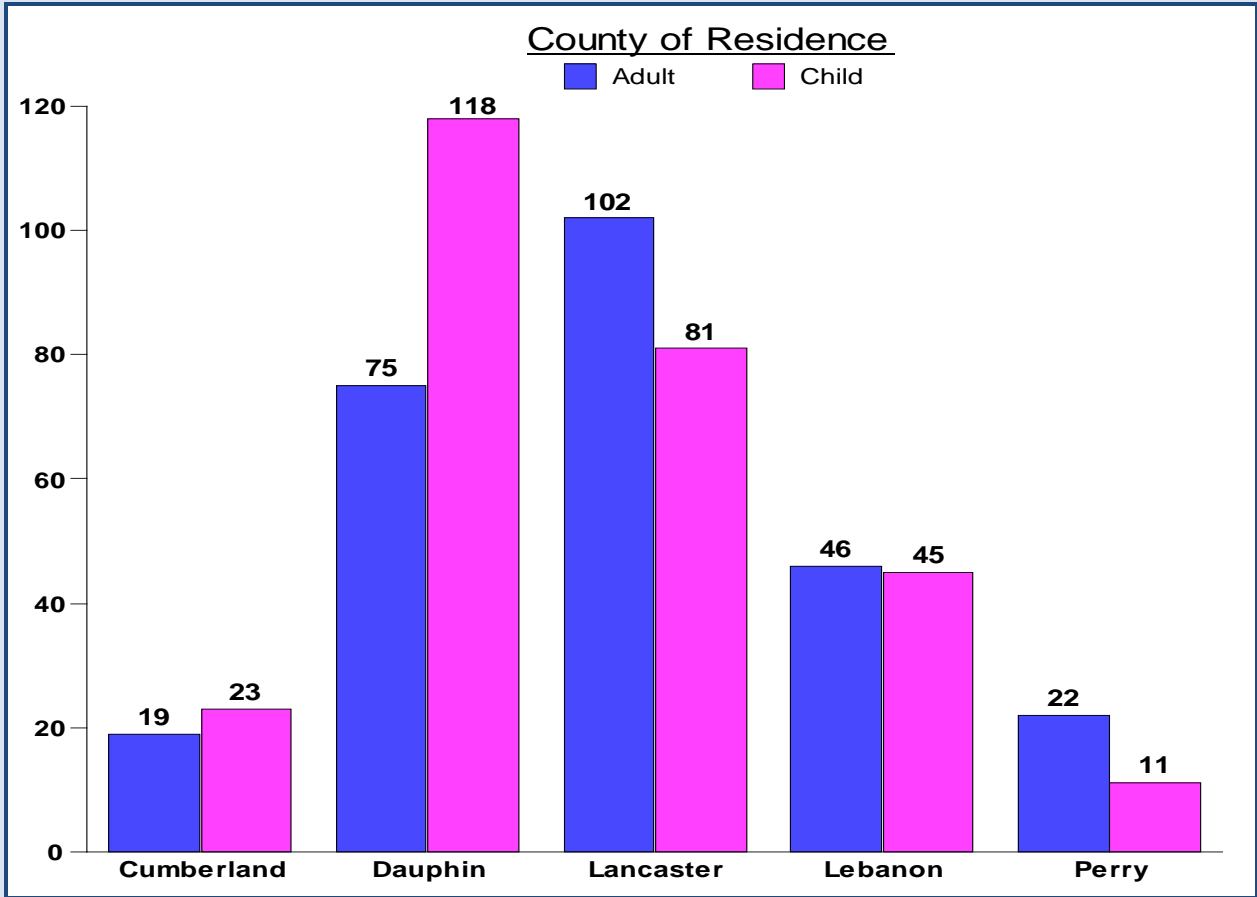


Age of **Child** respondents ranged from 4-17 years, with a mean age of 9.86 (SD= 2.916) and median age of 10. Our analysis did not indicate significant differences in total satisfaction based on the respondent's age.



County of Residence:

The table below shows the county of residence in alphabetical order. The largest number of respondents report residence in Dauphin County (35.6%). The remaining respondents reported residence in Lancaster (33.8%), Lebanon (16.8%), Cumberland (7.7%), and Perry (6.1%).



	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	542	42 7.70%	193 35.60%	183 33.80%	91 16.80%	33 6.10%
Adult	264	19 7.20%	75 28.40%	102 38.60%	46 17.40%	22 8.30%
Child	278	23 8.30%	118 42.40%	81 29.10%	45 16.20%	11 4.00%

Our analysis did not indicate significant differences in total satisfaction based on the respondent's county of residence.

Mean Satisfaction Score by County of Residence

Total Satisfaction Score		County of Residence					
		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Adult	N	19	75	102	46	22	264
	Mean	116.81	117.03	115.39	115.30	118.83	116.23
	Std. Deviation	15.06	14.48	13.17	16.58	22.08	15.11
Child	N	23	118	81	45	11	278
	Mean	120.66	113.19	117.11	115.70	111.76	115.30
	Std. Deviation	15.38	16.68	15.58	18.91	28.43	17.27

- Race: 278 respondents (51.3%) reported their race as White/Caucasian, 105 (19.4%) African American, 80 (14.8%) Hispanic/Latino, 72 (13.3%) Multi-Racial, 4 (0.7%) Other, 2 (0.4%) Did Not Answer, and 1 (0.2%) Native American/American Indian. Our analysis indicated no significant differences in Total Satisfaction with respect to race for either adult or child services.

	Base	Race							
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American / American Indian	White / Caucasian	Multi-Racial	Other	Did not answer
Total	542	105 19.40%	0 0	80 14.80%	1 0.20%	278 51.30%	72 13.30%	4 0.70%	2 0.40%
Adult	264	45 17.00%	0 0	32 12.10%	1 0.40%	168 63.60%	15 5.70%	2 0.80%	1 0.40%
Child	278	60 21.60%	0 0	48 17.30%	0 0	110 39.60%	57 20.50%	2 0.70%	1 0.40%

- Treatment Facility: Data was collected from 23 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed separately for Adult and Child Services for each facility. To help with interpretation, scores 116-145 indicate a high level of satisfaction, scores 87-115 indicate some level of satisfaction and scores below 87 indicate some level of dissatisfaction.

Mean Satisfaction of Treatment Facilities Adult

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
CSG	2	107.46	2.18
NHS	12	120.48	9.61
PA Counseling	1	119.00	.
Philhaven	38	111.12	14.85
Stevens Center	21	116.77	21.55
TeamCare	12	106.66	23.54
TrueNorth	5	119.29	11.89
TW Ponessa	31	113.28	10.60
Youth Advocate Program	10	117.87	13.01
Catholic Charities	9	126.74	15.17
ARS of Lancaster	40	114.64	14.84
Discovery House	20	117.26	12.84
Lebanon Treatment Center	13	125.19	12.77
York Pharmacotherapy Services	3	123.55	17.89
ACA	4	112.60	13.42
Daystar Center for Spiritual Recovery	4	121.58	5.23
Clem-Mar House Inc. (Men)	2	136.32	7.63
Clem-Mar House Inc. (Women)	1	134.00	.
Gate House for Men	12	124.85	10.58
Gate House for Women	9	119.25	9.08
Gaudenzia New Destiny	1	128.00	.
Treatment Trends, Inc.-Halfway Home of the Lehigh Valley	2	101.40	2.15
White Deer Run Cove Forge Renewal Center	2	123.96	25.51
Pressley Ridge	10	110.02	15.51
Total	264	116.23	15.11

Mean Satisfaction of Treatment Facilities Child

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
CSG	8	105.94	15.34
Keystone	3	124.33	15.50
PA Counseling	25	112.48	13.90
Philhaven	57	111.57	18.62
Stevens Center	10	114.95	29.86
TeamCare	16	116.86	21.58
TrueNorth	10	131.37	8.09
TW Ponnessa	72	116.87	16.75
Youth Advocate Program	42	116.33	14.55
Catholic Charities	3	118.74	5.64
PressleyRidge	32	114.73	15.36
Total	278	115.30	17.27

- Level of Care: In all, 5 types of treatment were accessed by the respondents. 326 (60.1%) received Mental Health Outpatient, 76 (14.0%) received Methadone Maintenance, 69 (12.7%) received Family Based Services, 46 (8.5%) received Residential Halfway House, and 25 (4.6%) received ACT.

	Base	Level of Care				
		Family Based Services	ACT	Methadone Maintenance	Residential Halfway House	Mental Health Outpatient
Total	542	69 12.70%	25 4.60%	76 14.00%	46 8.50%	326 60.10%
Adult	264	4 1.50%	25 9.50%	76 28.80%	46 17.40%	113 42.80%
Child	278	65 23.40%	0 0	0 0	0 0	213 76.60%

Questions Regarding Perform Care

- 50.7% of respondents (275 of the 542) reported that they had received a copy of the Perform Care member handbook. 36.0% (195) did not feel this was the case, 13.3% (72) were not sure.

	Base	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	542	275 50.70%	195 36.00%	72 13.30%	0 0
Adult	264	118 44.70%	119 45.10%	27 10.20%	0 0
Child	278	157 56.50%	76 27.30%	45 16.20%	0 0

	Base	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	542	275 50.70%	195 36.00%	72 13.30%	0 0
County of Residence					
Cumberland	42	23 54.80%	14 33.30%	5 11.90%	0 0
Dauphin	193	98 50.80%	68 35.20%	27 14.00%	0 0
Lancaster	183	90 49.20%	67 36.60%	26 14.20%	0 0
Lebanon	91	48 52.70%	30 33.00%	13 14.30%	0 0
Perry	33	16 48.50%	16 48.50%	1 3.00%	0 0

- 87.5% of respondents (474 of the 542) report they are aware of their right to file a complaint or grievance. 10.0% (54) did not feel this was the case, 1.8% (10) were not sure, and 0.7% (4) consumers felt that this question did not apply.

	Base	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	542	474 87.50%	54 10.00%	10 1.80%	4 0.70%
Adult	264	229 86.70%	29 11.00%	3 1.10%	3 1.10%
Child	278	245 88.10%	25 9.00%	7 2.50%	1 0.40%

	Base	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	542	474 87.50%	54 10.00%	10 1.80%	4 0.70%
County of Residence					
Cumberland	42	37 88.10%	5 11.90%	0 0	0 0
Dauphin	193	162 83.90%	26 13.50%	4 2.10%	1 0.50%
Lancaster	183	165 90.20%	13 7.10%	4 2.20%	1 0.50%
Lebanon	91	84 92.30%	4 4.40%	2 2.20%	1 1.10%
Perry	33	26 78.80%	6 18.20%	0 0	1 3.00%

- 66.6% of respondents (361 of the 542) report they know who to call to file a complaint or grievance. 28.2% respondents (153) did not feel this was the case, 4.1% (22) were not sure, and 1.1% (6) consumers felt that this question did not apply.

	Base	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	542	361 66.60%	153 28.20%	22 4.10%	6 1.10%
Adult	264	162 61.40%	85 32.20%	14 5.30%	3 1.10%
Child	278	199 71.60%	68 24.50%	8 2.90%	3 1.10%

	Base	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	542	361 66.60%	153 28.20%	22 4.10%	6 1.10%
County of Residence					
Cumberland	42	27 64.30%	12 28.60%	3 7.10%	0 0
Dauphin	193	120 62.20%	64 33.20%	8 4.10%	1 0.50%
Lancaster	183	128 69.90%	47 25.70%	7 3.80%	1 0.50%
Lebanon	91	68 74.70%	18 19.80%	4 4.40%	1 1.10%
Perry	33	18 54.50%	12 36.40%	0 0	3 9.10%

- 14.9% of respondents (81 of the 542) reported they had called member services at Perform Care to get information or help for counseling, treatment or other services in the last 12 months. 82.5% respondents (447) did not feel this was the case, 0.9% (5) were not sure, and 1.7% (9) consumers felt that this question did not apply.

	Base	Q4 In the last twelve months, did you call member services at Perform Care to get information? (example: help for counseling, treatment or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	542	81 14.90%	447 82.50%	5 0.90%	9 1.70%
Adult	264	32 12.10%	225 85.20%	3 1.10%	4 1.50%
Child	278	49 17.60%	222 79.90%	2 0.70%	5 1.80%

	Base	Q4 In the last twelve months, did you call member services at Perform Care to get information? (example: help for counseling, treatment or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	542	81 14.90%	447 82.50%	5 0.90%	9 1.70%
County of Residence					
Cumberland	42	12 28.60%	30 71.40%	0 0	0 0
Dauphin	193	28 14.50%	160 82.90%	3 1.60%	2 1.00%
Lancaster	183	27 14.80%	151 82.50%	1 0.50%	4 2.20%
Lebanon	91	12 13.20%	76 83.50%	1 1.10%	2 2.20%
Perry	33	2 6.10%	30 90.90%	0 0	1 3.00%

- 78.0% of those that requested information from Perform Care (78 of the 100) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 21.0% respondents (21) did not feel this was the case, 1.0% (1) were not sure. As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented.

	Base	Q4A I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.			
		Yes	No	Not Sure	Does Not Apply
Total	542	78 14.40%	21 3.90%	1 0.20%	442 81.50%
Adult	264	34 12.90%	7 2.70%	1 0.40%	222 84.10%
Child	278	44 15.80%	14 5.00%	0 0	220 79.10%

	Base	Q4A I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.			
		Yes	No	Not Sure	Does Not Apply
Total	542	78 14.40%	21 3.90%	1 0.20%	442 81.50%
County of Residence					
Cumberland	42	13 31.00%	0 0	0 0	29 69.00%
Dauphin	193	23 11.90%	8 4.10%	1 0.50%	161 83.40%
Lancaster	183	32 17.50%	9 4.90%	0 0	142 77.60%
Lebanon	91	8 8.80%	4 4.40%	0 0	79 86.80%
Perry	33	2 6.10%	0 0	0 0	31 93.90%

- 59.0% of respondents who had called Perform Care staff (320 of 542) felt they were given a choice of at least 2 providers. 28.6% of respondents (155) did not feel this was the case, and 8.5% (46) were not sure, and 3.9% (21) consumers felt that this question did not apply.

	Base	Q5 I was given a choice of at least two (2) Providers from Perform Care regarding the type of service I am seeking.			
		Yes	No	Not Sure	Does Not Apply
Total	542	320 59.00%	155 28.60%	46 8.50%	21 3.90%
Adult	264	125 47.30%	93 35.20%	30 11.40%	16 6.10%
Child	278	195 70.10%	62 22.30%	16 5.80%	5 1.80%

	Base	Q5 I was given a choice of at least two (2) Providers from Perform Care regarding the type of service I am seeking.			
		Yes	No	Not Sure	Does Not Apply
Total	542	320 59.00%	155 28.60%	46 8.50%	21 3.90%
County of Residence					
Cumberland	42	27 64.30%	10 23.80%	4 9.50%	1 2.40%
Dauphin	193	117 60.60%	61 31.60%	10 5.20%	5 2.60%
Lancaster	183	97 53.00%	57 31.10%	21 11.50%	8 4.40%
Lebanon	91	56 61.50%	22 24.20%	9 9.90%	4 4.40%
Perry	33	23 69.70%	5 15.20%	2 6.10%	3 9.10%

- 69.9% of respondents who had called Perform Care staff (379 of 542) felt they were informed of the time approved for their services. 21.4% of respondents (116) did not feel this was the case, and 5.5% (30) were not sure, and 3.1% (17) consumers felt that this question did not apply.

	Base	Q6 I was informed of the time approved for my services. (Example: BHRS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	542	379 69.90%	116 21.40%	30 5.50%	17 3.10%
Adult	264	158 59.80%	69 26.10%	22 8.30%	15 5.70%
Child	278	221 79.50%	47 16.90%	8 2.90%	2 0.70%

	Base	Q6 I was informed of the time approved for my services. (Example: BHRS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	542	379 69.90%	116 21.40%	30 5.50%	17 3.10%
County of Residence					
Cumberland	42	23 54.80%	15 35.70%	2 4.80%	2 4.80%
Dauphin	193	148 76.70%	39 20.20%	4 2.10%	2 1.00%
Lancaster	183	126 68.90%	34 18.60%	16 8.70%	7 3.80%
Lebanon	91	64 70.30%	18 19.80%	6 6.60%	3 3.30%
Perry	33	18 54.50%	10 30.30%	2 6.10%	3 9.10%

- 84.4% of respondents (146 of the 173) report when they call Perform Care staff treats them courteously and with respect. 8.7% respondents (15) did not feel this was the case, 6.9% (12) were not sure. As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented.

	Base	Q7 When I call Perform Care staff treats me courteously and with respect.			
		Yes	No	Not Sure	Does Not Apply
Total	542	146 26.90%	15 2.80%	12 2.20%	369 68.10%
Adult	264	61 23.10%	5 1.90%	11 4.20%	187 70.80%
Child	278	85 30.60%	10 3.60%	1 0.40%	182 65.50%

	Base	Q7 When I call Perform Care staff treats me courteously and with respect.			
		Yes	No	Not Sure	Does Not Apply
Total	542	146 26.90%	15 2.80%	12 2.20%	369 68.10%
County of Residence					
Cumberland	42	18 42.90%	0 0	0 0	24 57.10%
Dauphin	193	49 25.40%	10 5.20%	2 1.00%	132 68.40%
Lancaster	183	60 32.80%	1 0.50%	7 3.80%	115 62.80%
Lebanon	91	16 17.60%	4 4.40%	3 3.30%	68 74.70%
Perry	33	3 9.10%	0 0	0 0	30 90.90%

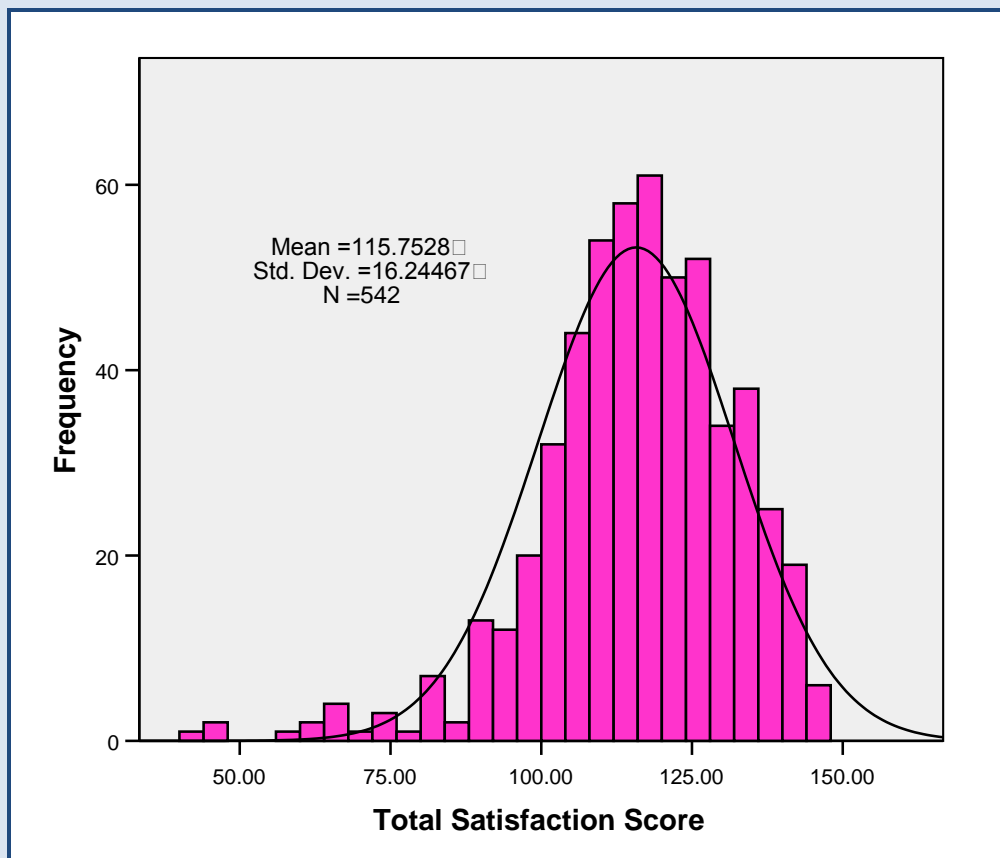
- 81.7% of respondents (443 of 542) report they are satisfied with their interactions with Perform Care. 3.7% of respondents (20) did not feel this was the case, and 1.7% (9) were not sure, and 12.9% (70) consumers felt that this question did not apply.

	Base	Q8 Overall, I am satisfied with the interactions I have had with Perform Care.			
		Yes	No	Not Sure	Does Not Apply
Total	542	443 81.70%	20 3.70%	9 1.70%	70 12.90%
Adult	264	199 75.40%	13 4.90%	3 1.10%	49 18.60%
Child	278	244 87.80%	7 2.50%	6 2.20%	21 7.60%

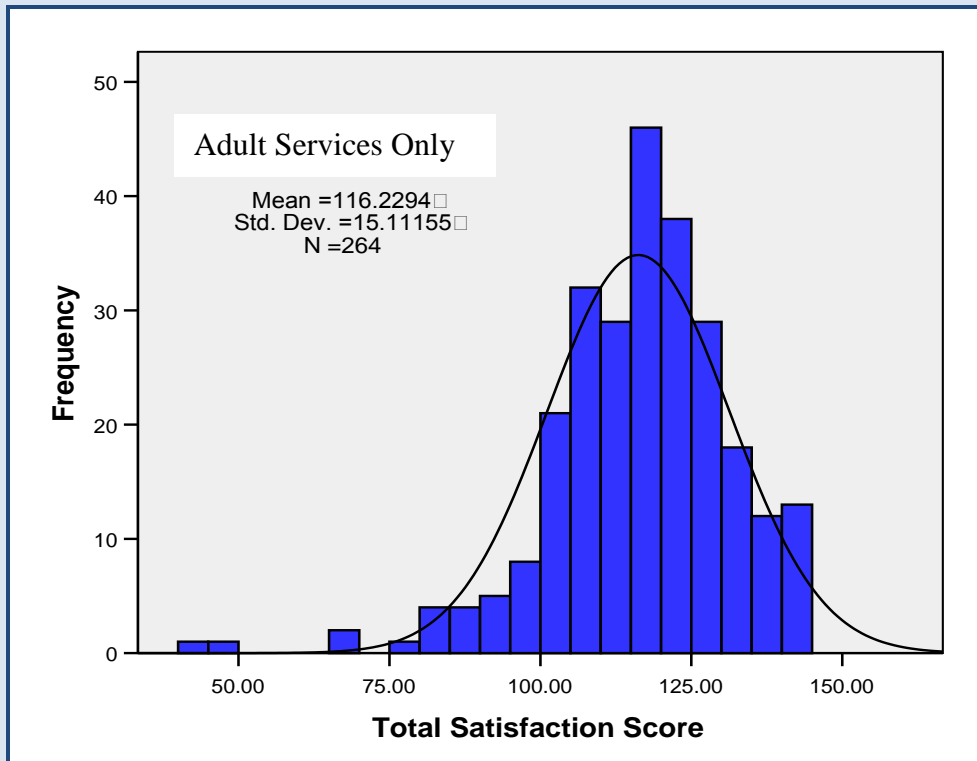
	Base	Q8 Overall, I am satisfied with the interactions I have had with Perform Care.			
		Yes	No	Not Sure	Does Not Apply
Total	542	443 81.70%	20 3.70%	9 1.70%	70 12.90%
County of Residence					
Cumberland	42	39 92.90%	0 0	0 0	3 7.10%
Dauphin	193	154 79.80%	6 3.10%	5 2.60%	28 14.50%
Lancaster	183	154 84.20%	9 4.90%	2 1.10%	18 9.80%
Lebanon	91	72 79.10%	5 5.50%	2 2.20%	12 13.20%
Perry	33	24 72.70%	0 0	0 0	9 27.30%

Satisfaction

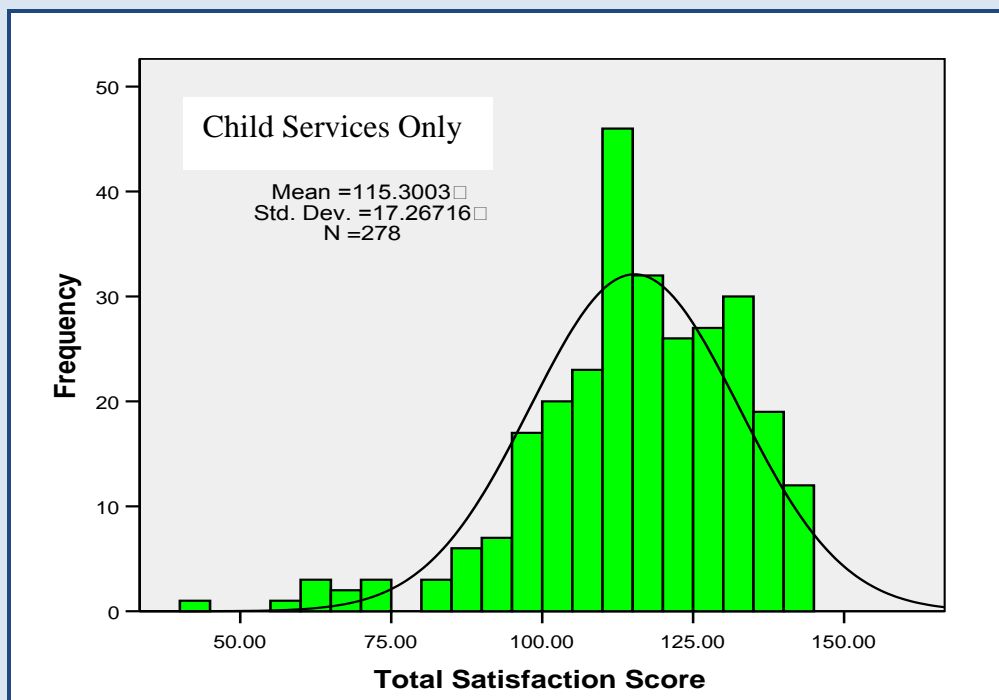
- **Overall Satisfaction:** All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 29 items that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale had a possible range of 29 - 145. Scores 116 -145 indicate a high level of satisfaction, scores 87-115 indicate some level of satisfaction and scores below 87 indicate some level of dissatisfaction.
 - The overall mean for all respondents for Total Satisfaction Score (TSS) was 115.75 with a standard deviation 16.24 and median 116.92. The TSS scores ranged from 43.25 – 145. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.
 - According to survey responses, consumers report some level of satisfaction with their services. This is reflected in a 79.8% satisfaction rate (Mean Satisfaction Level/Highest Possible Score).



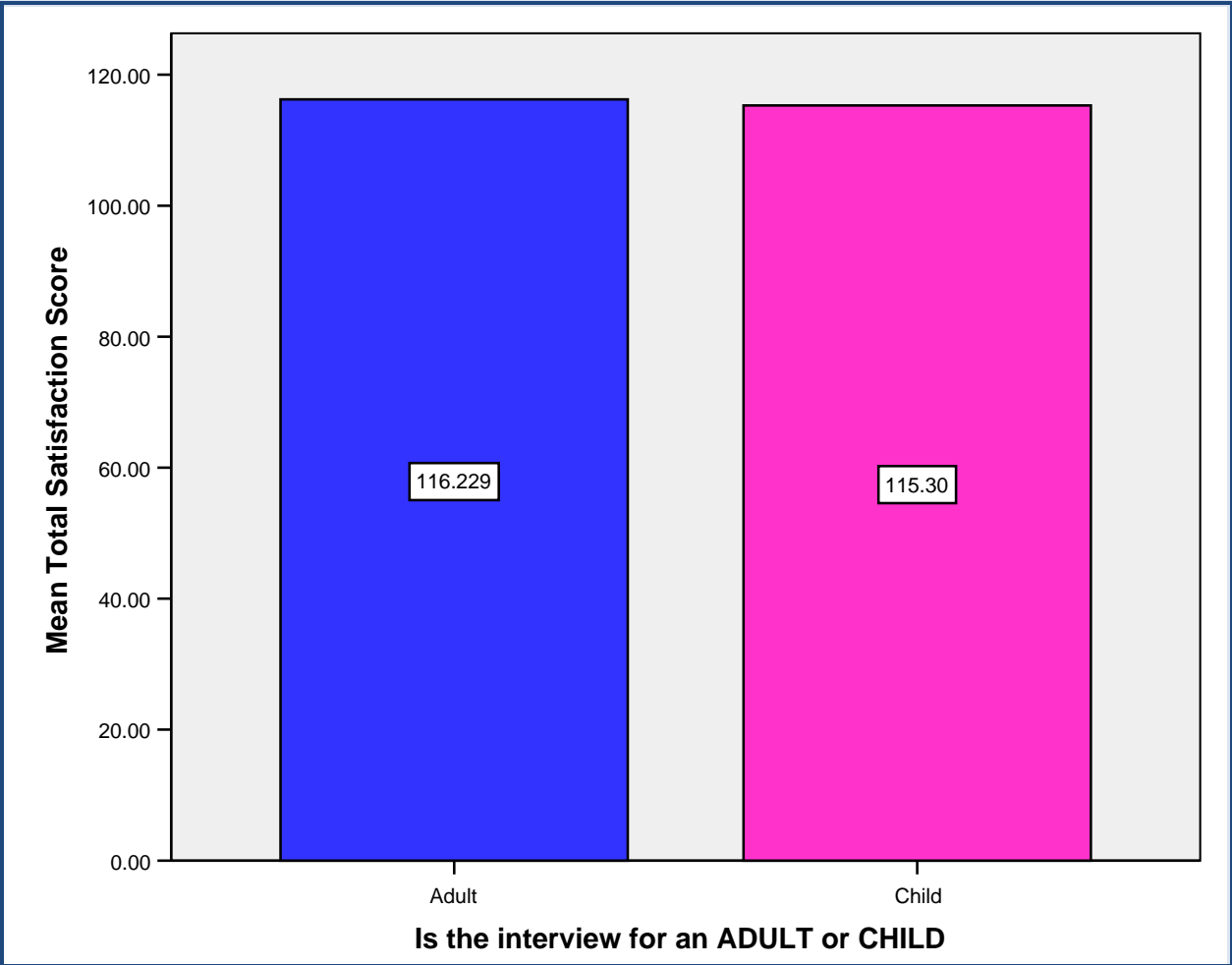
- The overall mean for Total Satisfaction Score (TSS) for respondents who received adult services was 116.23 with a standard deviation 15.12 and median 117.72. The TSS scores ranged from 44.71 – 145. Again, with a 5 point scale and 29 questions, scores above TSS= 87 (29×3) indicate satisfaction on some level.



- The overall mean for Total Satisfaction Score (TSS) for respondents who received child services was 115.30 with a standard deviation 17.27 and median 115.98. The TSS scores ranged from 43.28 – 145. Again, with a 5 point scale and 29 questions, scores above TSS= 87 (29×3) indicate satisfaction on some level.



Our analysis found no significant differences in total satisfaction based on consumer age type.

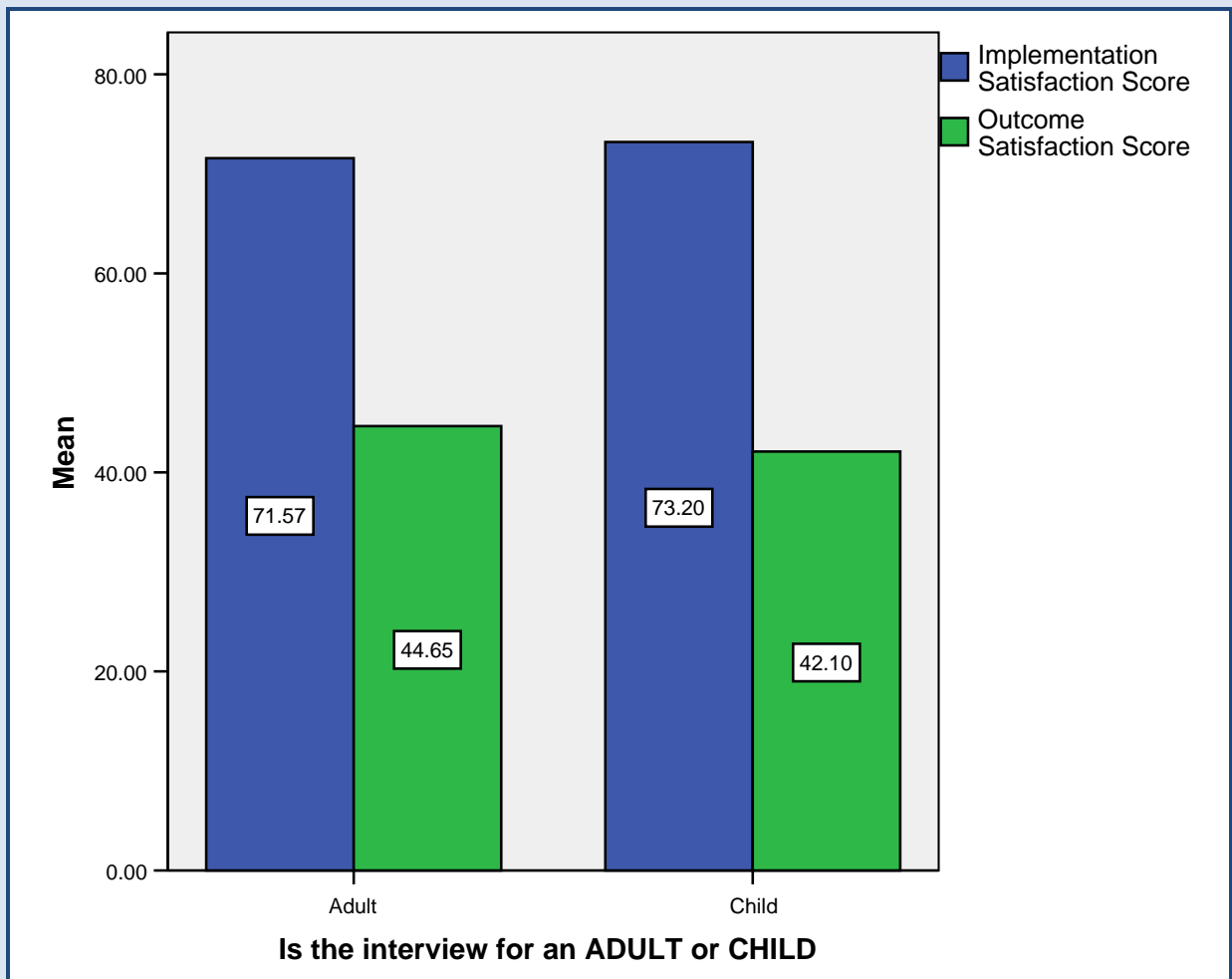


Mean Satisfaction with Implementation and Outcomes

To help with interpretation, Implementation scores ranged from 18-90. Scores 72-90 indicate a high level of satisfaction, scores 54-71 indicate some level of satisfaction and scores below 36 indicate some level of dissatisfaction with Implementation.

Outcome scores ranged from 11-55. Scores 44-55 indicate a high level of satisfaction, scores 33-43 indicate some level of satisfaction and scores below 33 indicate some level of dissatisfaction with Outcomes.

To try to understand what aspects of service were influencing satisfaction, the set of satisfaction items were sorted into items relating to Implementation of services and items relating to Outcomes. The mean levels of satisfaction on these two sub-scales are presented below for reference.



Implementation

According to survey responses, consumers report some level of satisfaction with their services. This is reflected in consumer responses to Question# 30, "Overall, I am satisfied with the services..." with 88.5% agreement (Responses of 4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 89.8% overall satisfaction and consumers of child services reporting high overall satisfaction 86.3%.

Respondents of both adult and child services reported high levels of satisfaction (85% or greater) for the following questions:

- 93.2% I am included in the development of my treatment/recovery plan and goals for recovery Q26.
- 93.2% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q22.
- 93.0% I was informed about my rights and responsibilities regarding the treatment I have received Q18.
- 92.3% I am an important part of the treatment process Q27.
- 91.0% I feel comfortable in asking questions regarding my treatment Q19.
- 90.4% I feel safe at this facility Q24.
- 88.2% I trust my service provider Q23.

Respondents of adult services only reported high levels of satisfaction (85% or greater) for the following questions:

- 85.4% My service provider spends adequate time with me Q20.

Respondents of child services only reported high levels of satisfaction (85% or greater) for the following questions:

- 89.9% My provider asks my permission before sharing my personal information Q21.
- 85.6% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q25.

While satisfaction is generally high, further exploration is warranted regarding a few items (15% or greater):

- 30.1% I had a choice when selecting my service provider Q16.
- 24.4% I was given information on how to get other services that I needed Q14.
- 17.8% Adult consumers; My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 17.3% When I came to this program I was given information on all the services that were available to me Q15.
- 16.2% Child consumers; My service provider explained the limitations of my therapy or treatment Q29.
- 16.1% I have the option to change my service provider should I choose to Q17.

Summary responses from the Total group of respondents from this fiscal year (N=542) are presented in Table 1. Summary responses from just the respondents who received Adult services (N=264) are presented in Table 2. Summary responses from the respondents who received Child services (N=278) are presented in Table 3.

Table 1 – Total Satisfaction – Implementation All Adult and Child Services

N=542	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	79.5	14.2	2.7	0.8	1.1
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	67.7	24.4	2.6	1.1	4.2
15. When I came to this program I was given information on all the services that were available to me.	79.2	17.3	2.7	0.8	0.9
16. I had a choice when selecting my service provider.	64.8	30.1	2.4	1.0	2.0
17. I have the option to change my service provider should I choose to.	76.8	16.1	2.7	0.9	2.4
18. I was informed about my rights and responsibilities regarding the treatment I have received.	93.0	4.2	2.9	0.5	0.7
19. I feel comfortable in asking questions regarding my treatment.	91.0	7.0	2.9	0.6	0.6
20. My service provider spends adequate time with me.	83.8	12.2	2.7	0.7	0.4
21. My provider asks my permission before sharing my personal information.	87.5	5.2	3.0	0.7	3.5
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	93.2	1.8	3.0	0.6	3.3
23. I trust my service provider.	88.2	8.5	2.8	0.6	0.2
24. I feel safe at this facility.	90.4	3.1	3.0	0.7	3.9
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	83.9	10.3	2.8	0.8	1.8
26. I am included in the development of my treatment/recovery plan and goals for recovery.	93.2	4.2	2.9	0.5	0.4
27. I am an important part of the treatment process.	92.3	5.4	2.9	0.5	0.2
28. My service provider explained the advantages of my therapy or treatment.	83.6	12.7	2.7	0.7	0.6
29. My service provider explained the limitations of my therapy or treatment.	80.3	14.6	2.7	0.8	1.1
30. Overall, I am satisfied with the services I am receiving.	88.0	7.2	2.8	0.6	0.2

Table 2 – Total Satisfaction – Implementation Adult Services

N=264	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	73.1	17.8	2.6	0.9	2.3
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	68.9	24.2	2.6	1.1	3.4
15. When I came to this program I was given information on all the services that were available to me.	76.9	18.6	2.6	0.9	1.5
16. I had a choice when selecting my service provider.	59.8	33.7	2.4	1.2	3.4
17. I have the option to change my service provider should I choose to.	74.2	15.5	2.8	1.0	4.9
18. I was informed about my rights and responsibilities regarding the treatment I have received.	90.5	5.3	2.9	0.6	1.1
19. I feel comfortable in asking questions regarding my treatment.	91.3	6.8	2.8	0.5	0.0
20. My service provider spends adequate time with me.	85.4	9.8	2.8	0.6	0.4
21. My provider asks my permission before sharing my personal information.	84.8	4.9	3.0	0.8	4.9
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	92.8	3.0	3.0	0.6	2.7
23. I trust my service provider. (Facility as a whole)	87.1	8.0	2.8	0.6	0.4
24. I feel safe at this facility.	93.9	3.8	2.9	0.5	1.1
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	82.2	9.5	2.8	0.8	3.0
26. I am included in the development of my treatment/recovery plan and goals for recovery.	90.9	5.3	2.9	0.5	0.8
27. I am an important part of the treatment process.	91.7	4.9	2.9	0.5	0.4
28. My service provider explained the advantages of my therapy or treatment.	83.3	12.1	2.7	0.7	0.8
29. My service provider explained the limitations of my therapy or treatment.	81.4	12.9	2.7	0.7	0.8
30. Overall, I am satisfied with the services I am receiving.	89.8	4.9	2.9	0.5	0.4

Table 3 – Total Satisfaction – Implementation Child Services

N=278	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	85.6	10.8	2.7	0.6	0.0
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	66.5	24.5	2.6	1.2	5.0
15. When I came to this program I was given information on all the services that were available to me.	81.3	16.2	2.7	0.8	0.4
16. I had a choice when selecting my service provider.	69.4	26.6	2.5	0.9	0.7
17. I have the option to change my service provider should I choose to.	79.1	16.5	2.6	0.8	0.0
18. I was informed about my rights and responsibilities regarding the treatment I have received.	95.3	3.2	3.0	0.4	0.4
19. I feel comfortable in asking questions regarding my treatment.	90.6	7.2	2.9	0.6	1.1
20. My service provider spends adequate time with me.	82.4	14.4	2.7	0.7	0.4
21. My provider asks my permission before sharing my personal information.	89.9	5.4	2.9	0.7	2.2
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	93.5	0.7	3.1	0.6	4.0
23. I trust my service provider. (Facility as a whole)	89.2	9.0	2.8	0.6	0.0
24. I feel safe at this facility.	87.1	2.5	3.1	0.8	6.5
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	85.6	11.2	2.8	0.7	0.7
26. I am included in the development of my treatment/recovery plan and goals for recovery.	95.3	3.2	2.9	0.4	0.0
27. I am an important part of the treatment process.	92.8	5.8	2.9	0.5	0.0
28. My service provider explained the advantages of my therapy or treatment.	83.8	13.3	2.7	0.7	0.4
29. My service provider explained the limitations of my therapy or treatment.	79.1	16.2	2.7	0.8	1.4
30. Overall, I am satisfied with the services I am receiving.	86.3	9.4	2.8	0.6	0.0

Outcomes

Consumers also describe their lives as being better as a result of their services in a majority of cases. In total, 52.2% to 75.3% of consumers believe services have improved their lives in each outcome area. Additionally 19.0% to 29.2% of consumers believe that no change has resulted from their services. Only 4.4% to 11.1% believes that things are worse as a result of services.

Respondents of both adult and child services report some level of improvement regarding the following questions:

- 75.3% Enjoying my free time Q36.
- 72.5% Coping with specific problems or issue that led to seek services Q41.
- 72.1% Feeling good (hopeful) about the future Q35.
- 68.5% Managing daily problems Q31.
- 65.9% How I feel about myself Q34.
- 65.5% Interacting with people in social situations Q40.
- Recipients of adult services (40.5%) reported that things have improved with dealing with school or work (Q39) and (16.3%) reported it as worse than before. As noted, (40.5%) of the respondents reported this question did not apply to them. When these cases are removed, (68.2%) report they were better able to deal with school or work and (4.5%) reported it was worse. These figures represent a more accurate picture of the results.

Summary responses from the Total group of respondents from this fiscal year (N=542) are presented in Table 4. Summary responses from just the consumers who received Adult services (N=264) are presented in Table 5. Summary responses from the consumers who received Child services (N=278) are presented in Table 6.

Table 4 – Total Satisfaction – Outcome Questions All Adult and Child Services

Total N=542	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
31. Managing daily problems.	68.5	22.9	8.1	2.6	0.7	0.6
32. Feeling in control of my life.	63.7	27.5	7.9	2.6	0.7	0.9
33. Coping with personal crisis.	60.0	22.0	11.1	2.8	1.1	0.7
34. How I feel about myself.	65.9	25.1	7.7	2.6	0.7	1.3
35. Feeling good (hopeful) about the future.	72.1	20.7	4.8	2.8	0.7	2.4
36. Enjoying my free time.	75.3	19.2	4.4	2.8	0.6	1.1
37. Strengthening my social support network.	64.9	29.2	4.4	2.7	0.7	1.5
38. Being involved in community activities.	58.5	28.6	5.5	2.8	1.1	7.4
39. Participating with school or work activities.	52.2	19.4	7.2	3.3	1.5	21.2
40. Interacting with people in social situations.	65.5	24.7	8.1	2.6	0.8	1.7
41. Coping with specific problems or issue that led to seek services.	72.5	19.0	7.6	2.7	0.7	0.9

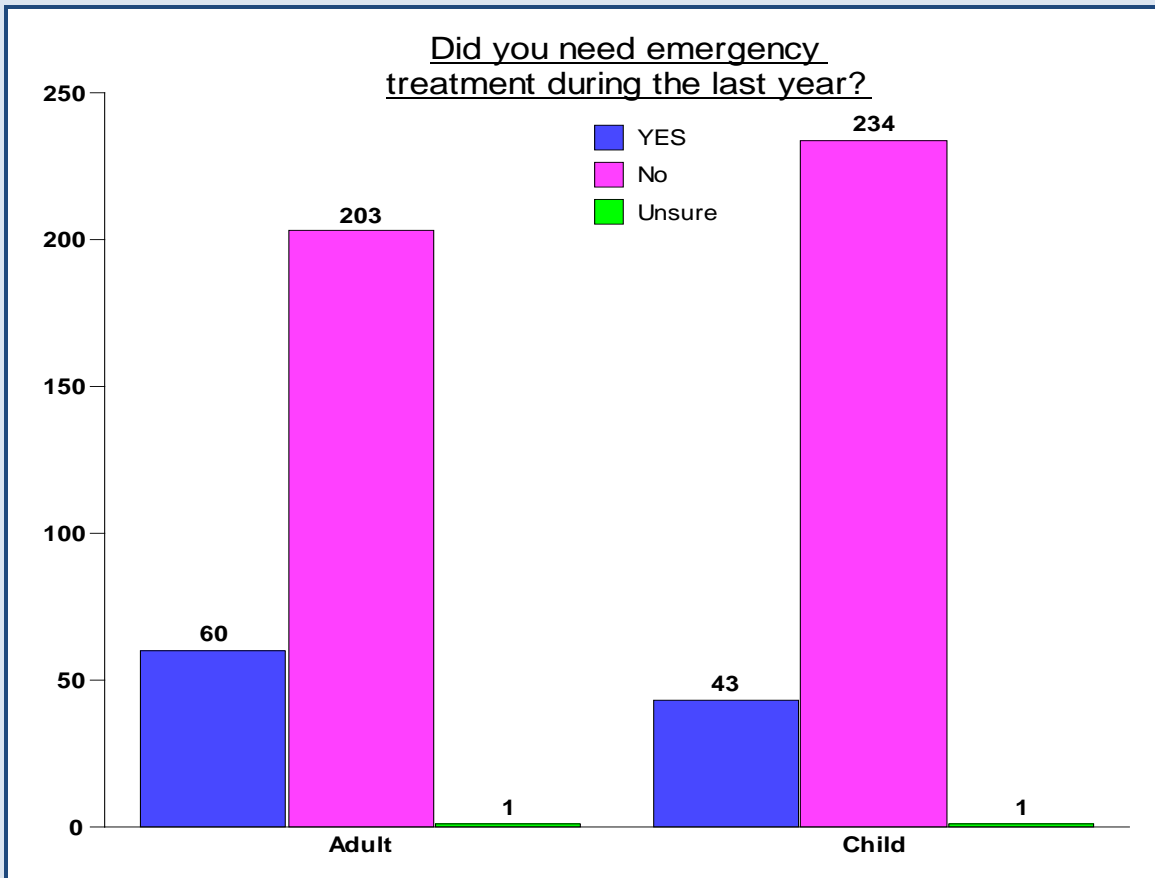
Table 5 – Total Satisfaction – Outcome Questions Adult Services

Total N=264	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
31. Managing daily problems.	76.5	17.0	6.1	2.7	0.6	0.4
32. Feeling in control of my life.	73.5	19.3	6.8	2.7	0.6	0.4
33. Coping with personal crisis.	71.2	16.7	8.3	2.8	1.0	3.8
34. How I feel about myself.	73.5	18.9	6.8	2.7	0.7	0.8
35. Feeling good (hopeful) about the future.	79.9	14.4	4.5	2.8	0.6	1.1
36. Enjoying my free time.	74.6	17.8	5.7	2.8	0.7	1.9
37. Strengthening my social support network.	69.7	25.0	3.8	2.7	0.7	1.5
38. Being involved in community activities.	57.6	30.3	4.2	2.9	1.1	8.0
39. Participating with school or work activities.	40.5	16.3	2.7	4.0	1.7	40.5
40. Interacting with people in social situations.	68.6	21.6	6.8	2.7	0.8	3.0
41. Coping with specific problems or issue that led to seek services.	83.0	11.4	4.5	2.8	0.6	1.1

Table 6 – Total Satisfaction – Outcome Questions Child Services

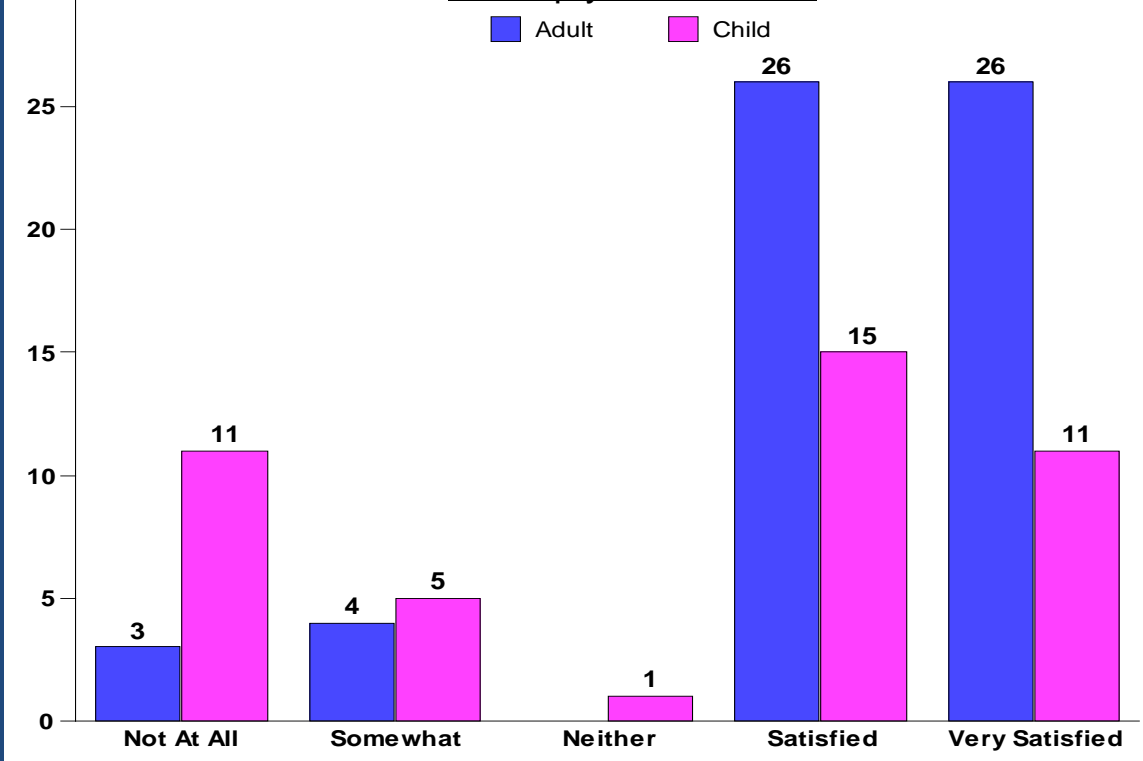
	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=278						
31. Managing daily problems.	60.8	28.4	10.1	2.5	0.7	0.7
32. Feeling in control of my life.	54.3	35.3	9.0	2.5	0.8	1.4
33. Coping with personal crisis.	49.3	27.0	13.7	2.8	1.3	10.1
34. How I feel about myself.	58.6	30.9	8.6	2.6	0.8	1.8
35. Feeling good (hopeful) about the future.	64.7	26.6	5.0	2.7	0.9	3.6
36. Enjoying my free time.	75.9	20.5	3.2	2.7	0.5	0.4
37. Strengthening my social support network.	60.4	33.1	5.0	2.6	0.7	1.4
38. Being involved in community activities.	59.4	27.0	6.8	2.8	1.1	6.8
39. Participating with school or work activities.	63.3	22.3	11.5	2.6	0.9	2.9
40. Interacting with people in social situations.	62.6	27.7	9.4	2.5	0.7	0.4
41. Coping with specific problems or issue that led to seek services.	62.6	26.3	10.4	2.6	0.7	0.7

Emergency Treatment: 103 of the 542 respondents (19.0%) indicated they needed emergency mental health or substance abuse service during the past year. 437 (80.6%) consumers reported they did not need emergency service during the past year.



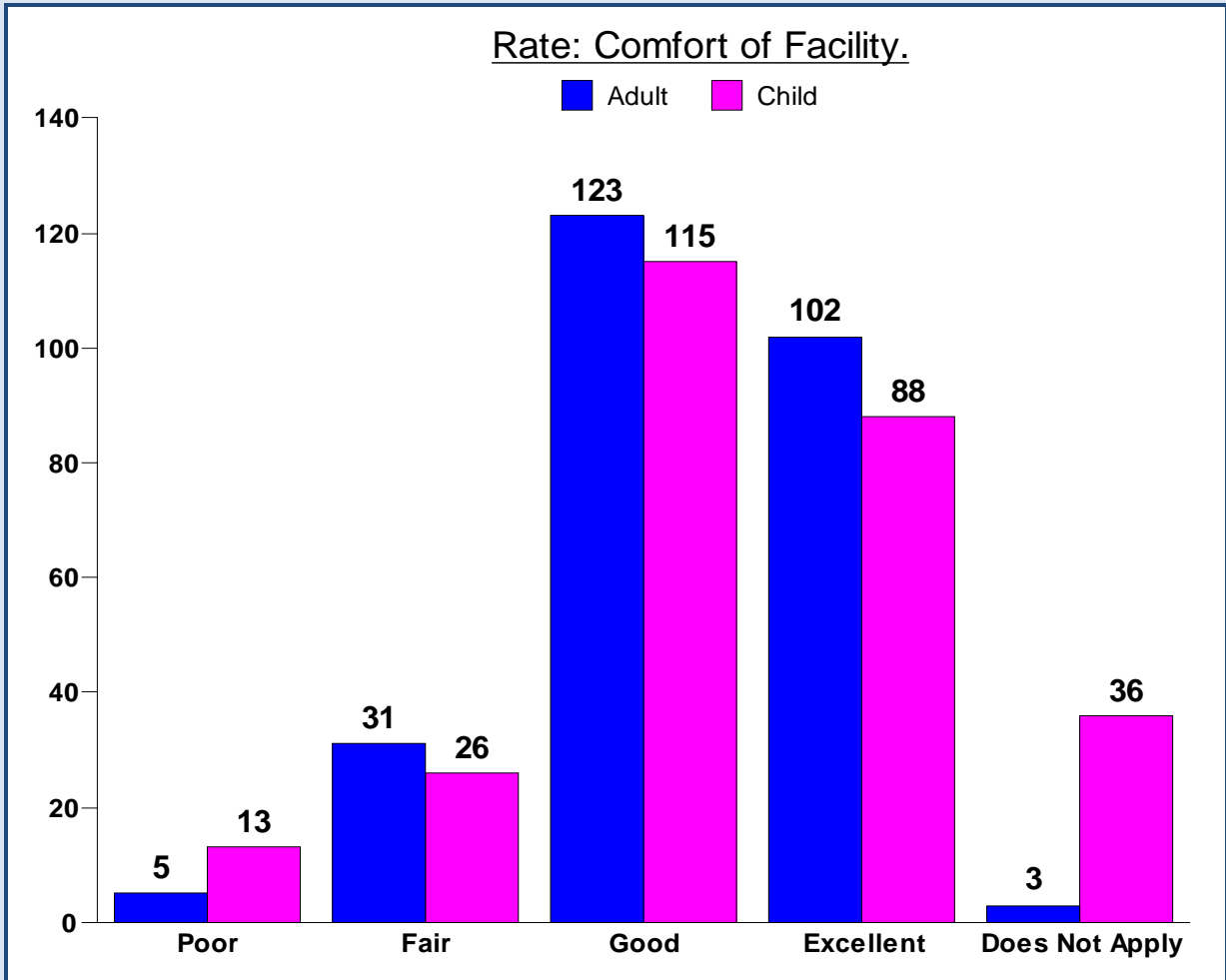
Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.76 with standard deviation 1.387. Of the consumers who felt that this question pertained to them 76.5% (78 of the 102) reported they were either Very Satisfied, or Satisfied, 22.5% (23 of 102), Somewhat or Not at all Satisfied.

If yes, how satisfied are you with the help you received?



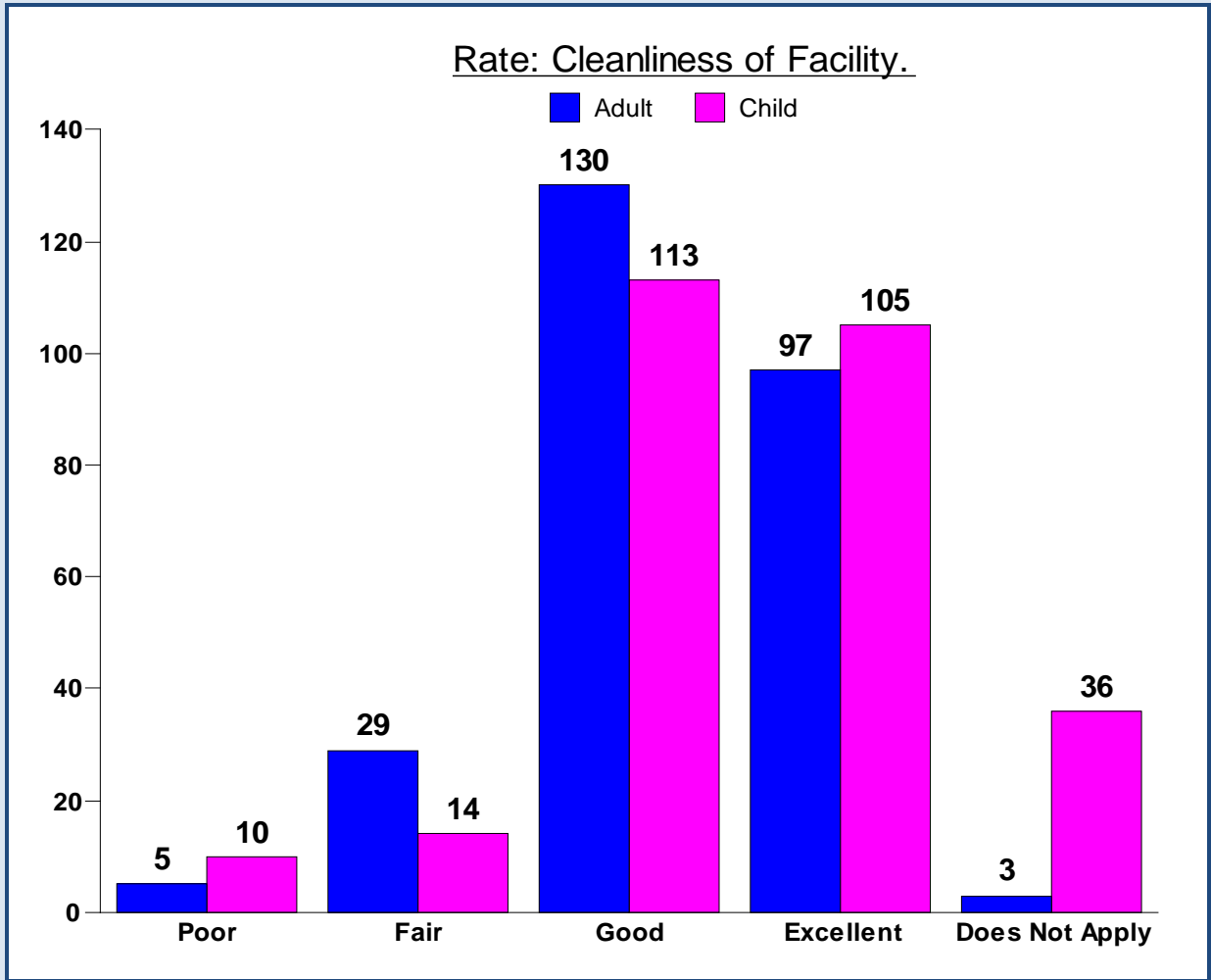
Questions Regarding Treatment Environment

Comfort of Facility: 79.0% of all respondents rated the comfort of their treatment facility as Excellent or Good. 13.8% of all respondents rated the comfort of their treatment facility as Fair or Poor. 7.2% of consumers felt this question did not apply to them.



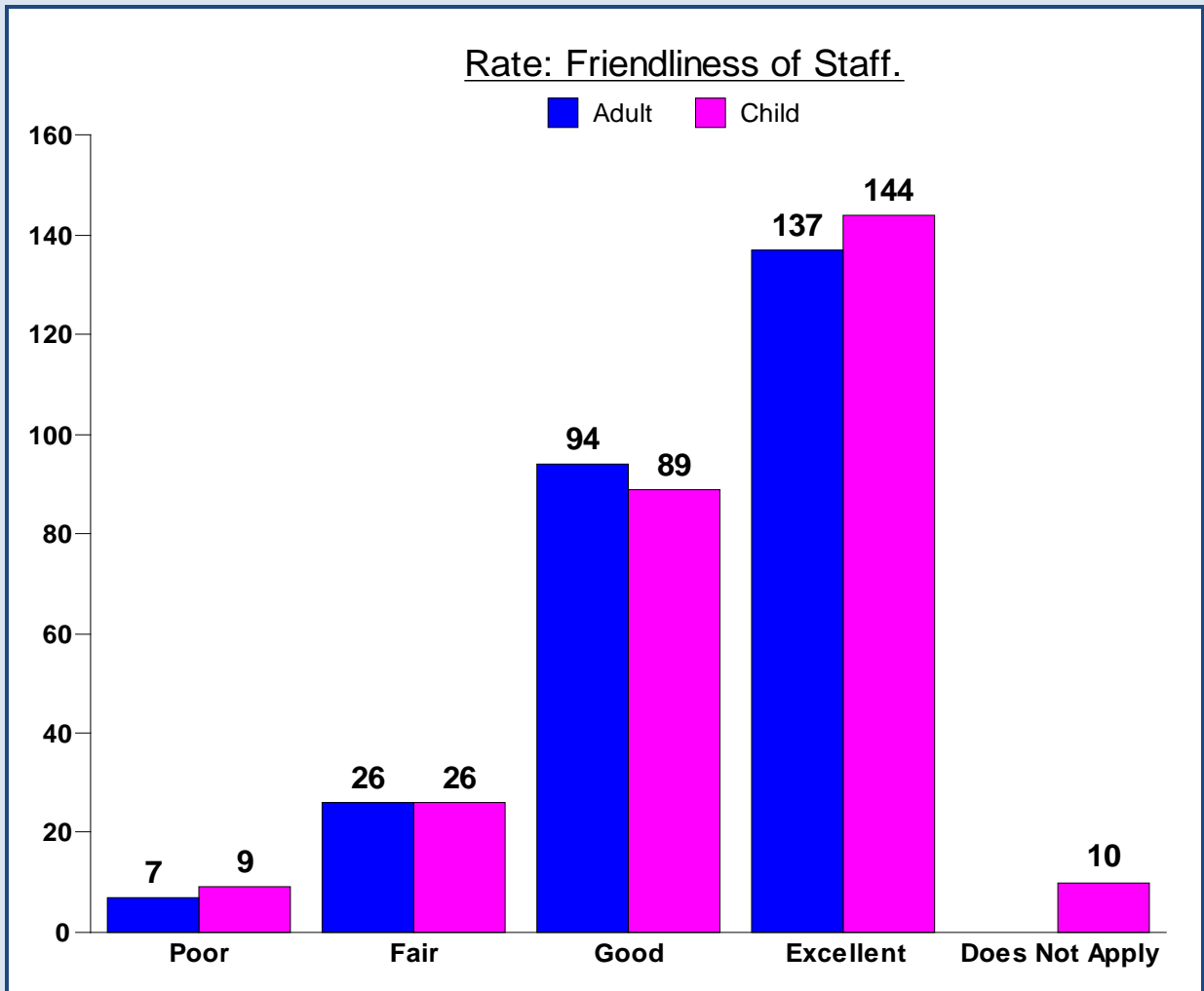
	Base	Q42A Rate: Comfort of Facility.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	542	18 3.30%	57 10.50%	238 43.90%	190 35.10%	39 7.20%
Adult	264	5 1.90%	31 11.70%	123 46.60%	102 38.60%	3 1.10%
Child	278	13 4.70%	26 9.40%	115 41.40%	88 31.70%	36 12.90%

Cleanliness of Facility: 82.1% of all respondents reported the cleanliness of their treatment facility as Excellent or Good. 10.7% of respondents reported the cleanliness of their treatment facility as Fair or Poor. 7.2% of consumers felt that this question did not apply to them.



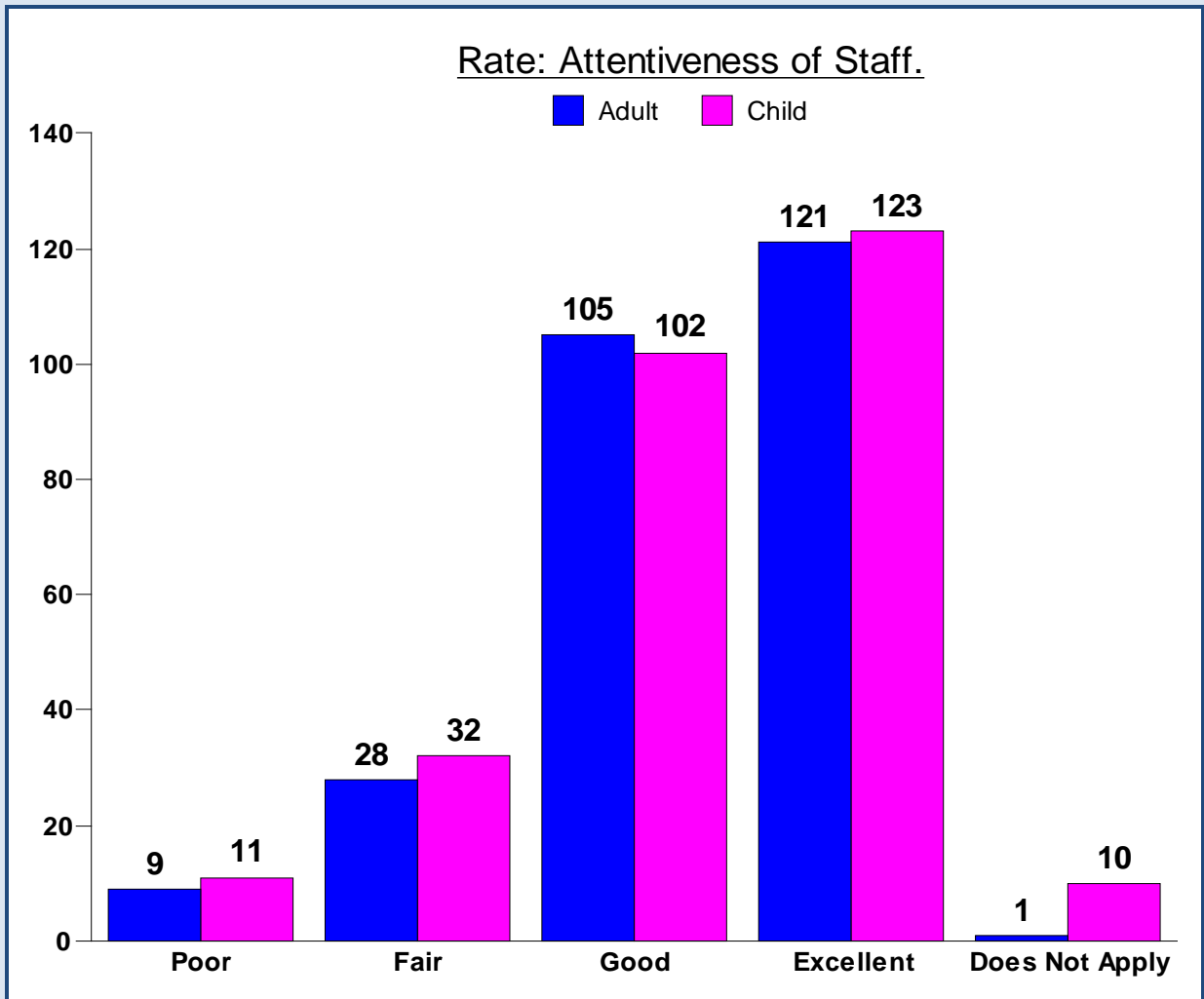
	Base	Q42B Rate: Cleanliness of Facility.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	542	15 2.80%	43 7.90%	243 44.80%	202 37.30%	39 7.20%
Adult	264	5 1.90%	29 11.00%	130 49.20%	97 36.70%	3 1.10%
Child	278	10 3.60%	14 5.00%	113 40.60%	105 37.80%	36 12.90%

Friendliness of Staff: 85.6% of all respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 12.6% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor. 1.8% of consumers felt that this question did not apply to them.



	Base	Q42C Rate: Friendliness of Staff.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	542	16 3.00%	52 9.60%	183 33.80%	281 51.80%	10 1.80%
Adult	264	7 2.70%	26 9.80%	94 35.60%	137 51.90%	0 0
Child	278	9 3.20%	26 9.40%	89 32.00%	144 51.80%	10 3.60%

Attentiveness of Staff: 83.2% of all respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 14.8% of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor. 2.0% of consumers felt that this question did not apply to them.



	Base	Q42D Rate: Attentiveness of Staff.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	542	20 3.70%	60 11.10%	207 38.20%	244 45.00%	11 2.00%
Adult	264	9 3.40%	28 10.60%	105 39.80%	121 45.80%	1 0.40%
Child	278	11 4.00%	32 11.50%	102 36.70%	123 44.20%	10 3.60%

Survey Tables by County of Residence and Age Group

The following tables show the Cross tabulation of the 29 questions by Age Group and County of residence for all respondents (N=542).

	Base	Q13 I know whom to call if I have questions about MH or SA services.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	542	21 3.90%	56 10.30%	28 5.20%	265 48.90%	166 30.60%	6 1.10%
Adult							
Cumberland	19	0 0	3 15.80%	1 5.30%	9 47.40%	5 26.30%	1 5.30%
Dauphin	75	0 0	14 18.70%	8 10.70%	37 49.30%	14 18.70%	2 2.70%
Lancaster	102	5 4.90%	16 15.70%	6 5.90%	58 56.90%	15 14.70%	2 2.00%
Lebanon	46	3 6.50%	3 6.50%	3 6.50%	22 47.80%	14 30.40%	1 2.20%
Perry	22	2 9.10%	1 4.50%	0 0	6 27.30%	13 59.10%	0 0
Child							
Cumberland	23	0 0	1 4.30%	0 0	11 47.80%	11 47.80%	0 0
Dauphin	118	3 2.50%	14 11.90%	5 4.20%	59 50.00%	37 31.40%	0 0
Lancaster	81	0 0	2 2.50%	5 6.20%	40 49.40%	34 42.00%	0 0
Lebanon	45	3 6.70%	1 2.20%	0 0	22 48.90%	19 42.20%	0 0
Perry	11	5 45.50%	1 9.10%	0 0	1 9.10%	4 36.40%	0 0

	Base	Q14 I was given information on how to get other services that I needed (example: transportation, child care, employment training).					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	542	27 5.00%	105 19.40%	20 3.70%	237 43.70%	130 24.00%	23 4.20%
Adult							
Cumberland	19	1 5.30%	4 21.10%	0 0	11 57.90%	3 15.80%	0 0
Dauphin	75	1 1.30%	13 17.30%	1 1.30%	43 57.30%	13 17.30%	4 5.30%
Lancaster	102	3 2.90%	24 23.50%	6 5.90%	52 51.00%	12 11.80%	5 4.90%
Lebanon	46	3 6.50%	10 21.70%	2 4.30%	16 34.80%	15 32.60%	0 0
Perry	22	2 9.10%	3 13.60%	0 0	5 22.70%	12 54.50%	0 0
Child							
Cumberland	23	3 13.00%	4 17.40%	2 8.70%	7 30.40%	6 26.10%	1 4.30%
Dauphin	118	4 3.40%	33 28.00%	4 3.40%	49 41.50%	25 21.20%	3 2.50%
Lancaster	81	2 2.50%	11 13.60%	4 4.90%	32 39.50%	26 32.10%	6 7.40%
Lebanon	45	6 13.30%	3 6.70%	1 2.20%	21 46.70%	12 26.70%	2 4.40%
Perry	11	2 18.20%	0 0	0 0	1 9.10%	6 54.50%	2 18.20%

	Base	Q15 When I came to this program I was given information on all the services that were available to me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	542	27 5.00%	67 12.40%	14 2.60%	286 52.80%	143 26.40%	5 0.90%
Adult							
Cumberland	19	1 5.30%	2 10.50%	0 0	13 68.40%	3 15.80%	0 0
Dauphin	75	0 0	14 18.70%	2 2.70%	41 54.70%	16 21.30%	2 2.70%
Lancaster	102	4 3.90%	14 13.70%	5 4.90%	62 60.80%	15 14.70%	2 2.00%
Lebanon	46	2 4.30%	7 15.20%	1 2.20%	21 45.70%	15 32.60%	0 0
Perry	22	3 13.60%	2 9.10%	0 0	7 31.80%	10 45.50%	0 0
Child							
Cumberland	23	3 13.00%	2 8.70%	1 4.30%	12 52.20%	5 21.70%	0 0
Dauphin	118	7 5.90%	11 9.30%	1 0.80%	74 62.70%	25 21.20%	0 0
Lancaster	81	0 0	11 13.60%	4 4.90%	37 45.70%	28 34.60%	1 1.20%
Lebanon	45	3 6.70%	4 8.90%	0 0	18 40.00%	20 44.40%	0 0
Perry	11	4 36.40%	0 0	0 0	1 9.10%	6 54.50%	0 0

	Base	Q16 I had a choice when selecting my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	542	26 4.80%	137 25.30%	17 3.10%	227 41.90%	124 22.90%	11 2.00%
Adult							
Cumberland	19	1 5.30%	5 26.30%	3 15.80%	9 47.40%	1 5.30%	0 0
Dauphin	75	1 1.30%	23 30.70%	0 0	37 49.30%	14 18.70%	0 0
Lancaster	102	5 4.90%	30 29.40%	3 2.90%	49 48.00%	7 6.90%	8 7.80%
Lebanon	46	4 8.70%	12 26.10%	1 2.20%	17 37.00%	11 23.90%	1 2.20%
Perry	22	3 13.60%	5 22.70%	1 4.50%	3 13.60%	10 45.50%	0 0
Child							
Cumberland	23	1 4.30%	6 26.10%	0 0	7 30.40%	9 39.10%	0 0
Dauphin	118	4 3.40%	23 19.50%	4 3.40%	61 51.70%	26 22.00%	0 0
Lancaster	81	0 0	20 24.70%	4 4.90%	33 40.70%	22 27.20%	2 2.50%
Lebanon	45	5 11.10%	12 26.70%	1 2.20%	11 24.40%	16 35.60%	0 0
Perry	11	2 18.20%	1 9.10%	0 0	0 0	8 72.70%	0 0

	Base	Q17 I have the option to change my service provider should I choose to.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	542	21 3.90%	66 12.20%	26 4.80%	286 52.80%	130 24.00%	13 2.40%
Adult							
Cumberland	19	0 0	0 0	1 5.30%	15 78.90%	3 15.80%	0 0
Dauphin	75	1 1.30%	8 10.70%	4 5.30%	49 65.30%	11 14.70%	2 2.70%
Lancaster	102	4 3.90%	11 10.80%	7 6.90%	59 57.80%	11 10.80%	10 9.80%
Lebanon	46	2 4.30%	8 17.40%	1 2.20%	24 52.20%	11 23.90%	0 0
Perry	22	2 9.10%	5 22.70%	1 4.50%	3 13.60%	10 45.50%	1 4.50%
Child							
Cumberland	23	0 0	1 4.30%	2 8.70%	11 47.80%	9 39.10%	0 0
Dauphin	118	5 4.20%	17 14.40%	6 5.10%	68 57.60%	22 18.60%	0 0
Lancaster	81	1 1.20%	10 12.30%	3 3.70%	41 50.60%	26 32.10%	0 0
Lebanon	45	4 8.90%	5 11.10%	1 2.20%	16 35.60%	19 42.20%	0 0
Perry	11	2 18.20%	1 9.10%	0 0	0 0	8 72.70%	0 0

	Base	Q18 I was informed about my rights and responsibilities regarding treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	542	8 1.50%	15 2.80%	11 2.00%	326 60.10%	178 32.80%	4 0.70%
Adult							
Cumberland	19	0 0	1 5.30%	0 0	14 73.70%	4 21.10%	0 0
Dauphin	75	0 0	2 2.70%	3 4.00%	49 65.30%	21 28.00%	0 0
Lancaster	102	6 5.90%	3 2.90%	3 2.90%	68 66.70%	19 18.60%	3 2.90%
Lebanon	46	1 2.20%	0 0	2 4.30%	20 43.50%	23 50.00%	0 0
Perry	22	0 0	1 4.50%	0 0	9 40.90%	12 54.50%	0 0
Child							
Cumberland	23	0 0	0 0	0 0	12 52.20%	11 47.80%	0 0
Dauphin	118	0 0	5 4.20%	1 0.80%	82 69.50%	30 25.40%	0 0
Lancaster	81	0 0	1 1.20%	1 1.20%	49 60.50%	30 37.00%	0 0
Lebanon	45	0 0	2 4.40%	0 0	22 48.90%	20 44.40%	1 2.20%
Perry	11	1 9.10%	0 0	1 9.10%	1 9.10%	8 72.70%	0 0

	Base	Q19 I feel comfortable in asking questions regarding my treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	542	16 3.00%	22 4.10%	8 1.50%	298 55.00%	195 36.00%	3 0.60%
Adult							
Cumberland	19	0 0	1 5.30%	0 0	12 63.20%	6 31.60%	0 0
Dauphin	75	2 2.70%	3 4.00%	2 2.70%	43 57.30%	25 33.30%	0 0
Lancaster	102	2 2.00%	7 6.90%	1 1.00%	71 69.60%	21 20.60%	0 0
Lebanon	46	1 2.20%	1 2.20%	2 4.30%	23 50.00%	19 41.30%	0 0
Perry	22	0 0	1 4.50%	0 0	5 22.70%	16 72.70%	0 0
Child							
Cumberland	23	0 0	0 0	0 0	14 60.90%	9 39.10%	0 0
Dauphin	118	4 3.40%	8 6.80%	2 1.70%	63 53.40%	38 32.20%	3 2.50%
Lancaster	81	0 0	0 0	1 1.20%	46 56.80%	34 42.00%	0 0
Lebanon	45	2 4.40%	1 2.20%	0 0	20 44.40%	22 48.90%	0 0
Perry	11	5 45.50%	0 0	0 0	1 9.10%	5 45.50%	0 0

	Base	Q20 My service provider spends adequate time with me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	542	21 3.90%	45 8.30%	20 3.70%	280 51.70%	174 32.10%	2 0.40%
Adult							
Cumberland	19	1 5.30%	1 5.30%	1 5.30%	10 52.60%	6 31.60%	0 0
Dauphin	75	2 2.70%	5 6.70%	2 2.70%	42 56.00%	24 32.00%	0 0
Lancaster	102	2 2.00%	7 6.90%	8 7.80%	65 63.70%	19 18.60%	1 1.00%
Lebanon	46	1 2.20%	3 6.50%	0 0	23 50.00%	19 41.30%	0 0
Perry	22	2 9.10%	2 9.10%	1 4.50%	7 31.80%	10 45.50%	0 0
Child							
Cumberland	23	2 8.70%	3 13.00%	0 0	8 34.80%	10 43.50%	0 0
Dauphin	118	7 5.90%	11 9.30%	3 2.50%	67 56.80%	30 25.40%	0 0
Lancaster	81	0 0	12 14.80%	3 3.70%	34 42.00%	31 38.30%	1 1.20%
Lebanon	45	2 4.40%	1 2.20%	0 0	20 44.40%	22 48.90%	0 0
Perry	11	2 18.20%	0 0	2 18.20%	4 36.40%	3 27.30%	0 0

	Base	Q21 My provider does not share my personal MH and/or SA information with others without my permission.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	542	10 1.80%	18 3.30%	21 3.90%	298 55.00%	176 32.50%	19 3.50%
Adult							
Cumberland	19	1 5.30%	0 0	2 10.50%	10 52.60%	6 31.60%	0 0
Dauphin	75	1 1.30%	4 5.30%	2 2.70%	46 61.30%	21 28.00%	1 1.30%
Lancaster	102	3 2.90%	2 2.00%	8 7.80%	65 63.70%	19 18.60%	5 4.90%
Lebanon	46	1 2.20%	0 0	1 2.20%	22 47.80%	18 39.10%	4 8.70%
Perry	22	0 0	1 4.50%	1 4.50%	4 18.20%	13 59.10%	3 13.60%
Child							
Cumberland	23	0 0	0 0	1 4.30%	12 52.20%	10 43.50%	0 0
Dauphin	118	2 1.70%	7 5.90%	2 1.70%	77 65.30%	30 25.40%	0 0
Lancaster	81	0 0	4 4.90%	3 3.70%	39 48.10%	32 39.50%	3 3.70%
Lebanon	45	2 4.40%	0 0	0 0	22 48.90%	21 46.70%	0 0
Perry	11	0 0	0 0	1 9.10%	1 9.10%	6 54.50%	3 27.30%

	Base	Q22 Program staff respects the role of my ethnic, cultural, religious background.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	542	6 1.10%	4 0.70%	9 1.70%	323 59.60%	182 33.60%	18 3.30%
Adult							
Cumberland	19	1 5.30%	0 0	0 0	12 63.20%	6 31.60%	0 0
Dauphin	75	1 1.30%	1 1.30%	1 1.30%	50 66.70%	21 28.00%	1 1.30%
Lancaster	102	2 2.00%	1 1.00%	1 1.00%	74 72.50%	21 20.60%	3 2.90%
Lebanon	46	1 2.20%	1 2.20%	1 2.20%	22 47.80%	20 43.50%	1 2.20%
Perry	22	0 0	0 0	1 4.50%	6 27.30%	13 59.10%	2 9.10%
Child							
Cumberland	23	0 0	0 0	0 0	12 52.20%	9 39.10%	2 8.70%
Dauphin	118	1 0.80%	1 0.80%	2 1.70%	76 64.40%	36 30.50%	2 1.70%
Lancaster	81	0 0	0 0	3 3.70%	48 59.30%	30 37.00%	0 0
Lebanon	45	0 0	0 0	0 0	21 46.70%	20 44.40%	4 8.90%
Perry	11	0 0	0 0	0 0	2 18.20%	6 54.50%	3 27.30%

	Base	Q23 I trust my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	542	19 3.50%	27 5.00%	17 3.10%	304 56.10%	174 32.10%	1 0.20%
Adult							
Cumberland	19	1 5.30%	2 10.50%	0 0	10 52.60%	6 31.60%	0 0
Dauphin	75	1 1.30%	1 1.30%	4 5.30%	51 68.00%	18 24.00%	0 0
Lancaster	102	3 2.90%	6 5.90%	6 5.90%	69 67.60%	17 16.70%	1 1.00%
Lebanon	46	4 8.70%	1 2.20%	1 2.20%	23 50.00%	17 37.00%	0 0
Perry	22	0 0	2 9.10%	1 4.50%	6 27.30%	13 59.10%	0 0
Child							
Cumberland	23	0 0	1 4.30%	0 0	11 47.80%	11 47.80%	0 0
Dauphin	118	4 3.40%	10 8.50%	2 1.70%	68 57.60%	34 28.80%	0 0
Lancaster	81	0 0	3 3.70%	2 2.50%	43 53.10%	33 40.70%	0 0
Lebanon	45	2 4.40%	1 2.20%	1 2.20%	21 46.70%	20 44.40%	0 0
Perry	11	4 36.40%	0 0	0 0	2 18.20%	5 45.50%	0 0

	Base	Q24 I feel safe at this facility.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	542	9 1.70%	8 1.50%	14 2.60%	315 58.10%	175 32.30%	21 3.90%
Adult							
Cumberland	19	0 0	1 5.30%	0 0	9 47.40%	9 47.40%	0 0
Dauphin	75	0 0	1 1.30%	0 0	54 72.00%	20 26.70%	0 0
Lancaster	102	2 2.00%	3 2.90%	2 2.00%	72 70.60%	21 20.60%	2 2.00%
Lebanon	46	1 2.20%	0 0	1 2.20%	21 45.70%	22 47.80%	1 2.20%
Perry	22	0 0	2 9.10%	0 0	6 27.30%	14 63.60%	0 0
Child							
Cumberland	23	0 0	0 0	2 8.70%	8 34.80%	10 43.50%	3 13.00%
Dauphin	118	1 0.80%	1 0.80%	6 5.10%	77 65.30%	25 21.20%	8 6.80%
Lancaster	81	2 2.50%	0 0	3 3.70%	45 55.60%	25 30.90%	6 7.40%
Lebanon	45	2 4.40%	0 0	0 0	22 48.90%	21 46.70%	0 0
Perry	11	1 9.10%	0 0	0 0	1 9.10%	8 72.70%	1 9.10%

	Base	Q25 My service provider offered me the opportunity to involve my family, significant others and friends.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	542	14 2.60%	42 7.70%	21 3.90%	296 54.60%	159 29.30%	10 1.80%
Adult							
Cumberland	19	1 5.30%	1 5.30%	1 5.30%	11 57.90%	5 26.30%	0 0
Dauphin	75	1 1.30%	7 9.30%	3 4.00%	48 64.00%	13 17.30%	3 4.00%
Lancaster	102	3 2.90%	8 7.80%	8 7.80%	61 59.80%	19 18.60%	3 2.90%
Lebanon	46	1 2.20%	1 2.20%	2 4.30%	25 54.30%	16 34.80%	1 2.20%
Perry	22	0 0	2 9.10%	0 0	6 27.30%	13 59.10%	1 4.50%
Child							
Cumberland	23	0 0	0 0	0 0	10 43.50%	13 56.50%	0 0
Dauphin	118	4 3.40%	15 12.70%	4 3.40%	72 61.00%	23 19.50%	0 0
Lancaster	81	1 1.20%	7 8.60%	2 2.50%	42 51.90%	28 34.60%	1 1.20%
Lebanon	45	2 4.40%	1 2.20%	0 0	20 44.40%	21 46.70%	1 2.20%
Perry	11	1 9.10%	0 0	1 9.10%	1 9.10%	8 72.70%	0 0

	Base	Q26 I am included in all meetings regarding my treatment plan & goals for recovery.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	542	11 2.00%	12 2.20%	12 2.20%	317 58.50%	188 34.70%	2 0.40%
Adult							
Cumberland	19	1 5.30%	1 5.30%	2 10.50%	9 47.40%	5 26.30%	1 5.30%
Dauphin	75	1 1.30%	2 2.70%	1 1.30%	49 65.30%	22 29.30%	0 0
Lancaster	102	2 2.00%	3 2.90%	5 4.90%	71 69.60%	20 19.60%	1 1.00%
Lebanon	46	1 2.20%	2 4.30%	0 0	23 50.00%	20 43.50%	0 0
Perry	22	1 4.50%	0 0	0 0	8 36.40%	13 59.10%	0 0
Child							
Cumberland	23	0 0	1 4.30%	1 4.30%	9 39.10%	12 52.20%	0 0
Dauphin	118	2 1.70%	1 0.80%	1 0.80%	78 66.10%	36 30.50%	0 0
Lancaster	81	0 0	1 1.20%	2 2.50%	49 60.50%	29 35.80%	0 0
Lebanon	45	2 4.40%	0 0	0 0	20 44.40%	23 51.10%	0 0
Perry	11	1 9.10%	1 9.10%	0 0	1 9.10%	8 72.70%	0 0

	Base	Q27 I am an important part of the treatment process.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	542	11 2.00%	18 3.30%	12 2.20%	304 56.10%	196 36.20%	1 0.20%
Adult							
Cumberland	19	0 0	2 10.50%	1 5.30%	10 52.60%	6 31.60%	0 0
Dauphin	75	1 1.30%	2 2.70%	0 0	49 65.30%	23 30.70%	0 0
Lancaster	102	2 2.00%	2 2.00%	6 5.90%	69 67.60%	22 21.60%	1 1.00%
Lebanon	46	1 2.20%	2 4.30%	1 2.20%	23 50.00%	19 41.30%	0 0
Perry	22	1 4.50%	0 0	0 0	6 27.30%	15 68.20%	0 0
Child							
Cumberland	23	0 0	1 4.30%	0 0	8 34.80%	14 60.90%	0 0
Dauphin	118	2 1.70%	6 5.10%	1 0.80%	71 60.20%	38 32.20%	0 0
Lancaster	81	0 0	3 3.70%	3 3.70%	47 58.00%	28 34.60%	0 0
Lebanon	45	2 4.40%	0 0	0 0	20 44.40%	23 51.10%	0 0
Perry	11	2 18.20%	0 0	0 0	1 9.10%	8 72.70%	0 0

	Base	Q28 My service provider explained the advantages of my therapy or treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	542	14 2.60%	55 10.10%	17 3.10%	307 56.60%	146 26.90%	3 0.60%
Adult							
Cumberland	19	0 0	2 10.50%	0 0	10 52.60%	6 31.60%	1 5.30%
Dauphin	75	0 0	7 9.30%	4 5.30%	50 66.70%	14 18.70%	0 0
Lancaster	102	2 2.00%	11 10.80%	3 2.90%	67 65.70%	18 17.60%	1 1.00%
Lebanon	46	2 4.30%	5 10.90%	2 4.30%	23 50.00%	14 30.40%	0 0
Perry	22	2 9.10%	1 4.50%	1 4.50%	8 36.40%	10 45.50%	0 0
Child							
Cumberland	23	1 4.30%	1 4.30%	0 0	10 43.50%	11 47.80%	0 0
Dauphin	118	3 2.50%	14 11.90%	4 3.40%	70 59.30%	27 22.90%	0 0
Lancaster	81	0 0	9 11.10%	3 3.70%	47 58.00%	21 25.90%	1 1.20%
Lebanon	45	2 4.40%	3 6.70%	0 0	21 46.70%	19 42.20%	0 0
Perry	11	2 18.20%	2 18.20%	0 0	1 9.10%	6 54.50%	0 0

	Base	Q29 My service provider explained the limitations of my therapy or treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	542	14 2.60%	65 12.00%	22 4.10%	297 54.80%	138 25.50%	6 1.10%
Adult							
Cumberland	19	0 0	3 15.80%	0 0	9 47.40%	6 31.60%	1 5.30%
Dauphin	75	0 0	7 9.30%	5 6.70%	48 64.00%	15 20.00%	0 0
Lancaster	102	2 2.00%	12 11.80%	5 4.90%	67 65.70%	15 14.70%	1 1.00%
Lebanon	46	2 4.30%	5 10.90%	2 4.30%	24 52.20%	13 28.30%	0 0
Perry	22	2 9.10%	1 4.50%	1 4.50%	8 36.40%	10 45.50%	0 0
Child							
Cumberland	23	1 4.30%	1 4.30%	0 0	10 43.50%	11 47.80%	0 0
Dauphin	118	3 2.50%	20 16.90%	6 5.10%	61 51.70%	26 22.00%	2 1.70%
Lancaster	81	0 0	11 13.60%	3 3.70%	48 59.30%	18 22.20%	1 1.20%
Lebanon	45	2 4.40%	3 6.70%	0 0	21 46.70%	18 40.00%	1 2.20%
Perry	11	2 18.20%	2 18.20%	0 0	1 9.10%	6 54.50%	0 0

	Base	Q30 Overall, I am satisfied with the services I am receiving.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	542	17 3.10%	22 4.10%	25 4.60%	269 49.60%	208 38.40%	1 0.20%
Adult							
Cumberland	19	0 0	0 0	4 21.10%	9 47.40%	6 31.60%	0 0
Dauphin	75	1 1.30%	1 1.30%	3 4.00%	43 57.30%	27 36.00%	0 0
Lancaster	102	2 2.00%	4 3.90%	4 3.90%	64 62.70%	27 26.50%	1 1.00%
Lebanon	46	2 4.30%	2 4.30%	0 0	23 50.00%	19 41.30%	0 0
Perry	22	1 4.50%	0 0	2 9.10%	7 31.80%	12 54.50%	0 0
Child							
Cumberland	23	1 4.30%	1 4.30%	3 13.00%	8 34.80%	10 43.50%	0 0
Dauphin	118	5 4.20%	8 6.80%	1 0.80%	62 52.50%	42 35.60%	0 0
Lancaster	81	1 1.20%	6 7.40%	2 2.50%	37 45.70%	35 43.20%	0 0
Lebanon	45	2 4.40%	0 0	4 8.90%	15 33.30%	24 53.30%	0 0
Perry	11	2 18.20%	0 0	2 18.20%	1 9.10%	6 54.50%	0 0

	Base	Q31 Managing daily problems.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	542	15 2.80%	29 5.40%	124 22.90%	182 33.60%	189 34.90%	3 0.60%
Adult							
Cumberland	19	0 0	0 0	3 15.80%	10 52.60%	6 31.60%	0 0
Dauphin	75	3 4.00%	3 4.00%	14 18.70%	25 33.30%	30 40.00%	0 0
Lancaster	102	1 1.00%	0 0	15 14.70%	34 33.30%	51 50.00%	1 1.00%
Lebanon	46	2 4.30%	4 8.70%	10 21.70%	12 26.10%	18 39.10%	0 0
Perry	22	1 4.50%	2 9.10%	3 13.60%	7 31.80%	9 40.90%	0 0
Child							
Cumberland	23	0 0	0 0	4 17.40%	10 43.50%	9 39.10%	0 0
Dauphin	118	3 2.50%	10 8.50%	33 28.00%	40 33.90%	30 25.40%	2 1.70%
Lancaster	81	3 3.70%	4 4.90%	21 25.90%	25 30.90%	28 34.60%	0 0
Lebanon	45	2 4.40%	4 8.90%	19 42.20%	16 35.60%	4 8.90%	0 0
Perry	11	0 0	2 18.20%	2 18.20%	3 27.30%	4 36.40%	0 0

	Base	Q32 Feeling in control of my life.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	542	11 2.00%	32 5.90%	149 27.50%	175 32.30%	170 31.40%	5 0.90%
Adult							
Cumberland	19	0 0	0 0	4 21.10%	9 47.40%	6 31.60%	0 0
Dauphin	75	2 2.70%	4 5.30%	11 14.70%	28 37.30%	30 40.00%	0 0
Lancaster	102	1 1.00%	1 1.00%	19 18.60%	32 31.40%	48 47.10%	1 1.00%
Lebanon	46	3 6.50%	3 6.50%	12 26.10%	12 26.10%	16 34.80%	0 0
Perry	22	1 4.50%	3 13.60%	5 22.70%	4 18.20%	9 40.90%	0 0
Child							
Cumberland	23	0 0	0 0	9 39.10%	8 34.80%	6 26.10%	0 0
Dauphin	118	3 2.50%	8 6.80%	42 35.60%	41 34.70%	20 16.90%	4 3.40%
Lancaster	81	0 0	5 6.20%	25 30.90%	24 29.60%	27 33.30%	0 0
Lebanon	45	1 2.20%	7 15.60%	20 44.40%	13 28.90%	4 8.90%	0 0
Perry	11	0 0	1 9.10%	2 18.20%	4 36.40%	4 36.40%	0 0

	Base	Q33 Coping with personal crisis (example: relapse, serious health problems, death or illness of a loved one or friend, job loss, accident, etc.)					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	542	24 4.40%	36 6.60%	119 22.00%	167 30.80%	158 29.20%	38 7.00%
Adult							
Cumberland	19	0 0	1 5.30%	7 36.80%	5 26.30%	6 31.60%	0 0
Dauphin	75	2 2.70%	5 6.70%	10 13.30%	26 34.70%	28 37.30%	4 5.30%
Lancaster	102	3 2.90%	1 1.00%	13 12.70%	34 33.30%	46 45.10%	5 4.90%
Lebanon	46	5 10.90%	2 4.30%	10 21.70%	10 21.70%	18 39.10%	1 2.20%
Perry	22	2 9.10%	1 4.50%	4 18.20%	8 36.40%	7 31.80%	0 0
Child							
Cumberland	23	0 0	1 4.30%	5 21.70%	7 30.40%	7 30.40%	3 13.00%
Dauphin	118	7 5.90%	12 10.20%	32 27.10%	40 33.90%	16 13.60%	11 9.30%
Lancaster	81	0 0	8 9.90%	20 24.70%	21 25.90%	25 30.90%	7 8.60%
Lebanon	45	5 11.10%	5 11.10%	16 35.60%	13 28.90%	2 4.40%	4 8.90%
Perry	11	0 0	0 0	2 18.20%	3 27.30%	3 27.30%	3 27.30%

	Base	Q34 How I feel about myself.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	542	13 2.40%	29 5.40%	136 25.10%	165 30.40%	192 35.40%	7 1.30%
Adult							
Cumberland	19	0 0	0 0	6 31.60%	5 26.30%	8 42.10%	0 0
Dauphin	75	2 2.70%	1 1.30%	15 20.00%	27 36.00%	30 40.00%	0 0
Lancaster	102	1 1.00%	4 3.90%	16 15.70%	29 28.40%	51 50.00%	1 1.00%
Lebanon	46	3 6.50%	5 10.90%	10 21.70%	14 30.40%	13 28.30%	1 2.20%
Perry	22	1 4.50%	1 4.50%	3 13.60%	8 36.40%	9 40.90%	0 0
Child							
Cumberland	23	0 0	1 4.30%	7 30.40%	7 30.40%	8 34.80%	0 0
Dauphin	118	3 2.50%	4 3.40%	34 28.80%	39 33.10%	34 28.80%	4 3.40%
Lancaster	81	0 0	6 7.40%	26 32.10%	23 28.40%	25 30.90%	1 1.20%
Lebanon	45	1 2.20%	7 15.60%	17 37.80%	10 22.20%	10 22.20%	0 0
Perry	11	2 18.20%	0 0	2 18.20%	3 27.30%	4 36.40%	0 0

	Base	Q35 Feeling good (hopeful) about the future.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	542	10 1.80%	16 3.00%	112 20.70%	177 32.70%	214 39.50%	13 2.40%
Adult							
Cumberland	19	0 0	0 0	3 15.80%	6 31.60%	10 52.60%	0 0
Dauphin	75	2 2.70%	0 0	14 18.70%	25 33.30%	34 45.30%	0 0
Lancaster	102	0 0	2 2.00%	12 11.80%	30 29.40%	55 53.90%	3 2.90%
Lebanon	46	1 2.20%	4 8.70%	8 17.40%	16 34.80%	17 37.00%	0 0
Perry	22	1 4.50%	2 9.10%	1 4.50%	7 31.80%	11 50.00%	0 0
Child							
Cumberland	23	0 0	0 0	7 30.40%	7 30.40%	9 39.10%	0 0
Dauphin	118	3 2.50%	0 0	35 29.70%	40 33.90%	34 28.80%	6 5.10%
Lancaster	81	1 1.20%	4 4.90%	17 21.00%	26 32.10%	30 37.00%	3 3.70%
Lebanon	45	2 4.40%	4 8.90%	12 26.70%	17 37.80%	10 22.20%	0 0
Perry	11	0 0	0 0	3 27.30%	3 27.30%	4 36.40%	1 9.10%

	Base	Q36 Enjoying my free time.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	542	8 1.50%	16 3.00%	104 19.20%	155 28.60%	253 46.70%	6 1.10%
Adult							
Cumberland	19	0 0	0 0	3 15.80%	7 36.80%	9 47.40%	0 0
Dauphin	75	1 1.30%	3 4.00%	11 14.70%	25 33.30%	31 41.30%	4 5.30%
Lancaster	102	1 1.00%	1 1.00%	16 15.70%	28 27.50%	55 53.90%	1 1.00%
Lebanon	46	3 6.50%	4 8.70%	11 23.90%	10 21.70%	18 39.10%	0 0
Perry	22	1 4.50%	1 4.50%	6 27.30%	3 13.60%	11 50.00%	0 0
Child							
Cumberland	23	0 0	0 0	6 26.10%	4 17.40%	13 56.50%	0 0
Dauphin	118	0 0	1 0.80%	23 19.50%	40 33.90%	53 44.90%	1 0.80%
Lancaster	81	1 1.20%	4 4.90%	19 23.50%	21 25.90%	36 44.40%	0 0
Lebanon	45	1 2.20%	2 4.40%	5 11.10%	15 33.30%	22 48.90%	0 0
Perry	11	0 0	0 0	4 36.40%	2 18.20%	5 45.50%	0 0

	Base	Q37 Strengthening my social support network.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	542	11 2.00%	13 2.40%	158 29.20%	176 32.50%	176 32.50%	8 1.50%
Adult							
Cumberland	19	0 0	0 0	6 31.60%	6 31.60%	7 36.80%	0 0
Dauphin	75	2 2.70%	0 0	16 21.30%	26 34.70%	30 40.00%	1 1.30%
Lancaster	102	0 0	2 2.00%	24 23.50%	43 42.20%	31 30.40%	2 2.00%
Lebanon	46	3 6.50%	2 4.30%	9 19.60%	15 32.60%	16 34.80%	1 2.20%
Perry	22	1 4.50%	0 0	11 50.00%	7 31.80%	3 13.60%	0 0
Child							
Cumberland	23	0 0	0 0	10 43.50%	3 13.00%	10 43.50%	0 0
Dauphin	118	3 2.50%	4 3.40%	28 23.70%	43 36.40%	36 30.50%	4 3.40%
Lancaster	81	1 1.20%	2 2.50%	33 40.70%	21 25.90%	24 29.60%	0 0
Lebanon	45	1 2.20%	2 4.40%	16 35.60%	12 26.70%	14 31.10%	0 0
Perry	11	0 0	1 9.10%	5 45.50%	0 0	5 45.50%	0 0

	Base	Q38 Being involved in the community or in organizations outside of MH or SA activities.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	542	12 2.20%	18 3.30%	155 28.60%	171 31.50%	146 26.90%	40 7.40%
Adult							
Cumberland	19	0 0	0 0	9 47.40%	5 26.30%	5 26.30%	0 0
Dauphin	75	1 1.30%	1 1.30%	15 20.00%	29 38.70%	22 29.30%	7 9.30%
Lancaster	102	1 1.00%	2 2.00%	32 31.40%	29 28.40%	29 28.40%	9 8.80%
Lebanon	46	2 4.30%	3 6.50%	13 28.30%	12 26.10%	13 28.30%	3 6.50%
Perry	22	1 4.50%	0 0	11 50.00%	5 22.70%	3 13.60%	2 9.10%
Child							
Cumberland	23	0 0	0 0	8 34.80%	4 17.40%	11 47.80%	0 0
Dauphin	118	2 1.70%	4 3.40%	28 23.70%	44 37.30%	30 25.40%	10 8.50%
Lancaster	81	2 2.50%	4 4.90%	28 34.60%	25 30.90%	14 17.30%	8 9.90%
Lebanon	45	1 2.20%	1 2.20%	10 22.20%	17 37.80%	15 33.30%	1 2.20%
Perry	11	2 18.20%	3 27.30%	1 9.10%	1 9.10%	4 36.40%	0 0

	Base	Q39 Participation in school and/or work activities.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	542	12 2.20%	27 5.00%	105 19.40%	121 22.30%	162 29.90%	115 21.20%
Adult							
Cumberland	19	0 0	0 0	5 26.30%	4 21.10%	3 15.80%	7 36.80%
Dauphin	75	1 1.30%	0 0	10 13.30%	19 25.30%	14 18.70%	31 41.30%
Lancaster	102	2 2.00%	2 2.00%	20 19.60%	22 21.60%	27 26.50%	29 28.40%
Lebanon	46	1 2.20%	0 0	6 13.00%	7 15.20%	8 17.40%	24 52.20%
Perry	22	1 4.50%	0 0	2 9.10%	0 0	3 13.60%	16 72.70%
Child							
Cumberland	23	0 0	1 4.30%	5 21.70%	3 13.00%	13 56.50%	1 4.30%
Dauphin	118	5 4.20%	9 7.60%	28 23.70%	32 27.10%	41 34.70%	3 2.50%
Lancaster	81	1 1.20%	12 14.80%	18 22.20%	19 23.50%	29 35.80%	2 2.50%
Lebanon	45	0 0	3 6.70%	8 17.80%	12 26.70%	20 44.40%	2 4.40%
Perry	11	1 9.10%	0 0	3 27.30%	3 27.30%	4 36.40%	0 0

	Base	Q40 Interacting with people in social situations.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	542	14 2.60%	30 5.50%	134 24.70%	175 32.30%	180 33.20%	9 1.70%
Adult							
Cumberland	19	0 0	1 5.30%	4 21.10%	6 31.60%	8 42.10%	0 0
Dauphin	75	2 2.70%	1 1.30%	13 17.30%	31 41.30%	27 36.00%	1 1.30%
Lancaster	102	0 0	5 4.90%	21 20.60%	32 31.40%	39 38.20%	5 4.90%
Lebanon	46	4 8.70%	4 8.70%	10 21.70%	14 30.40%	13 28.30%	1 2.20%
Perry	22	1 4.50%	0 0	9 40.90%	4 18.20%	7 31.80%	1 4.50%
Child							
Cumberland	23	0 0	1 4.30%	8 34.80%	7 30.40%	7 30.40%	0 0
Dauphin	118	1 0.80%	6 5.10%	36 30.50%	39 33.10%	35 29.70%	1 0.80%
Lancaster	81	2 2.50%	7 8.60%	19 23.50%	28 34.60%	25 30.90%	0 0
Lebanon	45	1 2.20%	5 11.10%	11 24.40%	14 31.10%	14 31.10%	0 0
Perry	11	3 27.30%	0 0	3 27.30%	0 0	5 45.50%	0 0

	Base	Q41 Dealing with specific problems or issues that led me to seek services.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	542	20 3.70%	21 3.90%	103 19.00%	182 33.60%	211 38.90%	5 0.90%
Adult							
Cumberland	19	0 0	0 0	2 10.50%	4 21.10%	13 68.40%	0 0
Dauphin	75	3 4.00%	3 4.00%	9 12.00%	25 33.30%	35 46.70%	0 0
Lancaster	102	1 1.00%	0 0	13 12.70%	37 36.30%	48 47.10%	3 2.90%
Lebanon	46	2 4.30%	2 4.30%	5 10.90%	17 37.00%	20 43.50%	0 0
Perry	22	1 4.50%	0 0	1 4.50%	5 22.70%	15 68.20%	0 0
Child							
Cumberland	23	0 0	2 8.70%	5 21.70%	3 13.00%	13 56.50%	0 0
Dauphin	118	7 5.90%	7 5.90%	32 27.10%	37 31.40%	33 28.00%	2 1.70%
Lancaster	81	2 2.50%	3 3.70%	23 28.40%	32 39.50%	21 25.90%	0 0
Lebanon	45	3 6.70%	4 8.90%	10 22.20%	19 42.20%	9 20.00%	0 0
Perry	11	1 9.10%	0 0	3 27.30%	3 27.30%	4 36.40%	0 0

Perform Care Comments

Q1 I have received a copy of the Member Handbook from Perform Care?

- I doubt it.

Q2 I am aware of my right to file a complaint or grievance,

- I'm pretty sure I do but have no complaints.
- Not that they do anything about complaints.
- Not that it means anything. If I put in a grievance, it doesn't matter due to we lose and they win.

Q3 I know who to call to file a complaint or grievance.

- They have papers in the lobby.
- That was difficult to find out so my mom contacted the parent company.
- Provided information.
- I was about to [file a complaint or grievance] we have no food until Thursday; we ran out and only get more on Thursday.

Q4 In the last 12 months, did you call member services at Perform Care to get information?

- We called to order a book.
- To put the CRR host home out of business, we filed a complaint and Perform Care was going to investigate. The host home left weapons that I could have used to hurt myself or someone else.
- To complain.
- Not sure who I called before rehab.

Q4a I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.

- We haven't received the book.
- Was a little delay.
- Services ended due to insurance not covering.
- It took about two weeks for them to call me back.

Q5 I was given a choice of at least two providers from Perform Care regarding the type of service I am seeking.

- Services were started while he was in foster care.
- Services received in school.
- Services are received at the school.
- We requested TW Ponessa.
- Not sure, grandmother started services.
- None were good.
- My ICM told me this was the one because I wanted to stay near family.
- Mother's counselors referred child.
- Mother voluntary called PA Counseling
- Mother had to do own research.
- Mother found info on other providers.
- I did this thru pyramid in Altoona.
- I called counselor and she set it up.
- Drug court sent me.

Q6 I was informed of the time approved for my services.

- We got a letter.
- Once a week with therapist and once a month with doctor.
- Months later I received a letter.
- I got a letter.
- 90 days.
- 8 months.
- 4 to 6 months.

Q7 When I call Perform Care, the staff treats me courteously and with respect.

- Very confidential even with working next door.
- Told one thing but really it was another.
- Staff was rude.
- Somewhat.
- Never had to call.
- Never called.
- I don't call them.
- I've never called them (5).

Q8 Overall, I am satisfied with the interactions that I have had with Perform Care.

- When she was taken to the hospital by ambulance, Perform Care held her up till they talked to the FBS counselor to have her released to a mental hospital. They made her go home. She was ballistic after taking newly prescribed medication. Now we are hesitant to call the hospital, to take her in. We had to call the cops once but they couldn't do anything after she had destroyed the house but the cop didn't see her do it.
- Wasn't sure who they were.
- Wasn't aware of them.
- Was unaware of them
- Try to force things that I don't feel are right.
- So far except for when they said my kids didn't need any more services.
- Not approved for TSS even when teacher is asking.
- Mother had to do a 3rd level grievance. Multiple providers and family based said child needed RTF, Perform Care denied.
- Insurance was stopped without notice. Never really had much interaction.
- I am unaware of Perform Care and want to make a complaint about the staff at my doctor's office.
- Hasn't had any other than they paid the bill. She is satisfied with that.
- Doesn't communicate with them.