



Consumer Satisfaction Services, Inc.

**Capital Region
1st Quarter 2023**

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

Consumer Satisfaction Services

4775 Linglestown Road

Suite 201

Harrisburg, PA 17112

(717) 651-1070

www.css-pa.org

Consumer Satisfaction Services, Inc.

Board of Directors

Chair	Steve Barndt
Vice Chair	Traci Schaeffer
Secretary	Deborah Allen
Treasurer	Chris Kroft
Member at Large	Lisa Arifer-Polcha

Staff

Executive Director	Jessica Paul
C/FST Manager	Abby Robinson
Program Assistant	Serina Polizzi
Survey Specialists	Mary Schram
	Debra Helwig
	Glenn Dieffenbach
	Florence Bostdorf
	Wesley Casual
	Juliet Szagola

Consumer Satisfaction Services, Inc. (CSS) is a non-profit, tax exempt organization recognized by the Internal Revenue Service under Section 501 (C) (3) of the United States Tax Code.

Table of Contents

Executive Summary	I
Request for Assistance	1
Survey Information	2
Demographic Information.....	4
Mobile Psychiatric Nursing, Psychiatric Rehabilitation, Partial Hospitalization Program, SUD Inpatient Rehabilitation, and SUD Halfway House	
Consumer Satisfaction.....	6
Total Satisfaction	13
Services	18
Outcomes of Services	22
Satisfaction with the Managed Care Organization.....	25
Crisis Intervention Report (Appendix A)	
Consumer Satisfaction.....	34
Total Satisfaction	37
Services.....	39
Outcomes of Services	43
Satisfaction with the Managed Care Organization.....	44
Consumer Comments	51

Executive Summary

Survey Protocol

Consumer Satisfaction Services (CSS) is a consumer operated non-profit organization. CSS gives a voice to consumers, by giving them the opportunity to express their opinion of services received as well as their treatment wants and needs. CSS also helps to identify trends and institute change for future consumers. Half of the CSS Board of Directors and all staff are self-identified as being in mental health and/or substance use recovery or identify as a family member.

All Consumer/Family Satisfaction Team (C/FST) surveyors have their criminal background check, child abuse history clearances and confidentiality statements updated on an annual basis and FBI clearances updated every 5 years.

Typically, surveyors are present at the CSS office to schedule face-to-face appointments and occasional telephonic interviews. The surveyors schedule appointments using member names provided by Capital Area Behavioral Health Collaborative. In order to keep staff and respondents safe during the Covid 19 pandemic, CSS surveyed the majority of individuals over the phone rather than visit in person for face to face interviews. The transition back to in person surveying continues. Although telephone was the preferred method for the majority of this feedback, CSS was able to work in collaboration with some of our Psych Rehab and Drop In Center facilities to conduct surveys with recipients at a physical location. CSS is always looking for ways to assure goals are met in hopes of gathering more valuable feedback for providers and also in line with the Health Choices Programs Standards and Requirements. We value provider feedback.

The standard satisfaction survey tool consists of 45 questions that cover topics including satisfaction with PerformCare, satisfaction with services being received, and the impact of services on overall life improvement. CSS, in collaboration with the Committee for the Improvement of Member Satisfaction (CIMS) modified the satisfaction survey tool in order to create a new tool that is specific for Crisis Intervention as some of the questions in the standard tool do not apply for this level of care. This tool seeks to identify strengths and opportunities for this specific level of care and avoid the confusion of questions that apply to levels of care that are lengthy or ongoing. This survey tool consists of 27 questions.

Individuals are given the opportunity to decline a survey and are free to end the survey at any point. They have the option to skip or refuse to answer any question if they choose. The confidentiality of each respondent is protected, and any identifying information will be removed to ensure that protection.

Statistical Analysis

Consumer Satisfaction Services utilizes the data analysis programs SNAP and SPSS. The Mean Satisfaction Score is calculated for each individual based on responses to 28 of the survey questions (17 for Crisis Intervention survey). These questions focus on satisfaction with services received and the perceived effects (outcomes) of services.

Each question has 5 possible responses that are included in the Mean Satisfaction Score. The responses range from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better), this is called a Likert Scale. Higher scores represent higher satisfaction. All of these numbers are combined (added up) and that number is divided by the total number of questions in the tool and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score for the standard survey tool is 140 (5*28) and the lowest possible score is 28 (1*28) whereas for the crisis intervention tool the highest possible score is 85 (5*17) and the lowest possible score is 17 (1*17). The mean scores of each survey are then combined to find the Total Satisfaction Score or the average score based on all responses.

Total Satisfaction Score is compared with other demographic information in an attempt to identify statistically significant differences.

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. Significance at 5% (.05) level means that there is a 95% confidence level that it can be repeated with a different population or that there is a 5% chance that the findings are due to chance.

CSS has set a benchmark for consumer responses in the Services and Outcomes of Services sections of this report. Strongly Agree and Agree scores of 85% or above indicate high satisfaction, and Strongly Disagree and Disagree scores of 15% or above indicate low levels of satisfaction requiring further exploration.

Frequencies may not sum to total (n=1119), (n=553) or (n=566) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.

Survey Information

- Sample: The survey represents 1119 (*n*=1119) respondents from the Capital Region including 823 adult consumers (73.5%) and 296 child/adolescents (26.5%).
- Sample: Of the 823 adult consumers, 797 (96.8%) responded for themselves, 25 (3.0%) had a parent/guardian respond for them, and 1 (0.1%) responded for themselves with the additional input of a parent/guardian. Of the 296 child/adolescent consumers, 12 (4.1%) responded for themselves, 279 (94.3%) had a parent/guardian respond for them, and 5 (1.7%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 6 treatment levels of care were utilized by respondents and are included in this reporting period, 566 (50.6%) Crisis Intervention, 211 (18.9%) SUD Inpatient Rehabilitation, 194 (17.3%) Partial Hospitalization, 78 (7.0%) Psychiatric Rehabilitation, 35 (3.1%) Mobile Psychiatric Nursing, and 35 (3.1%) SUD Halfway House.
- Methods: Data was collected by 7 interviewers.
- Treatment Facility: Data was collected from 40 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 1119 interviews 760 (67.9%) were conducted by phone, 358 (32.0%) were conducted in person, and 1 (0.1%) was returned through the mail.

Services Mobile Psychiatric Nursing, Psychiatric Rehabilitation, Partial Hospitalization Program, SUD Inpatient Rehabilitation, and SUD Halfway House

The standard survey has 17 questions that asks respondents about their satisfaction with the services they receive. According to survey responses, individuals report some level of satisfaction with their services.

Both adult and child/adolescent respondents reported high levels of satisfaction (85% or greater satisfaction) for the following questions:

- 95.3% You are an important part of the treatment process Q26.
- 94.4% You were informed about your rights and responsibilities regarding the treatment you have received Q17.
- 94.4% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 94.4% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 92.4% Your provider asks your permission before sharing your personal information Q20.

- 91.9% You feel comfortable in asking questions regarding your treatment Q18.
- 90.6% You feel safe at this facility Q23.
- 89.9% You trust your service provider Q22.
- 89% Your service provider explained the advantages of therapy or treatment Q27.
- 87.2% Your service provider explained the limitations of therapy or treatment Q28.
- 85.9% Overall, you are satisfied with the services you are receiving Q29.
- 85.2% Your service provider spends adequate time with you Q19.

While satisfaction is generally high, further exploration is warranted for the following questions and is with regards to both adult and child/adolescent respondents, unless otherwise noted (15% or greater reported dissatisfaction):

- 15.4% Your provider informed you who to call if you have questions about your mental health or substance use services Q13.

Outcomes of Mobile Psychiatric Nursing, Psychiatric Rehabilitation, Partial Hospitalization Program, SUD Inpatient Rehabilitation, and SUD Halfway House

The standard survey asks respondents 11 questions about how much they feel their life has improved based on receiving services.

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 65.1% to 79.9% of individuals' responses reflect that services have improved their lives in each outcome area. Additionally, 14.1% to 24.2% of responses reflect that no change has resulted from involvement in services. Finally, 3.6% to 9.2% of responses reflect that things are worse as a result of services.

** Involved in the community or in organizations outside of mental health/substance use activities Q37. A high number of respondents reported that this question did not apply to them. With these cases removed, 58.5% reported that participation in community activities is better or much better, 34.5% reported no change, and 7.0% reported this as worse or much worse. This is a more accurate representation of the data.*

**Participating with school or work activities Q38. A high number of respondents reported that this question did not apply to them. With these cases removed, 66.6% reported that participating with school or work is better or much better, 25.6% reported no change, and 7.9% reported this as worse or much worse. This is a more accurate representation of the data.*

Crisis Intervention Services

The survey has 13 questions that ask respondents about their satisfaction with the Crisis Intervention services they receive. According to survey responses, individuals report some level of satisfaction with their services.

Both adult and child/adolescent respondents, unless otherwise noted, reported high levels of satisfaction (85% or greater satisfaction) for the following questions:

- 89.6% I was treated with dignity and respect by the crisis worker Q15.
- 88.0% I was involved as much as I could be in determining what care I received Q9.
- 87.5% Adult: I felt comfortable asking the crisis worker questions Q13.

While satisfaction is generally high, further exploration is warranted for the following questions and is with regards to both adult and child/adolescent respondents, unless otherwise noted (15% or greater reported dissatisfaction):

- 16.3% Child/Adolescent: The crisis worker discussed other services that may benefit me in my treatment/recovery Q12.

Outcomes of Crisis Intervention Services

The survey asks respondents 4 questions about how much they feel their life has improved based on receiving services.

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 64.9% to 77.4% of individuals' responses reflect that services have improved their lives in each outcome area. Additionally, 16.2% to 20.1% of responses reflect that no change has resulted from involvement in services. Only 2.5% to 6.6% of responses reflect that things are worse as a result of services.

We welcome questions, comments and suggestions. Please contact:

**Abby Robinson
C/FST Manager
4775 Linglestown Road
Harrisburg PA, 17112
(717) 651-1070**

Request for Assistance

During the interview, if a respondent indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), PerformCare or any other part of the behavioral health system that can reasonably be addressed, the surveyor will ask the individual if they would like for the 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 Capital Area Behavioral Health Collaborative (CABHC) for action steps and follow up.

- CSS had no Requests for Assistance for the 1st Quarter 2023.

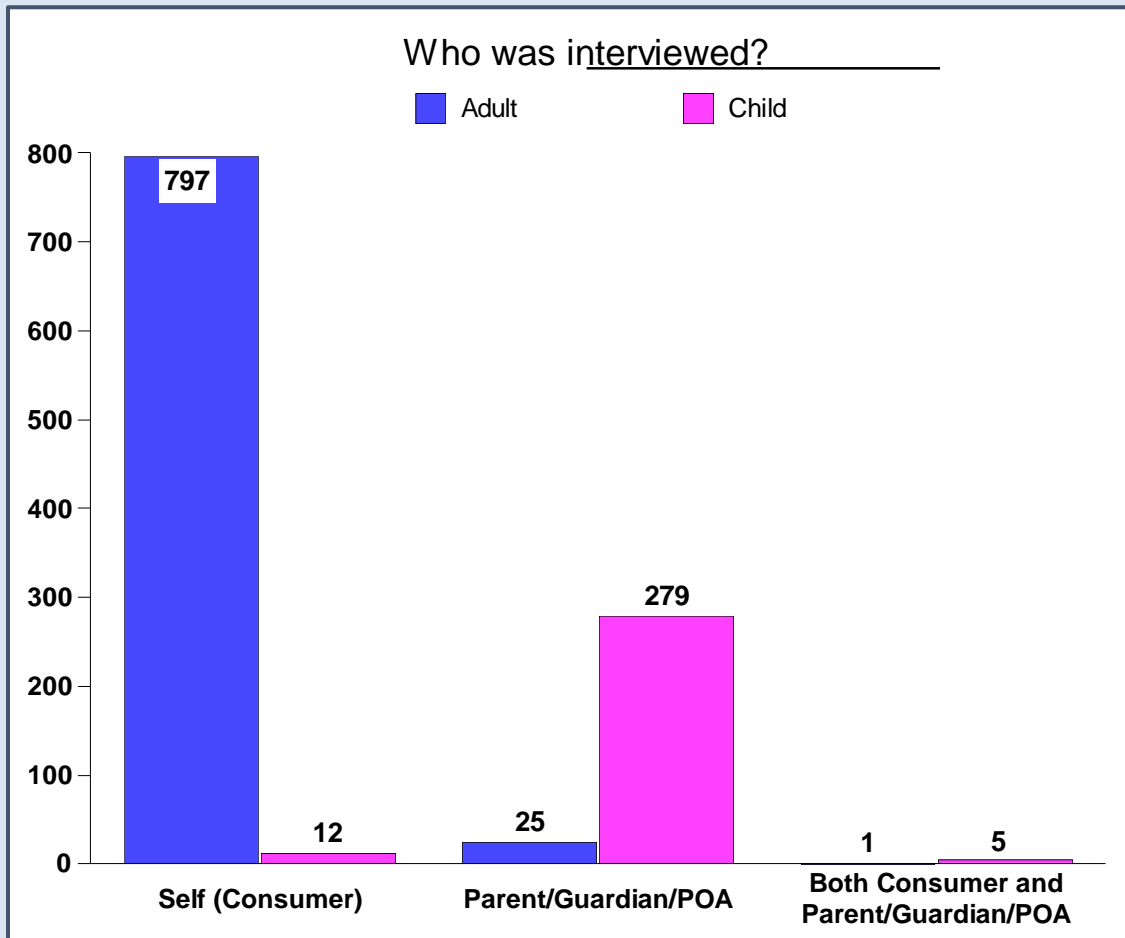
* If at any point during the survey a respondent reports an event or situation where they felt that they were mistreated by their provider, CSS automatically offers to conduct a Request for Assistance. If the individual declines the RFA, CSS records the event, and it is reported in the provider specific report within the comments.

Crisis Intervention Survey Tool and Report

CSS utilized a separate tool created specifically for the level of care crisis intervention surveyed during the 1st Quarter 2023. Due to the difference in data, only some information could be communicated in an aggregate manner for the quarterly report. Demographic information has been combined for a total of 1119 consumer responses; however total satisfaction score data and analysis could not be completed in a similar manner. As such, data related to the 566 crisis intervention respondents is included as an appendix on page 34, for reference.

Survey Information

- Sample: The survey represents 1119 ($n=1119$) respondents from the Capital Region including 823 adult consumers (73.5%) and 296 child/adolescents (26.5%).
- Sample: Of the 823 adult consumers, 797 (96.8%) responded for themselves, 25 (3.0%) had a parent/guardian respond for them, and 1 (0.1%) responded for themselves with the additional input of a parent/guardian. Of the 296 child/adolescent consumers, 12 (4.1%) responded for themselves, 279 (94.3%) had a parent/guardian respond for them, and 5 (1.7%) responded for themselves with the additional input of a parent/guardian.



- Level of Care: In all, 6 treatment levels of care were utilized by respondents and are included in this reporting period, 566 (50.6%) Crisis Intervention, 211 (18.9%) SUD Inpatient Rehabilitation, 194 (17.3%) Partial Hospitalization, 78 (7.0%) Psychiatric Rehabilitation, 35 (3.1%) Mobile Psychiatric Nursing, and 35 (3.1%) SUD Halfway House.
- Methods: Data was collected by 7 interviewers.
- Treatment Facility: Data was collected from 40 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 1119 interviews 760 (67.9%) were conducted by phone, 358 (32.0%) were conducted in person, and 1 (0.1%) was returned through the mail.

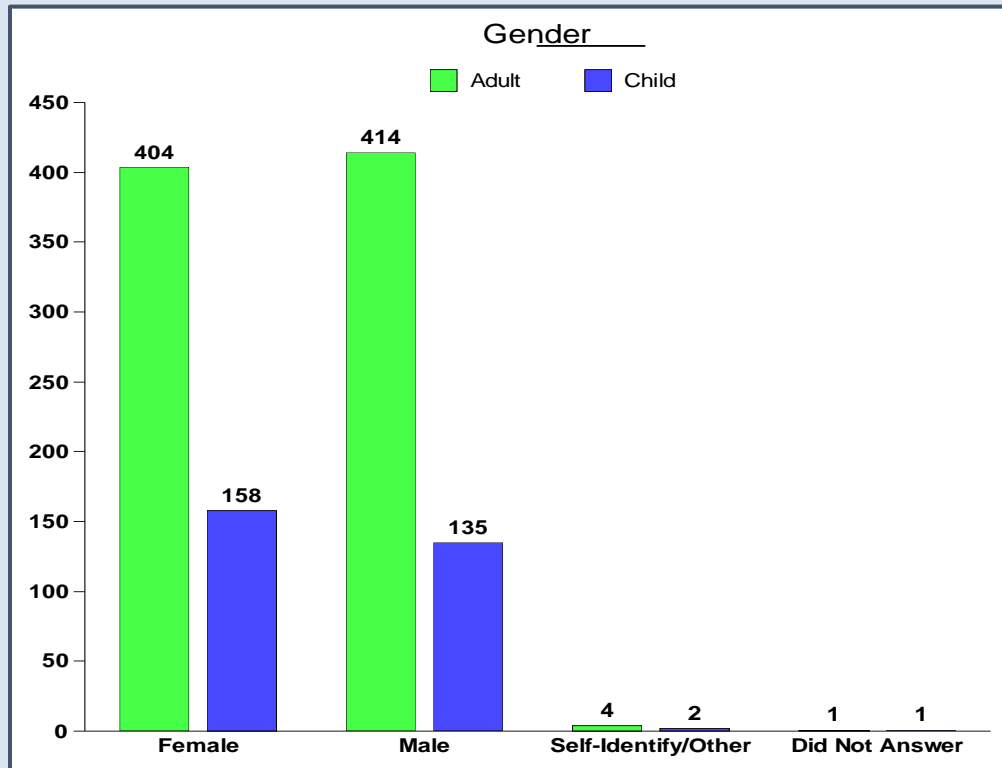
County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster (34.6%). The remaining respondents reported residence in Dauphin (25.9%), Cumberland (20.7%), Lebanon (16.0%), and Perry County (2.8%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	1119	232 20.70%	290 25.90%	387 34.60%	179 16.00%	31 2.80%
Age Type						
Adult	823	164 19.90%	218 26.50%	283 34.40%	137 16.60%	21 2.60%
Child	296	68 23.00%	72 24.30%	104 35.10%	42 14.20%	10 3.40%

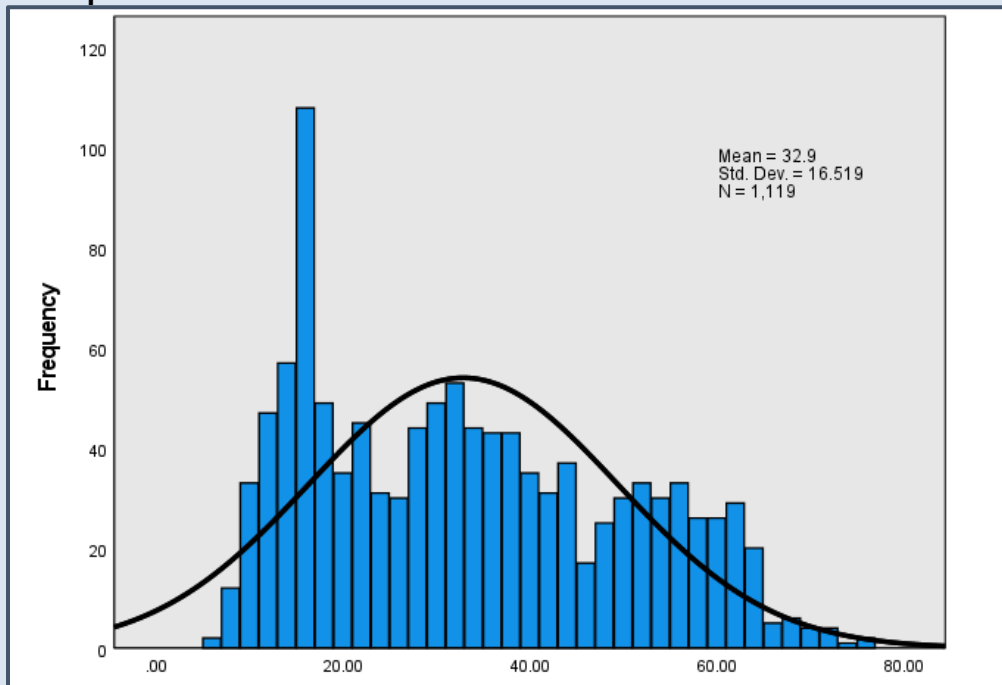
Demographic Information

Gender: Overall, the sample is 50.2% Female (562), 49.1% Male (549), 0.5% Self-Identify/Other (6), and 0.2% Did Not Answer (2). Of the 823 adult respondents, 49.1% Female (404), 50.3% Male (414), 0.5% Self Identify/Other (4), and 0.1% Did Not Answer (1). Of the 296 child/adolescents, 53.4% Female (158), 45.6% Male (135), 0.7% Self Identify/Other (2), and 0.3% Did Not Answer (1).



Age: Age of all respondents ranged from 6-76 years, with a mean age of 32.9 (SD 16.519).

Age of All Respondents



Race: 703 respondents (62.8%) reported their race as White/Caucasian, 161 (14.4%) as African American, 112 (10.0%) as Multi-Racial, 105 (9.4%) as Hispanic/Latino, 13 (1.2%) did not answer this question, 12 (1.1%) as Other, 7 (0.6%) as Native American/American Indian, and 6 (0.5%) as Asian/Pacific Islander.

	Total	Age Type	
		Adult	Child
Total	1119	823 73.50%	296 26.50%
Race			
African American	161	124 77.00%	37 23.00%
Asian/Pacific Islander	6	3 50.00%	3 50.00%
Hispanic/Latino	105	76 72.40%	29 27.60%
Native American / American Indian	7	6 85.70%	1 14.30%
White / Caucasian	703	541 77.00%	162 23.00%
Multi-Racial	112	56 50.00%	56 50.00%
Other	12	7 58.30%	5 41.70%
Did Not Answer	13	10 76.90%	3 23.10%

Mobile Psychiatric Nursing, Psychiatric Rehabilitation, Partial Hospitalization Program, SUD Inpatient Rehabilitation, and SUD Halfway House

Consumer Satisfaction

This section of the report looks at different dimensions of consumer satisfaction with Mobile Psychiatric Nursing, Psychiatric Rehabilitation, Partial Hospitalization Program, SUD Inpatient Rehabilitation, and SUD Halfway House and also reports on any statistically significant differences in total satisfaction. Satisfaction scores are calculated using a mean score.

Each question has 5 possible responses that are included in the Mean Satisfaction Score. The responses range from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better), this is called a Likert Scale. Higher scores represent higher satisfaction. All of these numbers are combined (added up) and that number is divided by the total number of questions (28) and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score is 140 (5*28) and the lowest possible score is 28 (1*28). The mean scores of each survey are then combined to find the Total Satisfaction Score or the average score based on all responses.

Total Satisfaction Score is compared with other demographic information in an attempt to identify statistically significant differences.

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. Significance at 5% (.05) level means that there is a 95% confidence level that it can be repeated with a different population or that there is a 5% chance that the findings are due to chance.

This section includes questions involving provider satisfaction surveys, service delays, and emergency treatment.

Survey Information: Overall, 231 of the 553 respondents (41.8%) reported they had been interviewed by their provider within the last year, 278 (50.3%) reported they had not been interviewed, and 44 (8.0%) were not sure.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	553	231 41.80%	278 50.30%	44 8.00%	0 0
Age Type					
Adult	425	175 41.20%	216 50.80%	34 8.00%	0 0
Child	128	56 43.80%	62 48.40%	10 7.80%	0 0

Total Satisfaction Score				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Deviation
Adult	Yes	175	116.53	9.83
	No	216	109.17	13.46
	Not sure	34	112.17	14.52
	Total	425	112.44	12.66
Child	Yes	56	115.76	10.86
	No	62	108.88	15.53
	Not sure	10	108.97	15.58
	Total	128	111.90	13.99

Our analysis indicates that adult and child/adolescent respondents who were not interviewed by their provider during the last year reported significantly lower total satisfaction than those who were interviewed by their provider during the last year.

Service Delay:

- Of the 553 respondents, 59 (10.7%) reported that they experienced some delay before beginning treatment. 489 respondents (88.4%) reported no delay before beginning treatment, and 5 (0.9%) reported that this question did not apply to them.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	553	59 10.70%	489 88.40%	5 0.90%
Age Type				
Adult	425	34 8.00%	386 90.80%	5 1.20%
Child	128	25 19.50%	103 80.50%	0 0

Total Satisfaction Score				
Q11 Were there delays before starting these services?		N	Mean	Std. Deviation
Adult	Yes	34	107.41	14.80
	No	386	112.97	12.37
	N/A	5	105.46	12.53
	Total	425	112.44	12.66
Child	Yes	25	107.12	15.11
	No	103	113.06	13.53
	Total	128	111.90	13.99

Our analysis indicates that adult respondents who experienced a delay reported significantly lower total satisfaction than those who did not experience a delay.

Emergency Treatment: 155 of the 553 respondents (28.0%) indicated they needed emergency mental health or substance use service during the past year; 395 respondents (71.4%) reported that they did not need emergency service and 3 (0.5%) reported that they were not sure.

- 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 3.79 with standard deviation 1.269.

	Total	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
Total	155	13 8.40%	20 12.90%	6 3.90%	64 41.30%	52 33.50%
Age Type						
Adult	98	6 6.10%	10 10.20%	3 3.10%	41 41.80%	38 38.80%
Child	57	7 12.30%	10 17.50%	3 5.30%	23 40.40%	14 24.60%

Mean Satisfaction of Treatment Facilities

- Data was collected from 34 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. To help with interpretation, scores highlighted in **Green** (113-140) indicate a high level of satisfaction, scores highlighted in **Yellow** (85-112) indicate some level of satisfaction and scores highlighted in **Red** (below 84) indicate some level of dissatisfaction.

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
GATEHOUSE MARIETTA	5	126.77	11.88
PYRAMID-TRADITIONS	2	126.50	14.85
PYRAMID YORK	1	126.00	0.00
EAGLEVILLE	1	125.00	0.00
DAYSTAR	9	123.04	5.00
GATEHOUSE MOUNTVILLE	3	118.00	3.61
GATEHOUSE LITIZ	2	116.50	4.95
GAUDENZIA CONCEPT 90	7	116.49	7.28
DARS MANOS HOUSE	9	115.45	11.91
BEHAVIORAL HEALTHCARE CORPORATION	24	115.21	13.01
WDR LANCASTER	1	115.00	0.00
COMMUNITY SERVICES GROUP INC	69	115.00	11.33
MILTON S HERSHEY MEDICAL CENTER	4	114.96	10.90
WDR ALLENWOOD	29	114.94	7.28
ROXBURY	19	114.50	12.15
WELLSPAN PHILHAVEN	68	113.66	14.36
GAUDENZIA COMMON GROUND	11	113.57	9.49
WDR YORK - ZION	19	113.46	12.52
PENNSYLVANIA PSYCHIATRIC INSTITUTE	53	113.44	14.10
WDR YORK - DAVIES	9	113.12	4.91
CONEWAGO SNYDER	10	111.93	13.54
COVE FORGE	20	111.61	10.77
MERAKEY PENNSYLVANIA	26	111.51	10.84
SACA-NUESTRA CLINICA	4	111.48	5.34
PYRAMID-PINE RIDGE	8	111.31	14.54
MERAKEY NHS STEVENS CENTER	34	110.46	10.34
T W PONESSA & ASSOCIATES COUNSELING SERVICES INC	26	109.68	14.16
WDR NEW PERSPECTIVES	10	106.90	15.16
NAAMAN CENTER (TEEN CHALLENGE)	17	105.75	10.59
GAUDENZIA VANTAGE HOUSE	11	105.69	18.00
KEYSTONE PSYCHIATRIC REHABILITATION PROGRAM	3	104.23	5.60

BOWLING GREEN/BRANDYWINE	7	103.52	13.51
PYRAMID PLANK RD	28	101.01	16.59
PYRAMID-GRATITUDE HOUSE	4	96.46	18.28
Total	553	112.31	12.97

Adult			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
GATEHOUSE MARIETTA	5	126.77	11.88
PENNSYLVANIA PSYCHIATRIC INSTITUTE	5	126.72	9.69
PYRAMID-TRADITIONS	2	126.50	14.85
PYRAMID YORK	1	126.00	0.00
EAGLEVILLE	1	125.00	0.00
DAYSTAR	9	123.04	5.00
DARS MANOS HOUSE	4	118.34	16.86
GATEHOUSE MOUNTVILLE	3	118.00	3.61
GATEHOUSE LITIZ	2	116.50	4.95
GAUDENZIA CONCEPT 90	7	116.49	7.28
WELLSPAN PHILHAVEN	20	115.67	13.07
BEHAVIORAL HEALTHCARE CORPORATION	24	115.21	13.01
COMMUNITY SERVICES GROUP INC	68	115.06	11.40
WDR LANCASTER	1	115.00	0.00
MILTON S HERSHEY MEDICAL CENTER	4	114.96	10.90
WDR ALLENWOOD	29	114.94	7.28
ROXBURY	19	114.50	12.15
GAUDENZIA COMMON GROUND	11	113.57	9.49
WDR YORK - ZION	19	113.46	12.52
WDR YORK - DAVIES	9	113.12	4.91
CONEWAGO SNYDER	10	111.93	13.54
COVE FORGE	20	111.61	10.77
MERAKEY PENNSYLVANIA	26	111.51	10.84
SACA-NUESTRA CLINICA	4	111.48	5.34
PYRAMID-PINE RIDGE	8	111.31	14.54
MERAKEY NHS STEVENS CENTER	34	110.46	10.34
WDR NEW PERSPECTIVES	10	106.90	15.16
NAAMAN CENTER (TEEN CHALLENGE)	17	105.75	10.59
GAUDENZIA VANTAGE HOUSE	11	105.69	18.00
KEYSTONE PSYCHIATRIC REHABILITATION PROGRAM	3	104.23	5.60

BOWLING GREEN/BRANDYWINE	7	103.52	13.51
PYRAMID PLANK RD	28	101.01	16.59
PYRAMID-GRATITUDE HOUSE	4	96.46	18.28
Total	425	112.44	12.66

Child/Adolescent			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
DARS MANOS HOUSE	5	113.15	7.44
WELLSPAN PHILHAVEN	48	112.83	14.92
PENNSYLVANIA PSYCHIATRIC INSTITUTE	48	112.06	13.83
COMMUNITY SERVICES GROUP INC	1	111.00	0.00
T W PONESSA & ASSOCIATES COUNSELING SERVICES INC	26	109.68	14.16
Total	128	111.90	13.99

Mean Satisfaction Level of Care

Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
SUD Halfway House	35	116.67	13.95
Psych Rehab	78	114.66	10.13
Mobile Psych Nursing	35	113.90	11.68
Partial Hospitalization	194	112.32	13.85
SUD Inpatient Rehabilitation	211	110.46	12.86
Total	553	112.31	12.97

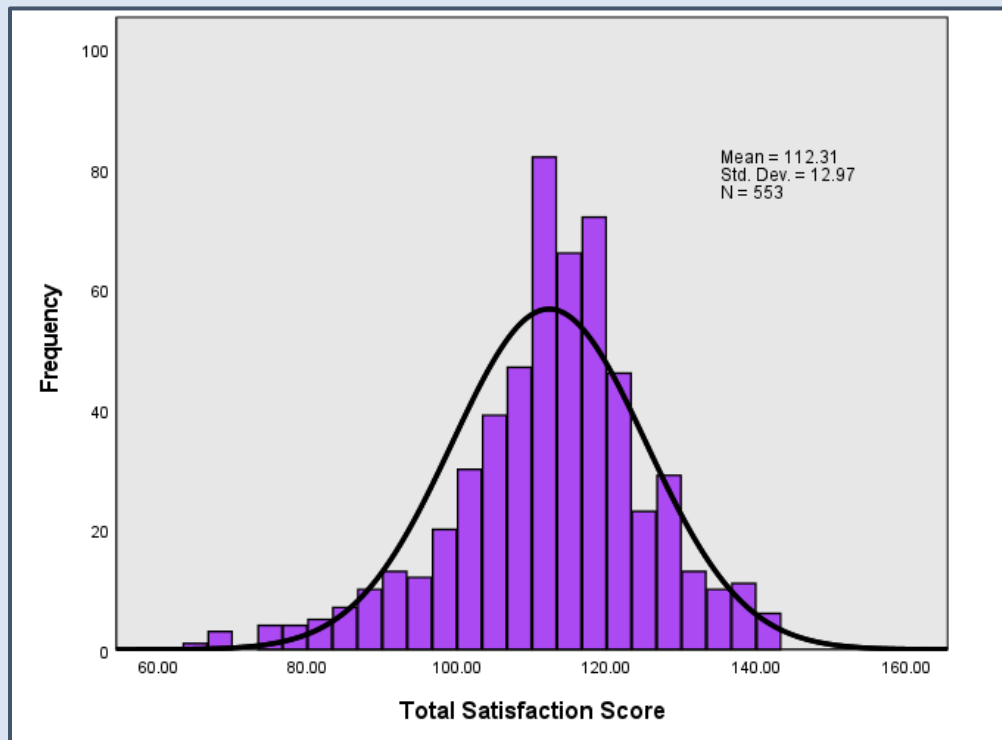
Adult			
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
SUD Halfway House	35	116.67	13.95
Psych Rehab	78	114.66	10.13
Mobile Psych Nursing	35	113.90	11.68
Partial Hospitalization	71	113.15	13.27
SUD Inpatient Rehabilitation	206	110.39	12.97
Total	425	112.44	12.66

Child/Adolescent			
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
SUD Inpatient Rehabilitation	5	113.15	7.44
Partial Hospitalization	123	111.85	14.21
Total	128	111.90	13.99

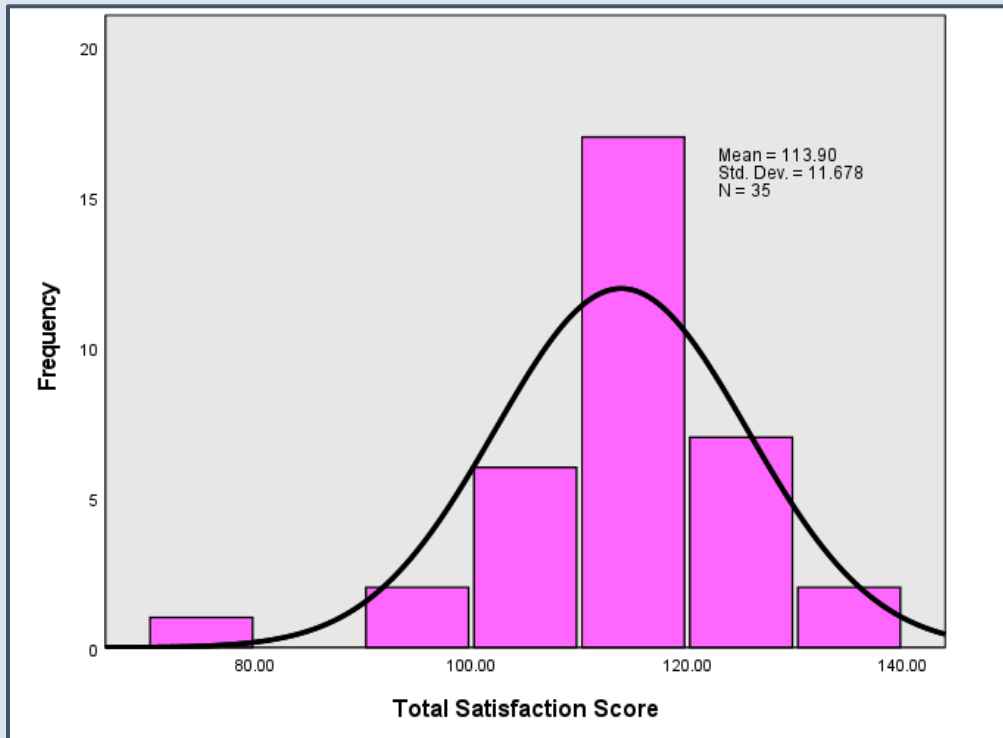
Total Satisfaction

Overall Satisfaction: CSS includes 28 questions in the Total Satisfaction Score (TSS). These are questions 13-40 on the standard survey. Each question has 5 possible responses that are figured into the score. The responses ranged from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better). Higher scores on questions represent higher satisfaction. The scale has a range of 28-140. Scores 113-140 indicate a high level of satisfaction, scores 85-112 indicate some level of satisfaction and scores below 84 indicate some level of dissatisfaction.

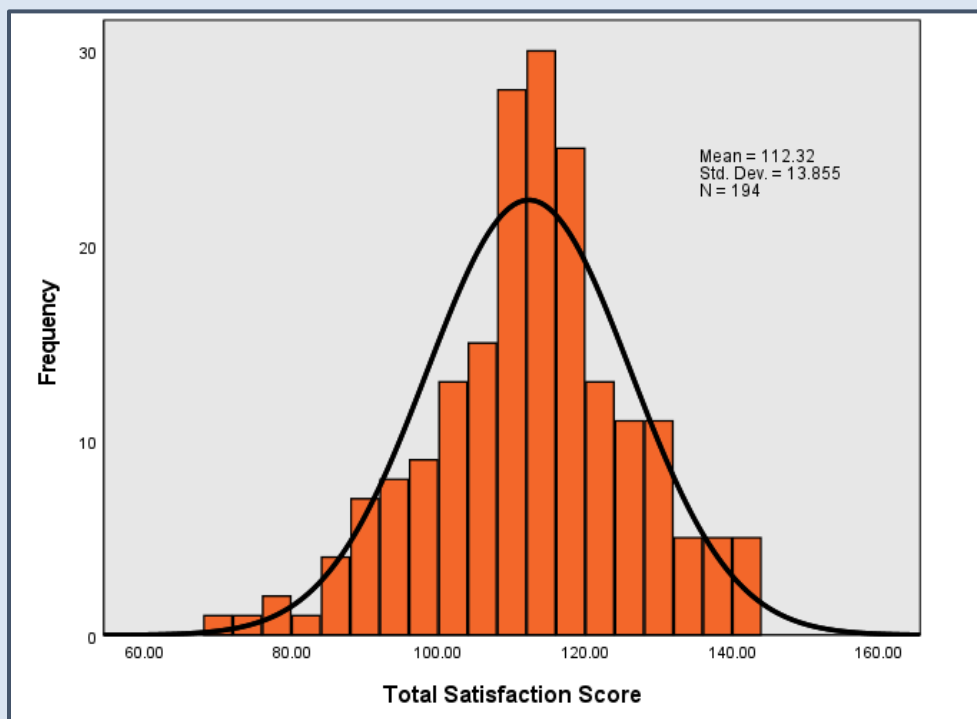
- The overall mean for all respondents for Total Satisfaction Score (TSS) was 112.31 with a standard deviation 12.97 indicating some level of satisfaction. The TSS scores ranged from 65.59–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



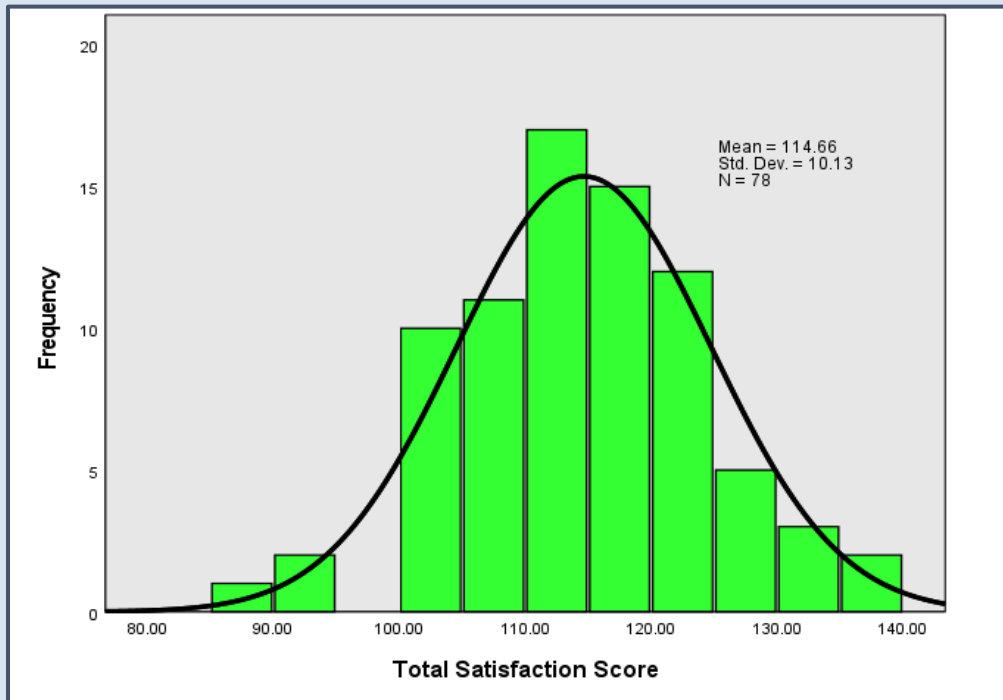
- The overall mean for all Mobile Psychiatric Nursing respondents for Total Satisfaction Score (TSS) was 113.9 with a standard deviation of 11.678 indicating a high level of satisfaction. The TSS scores ranged from 78.17–135.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



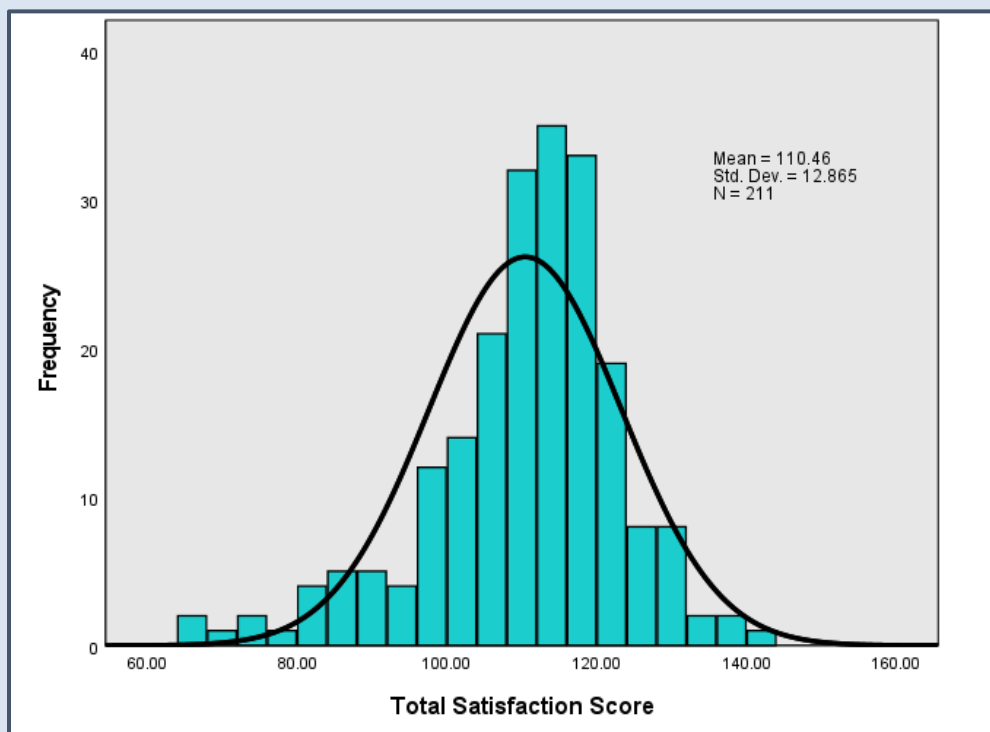
- The overall mean for Partial Hospitalization respondents for Total Satisfaction Score (TSS) was 112.32 with a standard deviation of 13.855 indicating some level of satisfaction. The TSS scores ranged from 69.74–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



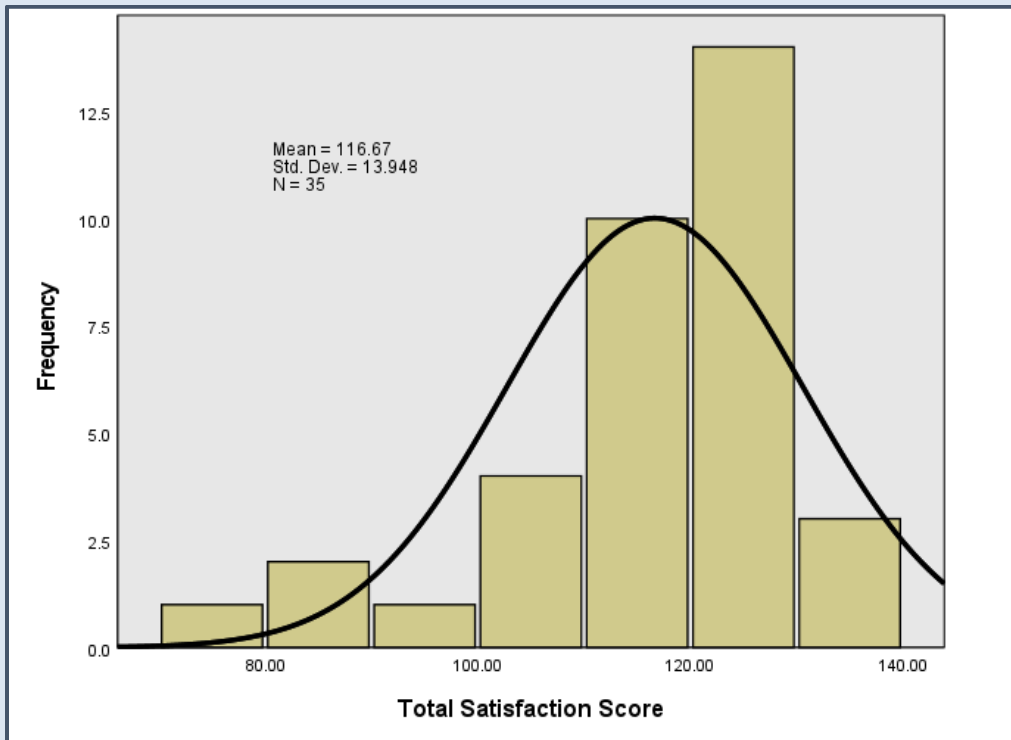
- The overall mean for Psychiatric Rehabilitation respondents for Total Satisfaction Score (TSS) was 114.66 with a standard deviation of 10.13 indicating a high level of satisfaction. The TSS scores ranged from 87.0–138.85. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for SUD Inpatient Rehabilitation respondents for Total Satisfaction Score (TSS) was 110.46 with a standard deviation of 12.865 indicating some level of satisfaction. The TSS scores ranged from 65.59–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for SUD Halfway House respondents for Total Satisfaction Score (TSS) was 116.67 with a standard deviation of 13.948 indicating a high level of satisfaction. The TSS scores ranged from 78.0–139.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

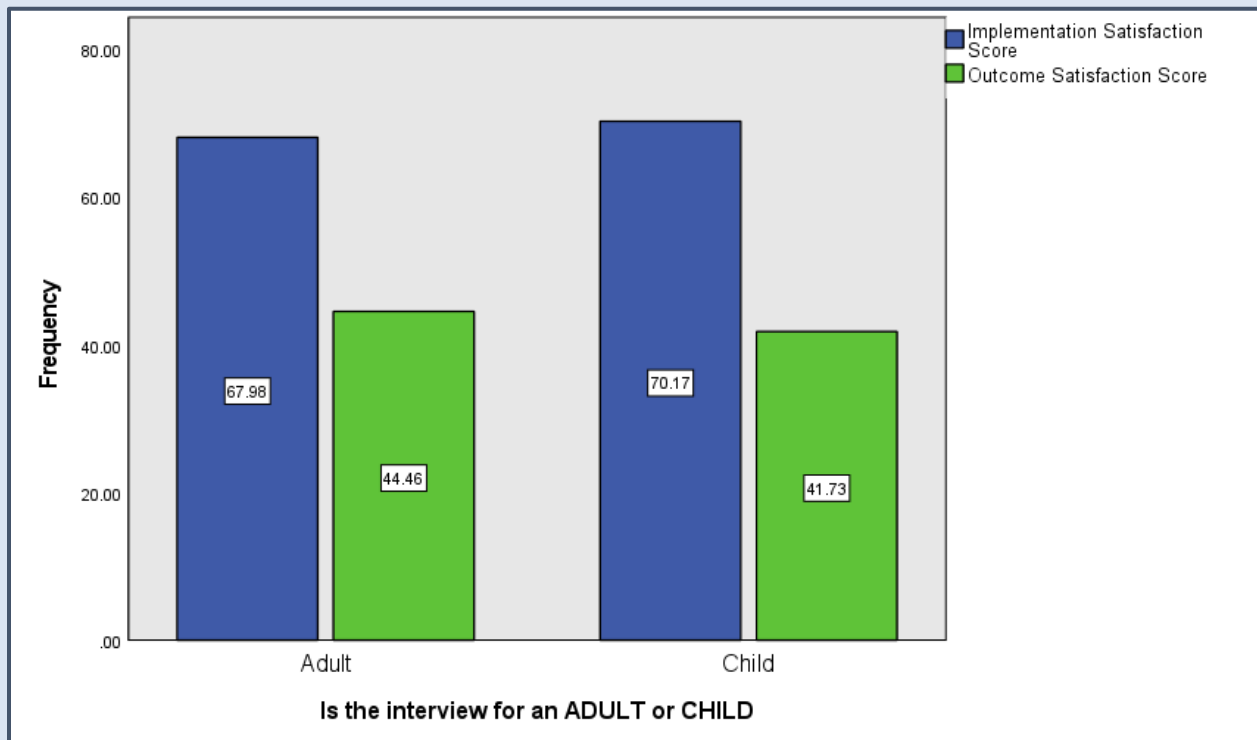


Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 36-85. Scores 68-85 indicate a high level of satisfaction, scores 51-67 indicate some level of satisfaction and scores below 50 indicate some level of dissatisfaction with services.

Outcomes of services 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 of services.

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



Services Mobile Psychiatric Nursing, Psychiatric Rehabilitation, Partial Hospitalization Program, SUD Inpatient Rehabilitation, and SUD Halfway House

The standard survey has 17 questions that ask the respondents about their satisfaction with the services they receive. According to survey responses, individuals report some level of satisfaction with their services.

Both adult and child/adolescent respondents reported high levels of satisfaction (85% or greater satisfaction) for the following questions:

- 95.3% You are an important part of the treatment process Q26.
- 94.4% You were informed about your rights and responsibilities regarding the treatment you have received Q17.
- 94.4% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 94.4% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 92.4% Your provider asks your permission before sharing your personal information Q20.
- 91.9% You feel comfortable in asking questions regarding your treatment Q18.
- 90.6% You feel safe at this facility Q23.
- 89.9% You trust your service provider Q22.
- 89% Your service provider explained the advantages of therapy or treatment Q27.
- 87.2% Your service provider explained the limitations of therapy or treatment Q28.
- 85.9% Overall, you are satisfied with the services you are receiving Q29.
- 85.2% Your service provider spends adequate time with you Q19.

While satisfaction is generally high, further exploration is warranted for the following questions and is with regards to both adult and child/adolescent respondents, unless otherwise noted (15% or greater reported dissatisfaction):

- 15.4% Your provider informed you who to call if you have questions about your mental health or substance use services Q13.

Summary responses from the Total group of respondents (N=553) are presented in Table 1.

Summary responses from the Total group Adult respondents (N=425) are presented in Table 2.

Summary responses from the Total group Child/ Adolescent of respondents (N=128) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=553	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
13. Your provider informed you who to call if you have questions about your mental health or substance use services.	73.1	15.4	2.8	1.1	6.5
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	72.5	12.1	3.0	1.2	9.6
15. Your provider discussed other services that may benefit you in your treatment/recovery (example: treatment related services such as peer support, outpatient, medication, etc.).	80.8	11.0	2.9	0.9	4.7
16. You have the option to change your service provider should you choose to.	76.6	10.3	2.7	0.7	1.1
17. You were informed about your rights and responsibilities regarding the treatment you have received.	94.4	3.8	2.9	0.4	0.4
18. You feel comfortable in asking questions regarding your treatment.	91.9	4.3	2.9	0.5	0.2
19. Your service provider spends adequate time with you.	85.2	10.1	2.8	0.6	0.0
20. Your provider asks your permission before sharing your personal information.	92.4	2.4	2.9	0.4	0.7
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	94.4	3.1	2.9	0.5	0.7
22. You trust your service provider.	89.9	6.9	2.8	0.5	0.0
23. You feel safe at this facility.	90.6	2.9	3.0	0.7	3.3
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	80.7	11.6	2.7	0.8	1.3
25. You are included in the development of your treatment/recovery plan and goals for recovery.	94.4	3.8	2.9	0.4	0.2
26. You are an important part of the treatment process.	95.3	2.7	2.9	0.4	0.0
27. Your service provider explained the advantages of therapy or treatment.	89.0	7.1	2.8	0.6	0.4
28. Your service provider explained the limitations of therapy or treatment.	87.2	8.0	2.8	0.6	0.5
29. Overall, you are satisfied with the services you are receiving.	85.9	8.3	2.8	0.6	0.2

Table 2 – Total Satisfaction – Services Questions – Adult

N=425	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
13. Your provider informed you who to call if you have questions about your mental health or substance use services.	67.5	18.8	2.8	1.2	8.2
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	69.2	13.6	3.0	1.3	11.5
15. Your provider discussed other services that may benefit you in your treatment/recovery (example: treatment related services such as peer support, outpatient, medication, etc.).	78.1	12.7	2.9	1.0	5.6
16. You have the option to change your service provider should you choose to.	78.1	11.8	2.7	0.7	0.9
17. You were informed about your rights and responsibilities regarding the treatment you have received.	93.4	4.2	2.9	0.5	0.5
18. You feel comfortable in asking questions regarding your treatment.	90.6	4.5	2.9	0.5	0.2
19. Your service provider spends adequate time with you.	85.2	10.6	2.7	0.6	0.0
20. Your provider asks your permission before sharing your personal information.	92.2	2.6	2.9	0.4	0.5
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	94.1	3.5	2.9	0.4	0.2
22. You trust your service provider.	89.4	7.1	2.8	0.5	0.0
23. You feel safe at this facility.	90.6	2.6	3.0	0.7	4.0
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	78.4	13.2	2.7	0.8	1.6
25. You are included in the development of your treatment/recovery plan and goals for recovery.	94.4	3.8	2.9	0.4	0.2
26. You are an important part of the treatment process.	95.3	3.1	2.9	0.4	0.0
27. Your service provider explained the advantages of therapy or treatment.	88.5	7.3	2.8	0.6	0.2
28. Your service provider explained the limitations of therapy or treatment.	86.1	8.5	2.8	0.6	0.5
29. Overall, you are satisfied with the services you are receiving.	86.8	8.2	2.8	0.6	0.2

Table 3 – Total Satisfaction – Services Questions – Child/Adolescent

N=128	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
13. Your provider informed you who to call if you have questions about your mental health or substance use services.	91.4	3.9	2.9	0.5	0.8
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	82.0	7.0	2.9	0.8	3.1
15. Your provider discussed other services that may benefit you in your treatment/recovery (example: treatment related services such as peer support, outpatient, medication, etc.).	89.8	5.5	2.9	0.6	1.6
16. You have the option to change your service provider should you choose to.	84.4	5.5	2.9	0.7	1.6
17. You were informed about your rights and responsibilities regarding the treatment you have received.	97.7	2.3	3.0	0.3	0.0
18. You feel comfortable in asking questions regarding your treatment.	96.1	3.9	2.9	0.4	0.0
19. Your service provider spends adequate time with you.	85.2	8.6	2.8	0.6	0.0
20. Your provider asks your permission before sharing your personal information.	93.0	1.6	3.0	0.5	1.6
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	95.3	1.6	3.0	0.5	2.3
22. You trust your service provider.	91.4	6.3	2.9	0.5	0.0
23. You feel safe at this facility.	90.6	3.9	2.9	0.5	0.8
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	88.3	6.3	2.8	0.5	0.0
25. You are included in the development of your treatment/recovery plan and goals for recovery.	94.5	3.9	2.9	0.4	0.0
26. You are an important part of the treatment process.	95.3	1.6	2.9	0.3	0.0
27. Your service provider explained the advantages of therapy or treatment.	90.6	6.3	2.9	0.6	0.8
28. Your service provider explained the limitations of therapy or treatment.	90.6	6.3	2.9	0.6	0.8
29. Overall, you are satisfied with the services you are receiving.	82.8	8.6	2.7	0.6	0.0

Outcomes of Mobile Psychiatric Nursing, Psychiatric Rehabilitation, Partial Hospitalization Program, SUD Inpatient Rehabilitation, and SUD Halfway House

The standard survey asks respondents 11 questions about how much they feel their life has improved based on receiving services.

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 65.1% to 79.9% of individuals' responses reflect that services have improved their lives in each outcome area. Additionally, 14.1% to 24.2% of responses reflect that no change has resulted from involvement in services. Finally, 3.6% to 9.2% of responses reflect that things are worse as a result of services.

** Involved in the community or in organizations outside of mental health/substance use activities Q37. A high number of respondents reported that this question did not apply to them. With these cases removed, 58.5% reported that participation in community activities is better or much better, 34.5% reported no change, and 7.0% reported this as worse or much worse. This is a more accurate representation of the data.*

**Participating with school or work activities Q38. A high number of respondents reported that this question did not apply to them. With these cases removed, 66.6% reported that participating with school or work is better or much better, 25.6% reported no change, and 7.9% reported this as worse or much worse. This is a more accurate representation of the data.*

Summary responses from the Total group of respondents (N=553) are presented in Table 4.

Summary responses from the Total group Adult respondents (N=425) are presented in Table 5.

Summary responses from the Total group Child/ Adolescent of respondents (N=128) are presented in Table 6.

Table 4 – Total Satisfaction – Outcomes of Services Questions – All Respondents

Total N=553	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	76.3	18.4	5.1	2.7	0.6	0.2
31. Feeling in control of your life.	70.0	21.5	8.0	2.6	0.7	0.5
32. Coping with personal crisis.	65.1	21.3	9.2	2.7	1.0	4.3
33. How you feel about yourself.	76.7	17.5	5.8	2.7	0.6	0.0
34. Feeling good (hopeful) about the future.	79.9	14.1	5.2	2.8	0.6	0.7
35. Enjoying your free time.	77.9	15.7	5.4	2.8	0.6	0.9
36. Strengthening your social support network.	71.4	22.6	5.8	2.7	0.6	0.2
37. Being involved in community activities.	41.0	24.2	4.9	3.6	1.7	29.8
38. Participating with school or work activities.	36.7	14.1	4.3	4.1	1.8	44.8
39. Interacting with people in social situations.	71.8	24.2	3.6	2.7	0.6	0.4
40. Coping with the specific problems or issues that led you to seek services.	77.0	17.4	5.2	2.7	0.6	0.4

Table 5 – Total Satisfaction – Outcomes of Services Questions – Adult

Total N=425	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	78.8	17.4	3.5	2.8	0.5	0.2
31. Feeling in control of your life.	72.5	18.8	8.0	2.7	0.7	0.7
32. Coping with personal crisis.	68.5	19.8	8.0	2.8	0.9	3.8
33. How you feel about yourself.	80.5	14.8	4.7	2.8	0.5	0.0
34. Feeling good (hopeful) about the future.	83.3	11.8	4.5	2.8	0.5	0.5
35. Enjoying your free time.	78.1	15.8	5.2	2.8	0.6	0.9
36. Strengthening your social support network.	72.9	20.9	5.9	2.7	0.6	0.2
37. Being involved in community activities.	37.9	22.4	4.5	3.7	1.7	35.3
38. Participating with school or work activities.	29.6	10.8	2.8	4.5	1.7	56.7
39. Interacting with people in social situations.	75.1	21.6	2.8	2.7	0.6	0.5
40. Coping with the specific problems or issues that led you to seek services.	81.2	14.8	3.5	2.8	0.5	0.5

Table 6 – Total Satisfaction – Outcomes of Services Questions - Child/Adolescent

Total N=128	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	68.0	21.9	10.2	5.6	0.7	0.0
31. Feeling in control of your life.	61.7	30.5	7.8	2.5	0.6	0.0
32. Coping with personal crisis.	53.9	26.6	13.3	2.7	0.1	6.3
33. How you feel about yourself.	64.1	26.6	9.4	2.5	0.7	0.0
34. Feeling good (hopeful) about the future.	68.8	21.9	7.8	2.7	0.8	1.6
35. Enjoying your free time.	77.3	15.6	6.3	2.7	0.6	0.8
36. Strengthening your social support network.	66.4	28.1	5.5	2.6	0.6	0.0
37. Being involved in community activities.	51.6	30.5	6.3	2.9	1.3	11.7
38. Participating with school or work activities.	60.2	25.0	9.4	2.7	1.0	5.5
39. Interacting with people in social situations.	60.9	32.8	6.3	2.5	0.6	0.0
40. Coping with the specific problems or issues that led you to seek services.	63.3	25.8	10.9	2.5	0.7	0.0

Satisfaction with the Managed Care Organization

There are nine survey questions that assess members satisfaction with the MCO, PerformCare.

- 37.3% of respondents (206 of the 553) reported that they had received a copy of the PerformCare member handbook, 45.4% (251) reported that they had not received a copy of the member handbook, 0.2% (95) were not sure, and 0.2% (1) reported that this question did not apply.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	553	206 37.30%	251 45.40%	95 17.20%	1 0.20%
Adult					
Cumberland	68	17 25.00%	39 57.40%	12 17.60%	0 0
Dauphin	109	31 28.40%	61 56.00%	17 15.60%	0 0
Lancaster	169	53 31.40%	88 52.10%	27 16.00%	1 0.60%
Lebanon	69	23 33.30%	33 47.80%	13 18.80%	0 0
Perry	10	5 50.00%	4 40.00%	1 10.00%	0 0
Child					
Cumberland	16	10 62.50%	2 12.50%	4 25.00%	0 0
Dauphin	37	24 64.90%	10 27.00%	3 8.10%	0 0
Lancaster	57	35 61.40%	9 15.80%	13 22.80%	0 0
Lebanon	15	5 33.30%	5 33.30%	5 33.30%	0 0
Perry	3	3 100.00%	0 0	0 0	0 0

- 87.2% of respondents (482 of the 553) reported that they were aware of their right to file a complaint or grievance, 11.0% (61) reported that they were not aware of their right to file a complaint or grievance, 1.6% (9) reported that they were not sure, and 0.2% (1) reported that this question did not apply.

	Total	Q2 Are you aware of your right to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
Total	553	482 87.20%	61 11.00%	9 1.60%	1 0.20%
Adult					
Cumberland	68	64 94.10%	4 5.90%	0 0	0 0
Dauphin	109	93 85.30%	14 12.80%	2 1.80%	0 0
Lancaster	169	139 82.20%	26 15.40%	3 1.80%	1 0.60%
Lebanon	69	59 85.50%	7 10.10%	3 4.30%	0 0
Perry	10	8 80.00%	2 20.00%	0 0	0 0
Child					
Cumberland	16	16 100.00%	0 0	0 0	0 0
Dauphin	37	34 91.90%	3 8.10%	0 0	0 0
Lancaster	57	54 94.70%	3 5.30%	0 0	0 0
Lebanon	15	12 80.00%	2 13.30%	1 6.70%	0 0
Perry	3	3 100.00%	0 0	0 0	0 0

- 56.6% of respondents (313 of the 553) reported that they knew who to call to file a complaint or grievance, 39.6% (219) reported that they did not know who to call, 3.6% (20) were not sure, and 0.2% (1) reported that this question did not apply.

	Total	Q3 Do you know who to call to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
Total	553	313 56.60%	219 39.60%	20 3.60%	1 0.20%
Adult					
Cumberland	68	55 80.90%	13 19.10%	0 0	0 0
Dauphin	109	56 51.40%	50 45.90%	3 2.80%	0 0
Lancaster	169	75 44.40%	88 52.10%	5 3.00%	1 0.60%
Lebanon	69	33 47.80%	31 44.90%	5 7.20%	0 0
Perry	10	7 70.00%	3 30.00%	0 0	0 0
Child					
Cumberland	16	15 93.80%	1 6.30%	0 0	0 0
Dauphin	37	22 59.50%	12 32.40%	3 8.10%	0 0
Lancaster	57	41 71.90%	13 22.80%	3 5.30%	0 0
Lebanon	15	7 46.70%	7 46.70%	1 6.70%	0 0
Perry	3	2 66.70%	1 33.30%	0 0	0 0

- 14.8% of respondents (82 of the 553) reported that they had called PerformCare in the last twelve months for information, 81.2% (449) reported that they had not called PerformCare within the last twelve months, 1.8% (10) were not sure, and 2.2% (12) reported that this question does not apply.

	Total	Q4 In the last twelve months, did you call member services at PerformCare to get information? (example: help for counseling, treatment, or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	553	82 14.80%	449 81.20%	10 1.80%	12 2.20%
Adult					
Cumberland	68	2 2.90%	64 94.10%	1 1.50%	1 1.50%
Dauphin	109	10 9.20%	96 88.10%	2 1.80%	1 0.90%
Lancaster	169	26 15.40%	134 79.30%	3 1.80%	6 3.60%
Lebanon	69	5 7.20%	63 91.30%	0 0	1 1.40%
Perry	10	2 20.00%	8 80.00%	0 0	0 0
Child					
Cumberland	16	4 25.00%	9 56.30%	1 6.30%	2 12.50%
Dauphin	37	12 32.40%	24 64.90%	0 0	1 2.70%
Lancaster	57	14 24.60%	40 70.20%	3 5.30%	0 0
Lebanon	15	7 46.70%	8 53.30%	0 0	0 0
Perry	3	0 0	3 100.00%	0 0	0 0

- 96.3% of those that requested information from PerformCare (79 of the 82) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, and 3.7% (3) reported that they were not able to obtain information without unnecessary delays.

	Total	Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?			
		Yes	No	Not Sure	Does Not Apply
Total	82	79 96.30%	3 3.70%	0 0	0 0
Adult					
Cumberland	2	2 100.00%	0 0	0 0	0 0
Dauphin	10	10 100.00%	0 0	0 0	0 0
Lancaster	26	25 96.20%	1 3.80%	0 0	0 0
Lebanon	5	5 100.00%	0 0	0 0	0 0
Perry	2	2 100.00%	0 0	0 0	0 0
Child					
Cumberland	4	4 100.00%	0 0	0 0	0 0
Dauphin	12	12 100.00%	0 0	0 0	0 0
Lancaster	14	14 100.00%	0 0	0 0	0 0
Lebanon	7	5 71.40%	2 28.60%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

**Respondents who answered NO for question 4 were not asked question 4a.*

- 48.6% of respondents (269 of 553) reported that they were given a choice of at least 2 providers regarding the type of service they were seeking, 36.5% (202) reported that they were not given a choice, 10.5% (58) were not sure, and 4.3% (24) reported that this question did not apply.

	Total	Q5 Were you given a choice of at least two (2) Providers from PerformCare regarding the type of service you were seeking?			
		Yes	No	Not Sure	Does Not Apply
Total	553	269 48.60%	202 36.50%	58 10.50%	24 4.30%
Adult					
Cumberland	68	23 33.80%	29 42.60%	10 14.70%	6 8.80%
Dauphin	109	51 46.80%	42 38.50%	10 9.20%	6 5.50%
Lancaster	169	71 42.00%	78 46.20%	17 10.10%	3 1.80%
Lebanon	69	38 55.10%	23 33.30%	7 10.10%	1 1.40%
Perry	10	5 50.00%	3 30.00%	2 20.00%	0 0
Child					
Cumberland	16	9 56.30%	3 18.80%	1 6.30%	3 18.80%
Dauphin	37	22 59.50%	8 21.60%	3 8.10%	4 10.80%
Lancaster	57	39 68.40%	11 19.30%	6 10.50%	1 1.80%
Lebanon	15	10 66.70%	3 20.00%	2 13.30%	0 0
Perry	3	1 33.30%	2 66.70%	0 0	0 0

- 71.1% of respondents (393 of 553) reported that they were informed of the time approved for their services, 19.5% of respondents (108) reported they were not informed of the time approved for services, 7.1% (39) were not sure, and 2.4% (13) reported that this question did not apply.

	Total	Q6 Were you informed of the time approved for your services? (Example: IBHS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	553	393 71.10%	108 19.50%	39 7.10%	13 2.40%
Adult					
Cumberland	68	42 61.80%	15 22.10%	9 13.20%	2 2.90%
Dauphin	109	68 62.40%	30 27.50%	6 5.50%	5 4.60%
Lancaster	169	113 66.90%	43 25.40%	12 7.10%	1 0.60%
Lebanon	69	54 78.30%	10 14.50%	5 7.20%	0 0
Perry	10	8 80.00%	1 10.00%	1 10.00%	0 0
Child					
Cumberland	16	12 75.00%	1 6.30%	1 6.30%	2 12.50%
Dauphin	37	28 75.70%	5 13.50%	3 8.10%	1 2.70%
Lancaster	57	53 93.00%	2 3.50%	2 3.50%	0 0
Lebanon	15	12 80.00%	1 6.70%	0 0	2 13.30%
Perry	3	3 100.00%	0 0	0 0	0 0

- 89.7% of respondents (253 of the 282) reported when they called PerformCare staff treats them courteously and with respect, 8.9% (25) reported when they called PerformCare staff did not treat them courteously and with respect, and 1.4% (4) were not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	282	253 89.70%	25 8.90%	4 1.40%
Adult				
Cumberland	21	19 90.50%	1 4.80%	1 4.80%
Dauphin	55	48 87.30%	6 10.90%	1 1.80%
Lancaster	85	74 87.10%	9 10.60%	2 2.40%
Lebanon	27	22 81.50%	5 18.50%	0 0
Perry	8	8 100.00%	0 0	0 0
Child				
Cumberland	6	6 100.00%	0 0	0 0
Dauphin	23	21 91.30%	2 8.70%	0 0
Lancaster	46	46 100.00%	0 0	0 0
Lebanon	9	7 77.80%	2 22.20%	0 0
Perry	2	2 100.00%	0 0	0 0

**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.*

- 94.9% of respondents (428 of 451) report overall they are satisfied with their interactions with PerformCare, 2.9% (13) report overall they are not satisfied with their interactions, and 2.2% (10) were not sure.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	451	428 94.90%	13 2.90%	10 2.20%
Adult				
Cumberland	34	32 94.10%	1 2.90%	1 2.90%
Dauphin	80	76 95.00%	2 2.50%	2 2.50%
Lancaster	156	145 92.90%	6 3.80%	5 3.20%
Lebanon	68	64 94.10%	2 2.90%	2 2.90%
Perry	10	10 100.00%	0 0	0 0
Child				
Cumberland	7	7 100.00%	0 0	0 0
Dauphin	24	23 95.80%	1 4.20%	0 0
Lancaster	55	55 100.00%	0 0	0 0
Lebanon	15	14 93.30%	1 6.70%	0 0
Perry	2	2 100.00%	0 0	0 0

**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.*

Appendix A

Crisis Intervention Survey Report

Consumer Satisfaction

This section of the report looks at different dimensions of consumer satisfaction with Crisis Intervention services and also reports on any statistically significant differences in total satisfaction. Satisfaction scores are calculated using a mean score.

Each question has 5 possible responses that are included in the Mean Satisfaction Score. The responses range from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better), this is called a Likert Scale. Higher scores represent higher satisfaction. All of these numbers are combined (added up) and that number is divided by the total number of questions (17) and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score is 85 (5*17) and the lowest possible score is 17 (1*17). The mean scores of each survey are then combined to find the Total Satisfaction Score or the average score based on all responses.

Total Satisfaction Score is compared with other demographic information in an attempt to identify statistically significant differences.

The use of the word 'significant' in this report 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. Significance at 5% (.05) level means that there is a 95% confidence level that it can be repeated with a different population or that there is a 5% chance that the findings are due to chance.

- **Survey Information:** Overall, 162 of the 566 respondents (28.6%) reported they had been interviewed by their provider within the last year, 329 (58.1%) reported they had not been interviewed, 74 (13.1%) were not sure, and 0.2% (1) reported that this question did not apply.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	566	162 28.60%	329 58.10%	74 13.10%	1 0.20%
Age Type					
Adult	398	113 28.40%	229 57.50%	56 14.10%	0 0
Child	168	49 29.20%	100 59.50%	18 10.70%	1 0.60%

Total Satisfaction Score				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Deviation
Adult	Yes	113	70.77	9.26
	No	229	65.53	12.71
	Not sure	56	68.46	10.33
	Total	398	67.43	11.71
Child	Yes	49	72.36	5.86
	No	100	64.91	12.38
	Not sure	18	72.25	7.29
	N/A	1	78.00	0.00
	Total	168	67.95	10.95

Our analysis indicates that adults who were not interviewed by their provider during the last year reported significantly lower total satisfaction than those who were interviewed by their provider during last year.

Our analysis indicates that child/adolescents who were not interviewed by their provider during the last year reported significantly lower total satisfaction than those who were interviewed by their provider during last year and those who were not sure.

Voluntarily/Involuntarily Sought Crisis Intervention Service:

- Of the 566 respondents, 364 (64.3%) reported that they sought out crisis services for themselves. 190 (33.6%) reported that they did not seek out crisis services for themselves, and 12 (2.1%) were not sure.

	Total	Did you seek out crisis services for yourself?			
		Yes	No	Not sure	N/A
Total	566	364 64.30%	190 33.60%	12 2.10%	0 0
Age Type					
Adult	398	294 73.90%	95 23.90%	9 2.30%	0 0
Child	168	70 41.70%	95 56.50%	3 1.80%	0 0

Mean Satisfaction of Treatment Facilities

- Data was collected from 7 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. To help with interpretation, scores highlighted in **Green** (69-85) indicate a high level of satisfaction, scores highlighted in **Yellow** (52-68) indicate some level of satisfaction and scores highlighted in **Red** (below 51) indicate some level of dissatisfaction.

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
YORK HOSPITAL CRISIS INTERVENTION	14	69.71	11.18
KEYSTONE CRISIS INTERVENTION	23	68.85	8.97
WELLSPAN PHILHAVEN	98	68.83	11.21
LANCASTER COUNTY BH/DS	142	67.67	10.56
DAUPHIN COUNTY MH/MR PROGRAM	122	66.98	14.18
HOLY SPIRIT HOSPITAL MHS	164	66.88	10.63
TRUENORTH WELLNESS SERVICES	3	66.33	6.81
Total	566	67.58	11.49

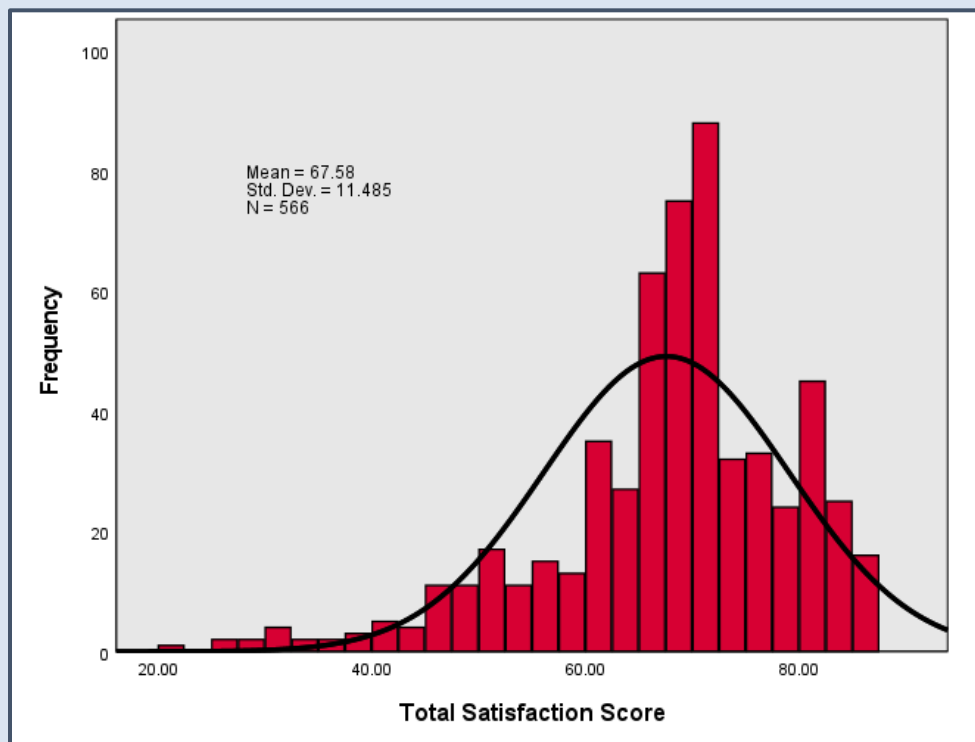
Adult Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
YORK HOSPITAL CRISIS INTERVENTION	12	69.74	11.73
KEYSTONE CRISIS INTERVENTION	17	69.04	8.83
TRUENORTH WELLNESS SERVICES	2	69.00	7.07
WELLSPAN PHILHAVEN	72	67.93	11.05
LANCASTER COUNTY BH/DS	101	67.71	10.57
HOLY SPIRIT HOSPITAL MHS	112	66.84	10.87
DAUPHIN COUNTY MH/MR PROGRAM	82	66.74	15.11
Total	398	67.43	11.71

Child/Adolescent Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
WELLSPAN PHILHAVEN	26	71.34	11.50
YORK HOSPITAL CRISIS INTERVENTION	2	69.50	10.61
KEYSTONE CRISIS INTERVENTION	6	68.32	10.19
LANCASTER COUNTY BH/DS	41	67.58	10.68
DAUPHIN COUNTY MH/MR PROGRAM	40	67.46	12.22
HOLY SPIRIT HOSPITAL MHS	52	66.95	10.18
TRUENORTH WELLNESS SERVICES	1	61.00	0.00
Total	168	67.95	10.95

Total Satisfaction

Overall Satisfaction: CSS includes 17 questions in the Total Satisfaction Score (TSS). These are questions 7-23 on the survey. Each question has 5 possible responses that are figured into the score. The responses ranged from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better). Higher scores on questions represent higher satisfaction. The scale has a range of 17-85. Scores 69-85 indicate a high level of satisfaction, scores 52-68 indicate some level of satisfaction and scores below 51 indicate some level of dissatisfaction.

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 67.58 with a standard deviation of 11.485 indicating some level of satisfaction. The TSS scores ranged from 21.0–85.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

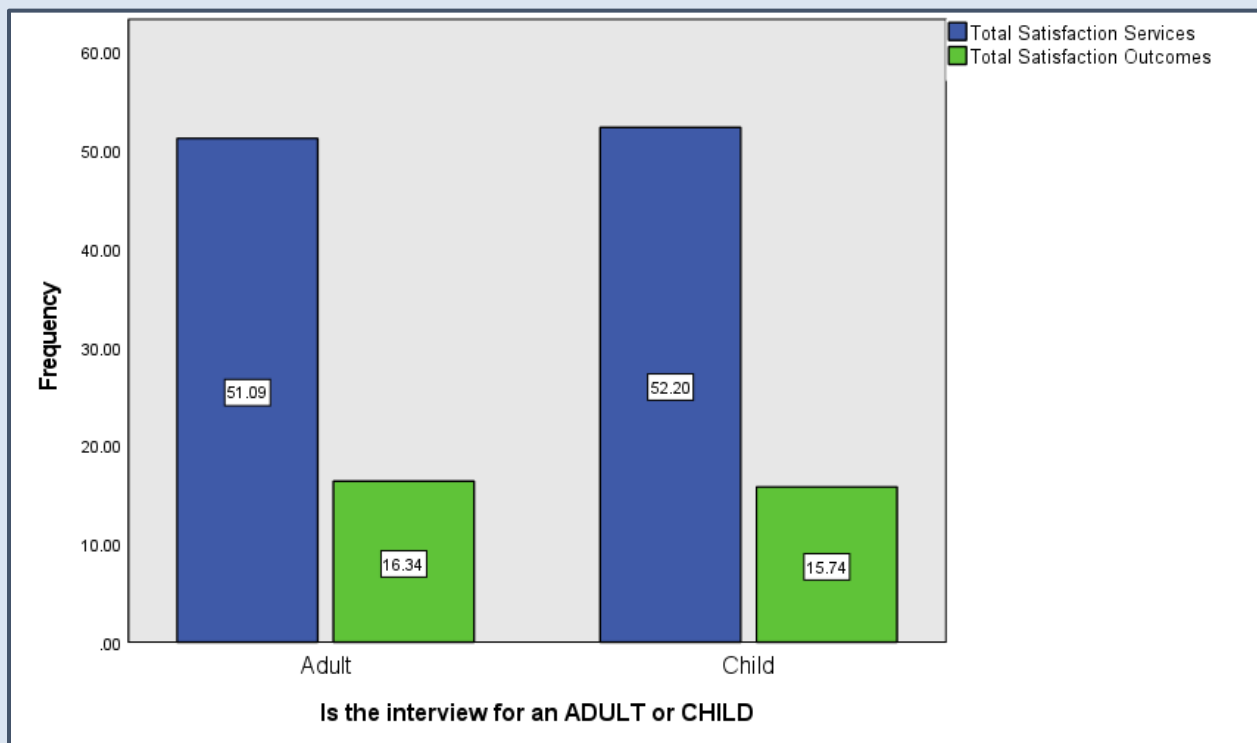


Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 13-65. Scores 53-65 indicate a high level of satisfaction, scores 39-52 indicate some level of satisfaction and scores below 39 indicate some level of dissatisfaction with services.

Outcomes of services scores ranged from 4-20. Scores 17-20 indicate a high level of satisfaction, scores 12-16 indicate some level of satisfaction and scores below 16 indicate some level of dissatisfaction with outcomes of services.

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



Services

The survey has 13 questions that ask respondents about their satisfaction with the Crisis Intervention services they receive. According to survey responses, individuals report some level of satisfaction with their services.

Both adult and child/adolescent respondents, unless otherwise noted, reported high levels of satisfaction (85% or greater satisfaction) for the following questions:

- 89.6% I was treated with dignity and respect by the crisis worker Q15.
- 88.0% I was involved as much as I could be in determining what care I received Q9.
- 87.5% Adult: I felt comfortable asking the crisis worker questions Q13.

While satisfaction is generally high, further exploration is warranted for the following questions and is with regards to both adult and child/adolescent respondents, unless otherwise noted (15% or greater reported dissatisfaction):

- 16.3% Child/Adolescent: The crisis worker discussed other services that may benefit me in my treatment/recovery Q12.

Summary responses from the Total group of respondents (N=566) are presented in Table 1.

Summary responses from the Total group Adult respondents (N=398) are presented in Table 2.

Summary responses from the Total group Child/Adolescent of respondents (N=168) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=566	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	82.9	12.7	2.7	0.7	0.2
8. I felt crisis responded to my needs in a timely manner.	84.5	10.5	2.7	0.7	0.2
9. I was involved as much as I could be in determining what care I received.	88.0	7.1	2.8	0.6	0.4
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance use services.	82.2	11.5	2.7	0.7	0.5
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	78.4	12.4	2.7	0.8	1.9
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	77.7	16.3	2.6	0.8	0.7
13. I felt comfortable asking the crisis worker questions.	87.5	8.5	2.8	0.6	0.4
14. The crisis worker spent adequate time with me.	82.2	12.9	2.7	0.7	0.2
15. I was treated with dignity and respect by the crisis worker.	89.6	6.9	2.8	0.5	0.2
16. I trusted the crisis provider.	84.8	9.5	2.8	0.6	0.2
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	77.9	12.9	2.7	0.9	2.3
18. The crisis worker explained the advantages and limitations of my recommended care.	74.7	14.3	2.7	0.8	1.2
19. Overall, I am satisfied with the crisis services I received.	82.2	12.7	2.7	0.7	0.0

Table 2 – Total Satisfaction – Services Questions - Adult

N=398	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	83.7	11.6	2.7	0.7	0.3
8. I felt crisis responded to my needs in a timely manner.	84.7	11.1	2.7	0.7	0.3
9. I was involved as much as I could be in determining what care I received.	85.9	8.3	2.8	0.6	0.3
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance use services.	80.2	13.1	2.7	0.7	0.5
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	77.1	14.1	2.7	0.8	1.5
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	74.9	17.8	2.6	0.8	1.0
13. I felt comfortable asking the crisis worker questions.	85.2	10.1	2.8	0.6	0.3
14. The crisis worker spent adequate time with me.	80.4	13.8	2.7	0.7	0.3
15. I was treated with dignity and respect by the crisis worker.	88.9	7.0	2.8	0.5	0.0
16. I trusted the crisis provider.	84.2	10.3	2.7	0.6	0.0
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	76.9	14.6	2.7	0.8	1.8
18. The crisis worker explained the advantages and limitations of my recommended care.	74.9	14.8	2.6	0.8	1.0
19. Overall, I am satisfied with the crisis services I received.	81.7	12.3	2.7	0.7	0.0

Table 3 – Total Satisfaction – Services Questions – Child/Adolescent

N=168	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	81.0	15.5	2.7	0.7	0.0
8. I felt crisis responded to my needs in a timely manner.	83.9	10.1	2.7	0.6	0.0
9. I was involved as much as I could be in determining what care I received.	92.9	4.2	2.9	0.5	0.6
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance use services.	86.9	7.7	2.8	0.6	0.6
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	81.5	8.3	2.9	0.8	3.0
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	84.5	12.5	2.7	0.7	0.0
13. I felt comfortable asking the crisis worker questions.	92.9	4.8	2.9	0.5	0.6
14. The crisis worker spent adequate time with me.	86.3	10.7	2.8	0.6	0.0
15. I was treated with dignity and respect by the crisis worker.	91.1	6.5	2.9	0.6	0.6
16. I trusted the crisis provider.	86.3	7.7	2.8	0.6	0.6
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	80.4	8.9	2.9	0.9	3.6
18. The crisis worker explained the advantages and limitations of my recommended care.	74.4	13.1	2.7	0.8	1.8
19. Overall, I am satisfied with the crisis services I received.	83.3	13.7	2.7	0.7	0.0

Outcomes of Services

The survey asks respondents 4 questions about how much they feel their life has improved based on receiving Crisis Intervention services.

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 67.0% to 80.2% of individuals' responses reflect that services have improved their lives in each outcome area. Additionally, 13.3% to 20.7% of responses reflect that no change has resulted from involvement in services. Only 5.5% to 6.7% of responses reflect that things are worse as a result of services.

Summary responses from the Total group of respondents (N=566) are presented in Table 4.

Summary responses from the Total group Adult respondents (N=398) are presented in Table 5.

Summary responses from the Total group Child/ Adolescent of respondents (N=168) are presented in Table 6.

Table 4 – Total Satisfaction – Outcomes of Services Questions – All Respondents

	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
Total N=566						
20. Feeling in control of my crisis situation.	80.2	13.3	6.0	2.8	0.6	0.5
21. Feeling in control of my life.	67.0	20.7	6.4	2.8	1.0	6.0
22. Coping with personal crisis.	73.7	18.7	6.7	2.7	0.7	0.9
23. How I feel about myself.	76.5	17.1	5.5	2.7	0.6	0.9

Table 5 – Total Satisfaction – Outcomes of Services Questions – Adult

	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
Total N=398						
20. Feeling in control of my crisis situation.	81.4	12.3	5.8	2.8	0.6	0.5
21. Feeling in control of my life.	70.9	18.8	6.3	2.8	0.9	4.0
22. Coping with personal crisis.	74.4	18.6	6.0	2.7	0.7	1.0
23. How I feel about myself.	76.9	17.1	5.0	2.8	0.6	1.0

Table 6 – Total Satisfaction – Outcomes of Services Questions – Child/Adolescent

	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
Total N=168						
20. Feeling in control of my crisis situation.	77.4	15.5	6.5	2.7	0.6	0.6
21. Feeling in control of my life.	57.7	25.0	6.5	2.9	1.2	10.7
22. Coping with personal crisis.	72.0	19.0	8.3	2.7	0.7	0.6
23. How I feel about myself.	75.6	17.3	6.5	2.7	0.6	0.6

Satisfaction with the Managed Care Organization

There are six survey questions that assess member satisfaction with the MCO, Perform Care.

- 38.5% of respondents (218 of the 566) reported that they had received a copy of the PerformCare member handbook, 42.4% (240) reported that they had not received a copy of the member handbook, and 19.1% (108) were not sure.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	566	218 38.50%	240 42.40%	108 19.10%	0 0
Adult					
Cumberland	96	35 36.50%	47 49.00%	14 14.60%	0 0
Dauphin	109	34 31.20%	53 48.60%	22 20.20%	0 0
Lancaster	114	32 28.10%	65 57.00%	17 14.90%	0 0
Lebanon	68	22 32.40%	25 36.80%	21 30.90%	0 0
Perry	11	5 45.50%	4 36.40%	2 18.20%	0 0
Child					
Cumberland	52	23 44.20%	20 38.50%	9 17.30%	0 0
Dauphin	35	22 62.90%	12 34.30%	1 2.90%	0 0
Lancaster	47	27 57.40%	9 19.10%	11 23.40%	0 0
Lebanon	27	14 51.90%	3 11.10%	10 37.00%	0 0
Perry	7	4 57.10%	2 28.60%	1 14.30%	0 0

- 86.4% of respondents (489 of the 566) reported that they were aware of their right to file a complaint or grievance, 12.5% (71) reported that they were not aware of their right to file a complaint or grievance, 0.9% (5) reported that they were not sure, and 0.2% (1) reported that this question did not apply.

	Total	Q2 Are you aware of your right to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
Total	566	489 86.40%	71 12.50%	5 0.90%	1 0.20%
Adult					
Cumberland	96	87 90.60%	8 8.30%	1 1.00%	0 0
Dauphin	109	86 78.90%	20 18.30%	3 2.80%	0 0
Lancaster	114	97 85.10%	17 14.90%	0 0	0 0
Lebanon	68	60 88.20%	7 10.30%	0 0	1 1.50%
Perry	11	9 81.80%	2 18.20%	0 0	0 0
Child					
Cumberland	52	48 92.30%	3 5.80%	1 1.90%	0 0
Dauphin	35	30 85.70%	5 14.30%	0 0	0 0
Lancaster	47	44 93.60%	3 6.40%	0 0	0 0
Lebanon	27	21 77.80%	6 22.20%	0 0	0 0
Perry	7	7 100.00%	0 0	0 0	0 0

***Surveyor reports: Does Not Apply responses include individuals who reported they did not know who PerformCare was.**

- 58.3% of respondents (330 of the 566) reported that they knew who to call to file a complaint or grievance. 38.5% (218) reported that they did not know who to call, and 3.2% (18) were not sure.

	Total	Q3 Do you know who to call to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
Total	566	330 58.30%	218 38.50%	18 3.20%	0 0
Adult					
Cumberland	96	91 94.80%	4 4.20%	1 1.00%	0 0
Dauphin	109	46 42.20%	60 55.00%	3 2.80%	0 0
Lancaster	114	49 43.00%	62 54.40%	3 2.60%	0 0
Lebanon	68	33 48.50%	32 47.10%	3 4.40%	0 0
Perry	11	7 63.60%	4 36.40%	0 0	0 0
Child					
Cumberland	52	49 94.20%	3 5.80%	0 0	0 0
Dauphin	35	15 42.90%	17 48.60%	3 8.60%	0 0
Lancaster	47	26 55.30%	17 36.20%	4 8.50%	0 0
Lebanon	27	12 44.40%	14 51.90%	1 3.70%	0 0
Perry	7	2 28.60%	5 71.40%	0 0	0 0

- 17.3% of respondents (98 of the 566) reported that they had called PerformCare in the last twelve months for information, 77.4% (438) reported that they had not called PerformCare within the last twelve months, 3.2% (18) were not sure, and 2.1% (12) reported that this question does not apply.

	Total	Q4 In the last twelve months, did you call member services at PerformCare to get information? (example: help for counseling, treatment, or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	566	98 17.30%	438 77.40%	18 3.20%	12 2.10%
Adult					
Cumberland	96	9 9.40%	73 76.00%	5 5.20%	9 9.40%
Dauphin	109	19 17.40%	89 81.70%	1 0.90%	0 0
Lancaster	114	24 21.10%	85 74.60%	5 4.40%	0 0
Lebanon	68	6 8.80%	60 88.20%	2 2.90%	0 0
Perry	11	2 18.20%	8 72.70%	1 9.10%	0 0
Child					
Cumberland	52	14 26.90%	35 67.30%	1 1.90%	2 3.80%
Dauphin	35	6 17.10%	27 77.10%	2 5.70%	0 0
Lancaster	47	14 29.80%	32 68.10%	1 2.10%	0 0
Lebanon	27	3 11.10%	23 85.20%	0 0	1 3.70%
Perry	7	1 14.30%	6 85.70%	0 0	0 0

- 90.8% of those that requested information from PerformCare (89 of the 98) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 7.1% (7) reported that they were not able to obtain information without unnecessary delays, and 2.0% (2) reported that this question did not apply.

	Total	Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?			
		Yes	No	Not Sure	Does Not Apply
Total	98	89 90.80%	7 7.10%	0 0	2 2.00%
Adult					
Cumberland	9	6 66.70%	3 33.30%	0 0	0 0
Dauphin	19	19 100.00%	0 0	0 0	0 0
Lancaster	24	21 87.50%	2 8.30%	0 0	1 4.20%
Lebanon	6	5 83.30%	1 16.70%	0 0	0 0
Perry	2	2 100.00%	0 0	0 0	0 0
Child					
Cumberland	14	13 92.90%	0 0	0 0	1 7.10%
Dauphin	6	6 100.00%	0 0	0 0	0 0
Lancaster	14	13 92.90%	1 7.10%	0 0	0 0
Lebanon	3	3 100.00%	0 0	0 0	0 0
Perry	1	1 100.00%	0 0	0 0	0 0

**Respondents who answered NO for question 4 were not asked question 4a.*

- 90.3% of respondents (205 of the 227) reported when they called PerformCare staff treats them courteously and with respect, 6.2% (14) reported when they called PerformCare staff did not treat them courteously and with respect, and 3.5% (8) were not sure.

	Total	Q5 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	227	205 90.30%	14 6.20%	8 3.50%
Adult				
Cumberland	17	17 100.00%	0 0	0 0
Dauphin	44	39 88.60%	2 4.50%	3 6.80%
Lancaster	53	47 88.70%	5 9.40%	1 1.90%
Lebanon	14	11 78.60%	3 21.40%	0 0
Perry	9	8 88.90%	0 0	1 11.10%
Child				
Cumberland	20	18 90.00%	0 0	2 10.00%
Dauphin	17	16 94.10%	1 5.90%	0 0
Lancaster	37	36 97.30%	0 0	1 2.70%
Lebanon	9	8 88.90%	1 11.10%	0 0
Perry	7	5 71.40%	2 28.60%	0 0

**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.*

- 95.6% of respondents (371 of 388) report overall they are satisfied with their interactions with PerformCare, 2.3% (9) report overall they are not satisfied with their interactions, and 2.1% (8) were not sure.

	Total	Q6 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	388	371 95.60%	9 2.30%	8 2.10%
Adult				
Cumberland	30	27 90.00%	3 10.00%	0 0
Dauphin	55	51 92.70%	1 1.80%	3 5.50%
Lancaster	107	100 93.50%	3 2.80%	4 3.70%
Lebanon	65	64 98.50%	0 0	1 1.50%
Perry	11	11 100.00%	0 0	0 0
Child				
Cumberland	20	20 100.00%	0 0	0 0
Dauphin	21	20 95.20%	1 4.80%	0 0
Lancaster	45	45 100.00%	0 0	0 0
Lebanon	27	27 100.00%	0 0	0 0
Perry	7	6 85.70%	1 14.30%	0 0

**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.*

PerformCare Comments:

Q1 Have you received a copy of the Member Handbook from PerformCare?

- I do not think so.
- I believe I have.
- I do not know.
- May have been mailed to home address.
- May have mailed to home address.

Q2 Are you aware of your right to file a complaint or grievance?

- Yes. In the facility here there are people who abuse their power and may cause problems for me.
- Not aware.

Q3 Do you know who to call to file a complaint or grievance?

- Yes, but I have anxiety, so I do not like to be on the telephone.
- Call PerformCare.
- I called PerformCare, but no one called me back. I had no success getting the help I needed.

Q4 In the last twelve months, did you call member services at PerformCare to get information?

- I talk to a case worker monthly.
- The handbook gave all the information we needed.
- They called me.
- Yes to discuss billing.
- For mental health services.
- Not sure if it was in the last year but I have called for information.
- PerformCare called me.

Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?

- Called to see who takes insurance. PerformCare asked for zip code, and I asked for list through email or text, however email was not received. Called again to explain I did not receive info about in network providers and when I finally did receive the list, providers said it was not updated and they do not take PerformCare. Other information I asked I never received a clear answer. PerformCare gives me different answers than my secondary insurance.
- For the most part.
- I contacted PerformCare to get a list of providers that I needed. They sent them to me by email. I made an appointment with one of those providers and after the appointment I was told they were not in network, and they charged me \$155. I was very upset.
- Wanted to file a grievance but I could not because of his age.

Q5 Were you given a choice of at least two (2) Providers from PerformCare regarding the type of service you were seeking?

- Called Pyramid directly.
- Did not ask about other services.
- I did not get to choose.
- Found myself.
- I called around while I was living in my car. This is where I belong.
- I called around myself but not to PerformCare.
- I called for my treatment and found this place.
- I called for the first availability.

- I came from jail (2).
- I chose myself.
- I made my own decision.
- I was informed that if I did not take the bed at Pine Ridge, I would be kicked out of inpatient at Cove Forge. I wanted to wait for a bed at the Gatehouse.
- I was misinformed about this facility. I was informed it was a work release facility. I was under the impression that this was a mandatory work facility.
- I was not sure of this.
- I was referred here by someone but not sure if it was PerformCare.
- I would have preferred to stay in Dauphin County.
- I just picked White Deer Run.
- Knew where I wanted to be placed.
- My choice.
- Not given a choice.
- I picked it myself. (3)
- Placed me here, referred.
- Provider selected.
- Referral.
- Self-picked.
- Set up for me to come here.
- Wanted adult rehab and was put here instead.
- My wife manages this.

Q6 Were you informed of the time approved for your services? (Example: BHRS hours, treatment sessions).

- Yes, 4 to 6 month program.
- Do not remember. (2)
- Assigned me straight from jail.
- No, but we already knew.
- No not yet.
- Not discussed.
- Not discussed yet.
- Not yet.
- The provider informed me of this.
- They say 3-6 months. I am told it needs to be approved on an ongoing basis. I am worried about being discharged too soon.
- They told me 14 days, but the counselor said it is only funded 2 weeks at a time.
- Was not discussed.
- We were not informed.

Q7 When you call PerformCare do staff treat you courteously and with respect.

- Absolutely. (2)
- I did not have the info.
- Have not called. (22)
- Just having a bad day.
- Not too pleased with PerformCare.
- Not too pleased with the services.
- Very helpful.
- I called the provider.
- The provider would not let me in on the calls to PerformCare.

- They call me back in a timely manner.
- Very much.
- When they call me.
- Yes, always.

Q8 Overall, are you satisfied with the interactions you have had with PerformCare?

- Had some issues with them in the past.
- I am reluctant to call again because of the experience I have had but I need the information. I require a live person for the information I need.
- No call back.
- Not thrilled but satisfied.
- Sometimes.
- They have not helped me, and I need services now.
- Yes, but I am concerned about the fact that we are not provided with basic hygiene needs and I cannot get a job.
- I was supposed to go to a different halfway house, but they would not pay for the time I would have had to wait for a bed. But they did pay for a little extension.
- I am satisfied with their services but no interactions directly.
- My insurance would not allow me to have supplements. That is what the facility said.
- My mom takes care of my needs.
- No direct interactions but I am satisfied with services.
- Problem with bed date.