



# **Consumer Satisfaction Services, Inc.**

## **Capital Region Annual Report July 2016-June 2017**

**PREPARED FOR:**

**Capital Area Behavioral Health Collaborative (CABHC)**

**Prepared By  
Consumer Satisfaction Services**

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# **Consumer Satisfaction Services, Inc.**

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**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.**

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# Executive Summary

## Survey Information

- Sample: The survey represents 1952 ( $n=1952$ ) respondents from the Capital Region including 901 Adults (46.2%) and 1051 children/adolescents (53.8%).
- Sample: Of the 901 adult consumers, 879 (97.9%) responded for themselves, 15 (1.7%) had a parent/guardian respond for them, and 7 (0.8%) responded for themselves with a parent/guardian present. Of the 1051 child/adolescent consumers, 23 (2.2%) responded for themselves, 973 (92.6%) had a parent/guardian respond for them, and 55 (5.2%) responded for themselves with a parent/guardian present.
- Level of Care: In all, 12 treatment levels of care were accessed by the respondents. 495 (25.4%) received BHRS, 359 (18.4%) received Partial Hospitalization, 284 (14.5%) received Crisis Intervention, 168 (8.6%) received D&A Outpatient Clinic, 158 (8.1%) received D&A IOP, 120 (6.1%) received After School Program, 120 (6.1%) received Peer Support, 104 (5.3%) received STAP, 82 (4.2%) received Mobile Psych Nursing, 48 (2.5%) received ACT, 11 (0.6%) received EIBS, and 3 (0.2%) received CRR Host Home.
- Methods: Data was collected by 10 interviewers.
- Treatment Facility: Data was collected from 60 Treatment Facilities in the Capital Region.
- Type: Overall, of the 1952 interviews 1790 (91.7%) were face-to-face interviews, 160 (8.2%) were conducted by phone, and 2 (0.1%) were mailed.
- County of Residence: The largest number of respondents reported residence in Lancaster County 621 (31.8%). The remaining respondents reported residence in Dauphin 616 (31.6%), Cumberland 348 (17.8%), Lebanon 314 (16.1%), and 53 Perry (2.7%).

## **Services**

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

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

- 92.9% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 92.0% My provider asks my permission before sharing my personal information Q20.
- 91.8% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 90.9% I feel comfortable in asking questions regarding my treatment Q18.
- 90.8% I am an important part of the treatment process Q26.
- 90.4% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 88.7% I trust my service provider Q22.
- 86.9% Overall, I am satisfied with the services I am receiving Q29.
- 85.7% I feel safe at this facility Q23.
- 85.3% My service provider spends adequate time with me Q19.
- 85.0% My service provider explained the advantages of my therapy or treatment Q27.

While satisfaction is generally high, further exploration is warranted regarding the following items (15% or greater for Strongly Disagree/Disagree responses):

- 15.8% When I came to this program I was given information on all the services that were available to me Q15.
- 15.5% I was given information on how to get other services that I needed Q14.

## **Outcomes**

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

Consumers describe their lives as being better as a result of their services in a majority of cases. In total, 43.5% to 69.1% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 21.8% to 34.7% of consumer's responses reflect that no change has resulted from involvement in services. Only 4.1% to 8.8% of consumer's responses reflect that things are worse as a result of services.

**We welcome questions, comments and suggestions. Please contact:**

**Abby Robinson  
C/FST Manager  
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## **Overview of Improvement Activities**

The Capital Area Behavioral Health Collaborative (CABHC) represents Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties and contracts with CSS to annually survey a sampling of Medicaid recipients in this five county area who have received mental health or addiction related services.

### **System Focus**

The CABHC contract provides for a CSS System Improvement Committee (SIC). This committee is meant to identify where specific improvements may be made with services for consumers utilizing the data gathered by the CSS surveys. There are currently 12 members in the group which includes individuals from CSS, CABHC and the five counties; consisting of providers of D&A services, Single County Authorities, county mental health agencies and representatives from Perform Care.

On June 22, 2016 the committee met at CABHC. The group had been discussing for some time the need to adjust the wording of two of survey questions. Due to consistently low satisfaction scores, questions 14 and 15 have been altered. Question 14 "I was given information on how to get other services that I needed (example: transportation, child care, employment training)"; the change replaces "other services" with "additional community resources". Question 14 will now read "I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training)". Question 15 "When I came to this program I was given information on all the services that were available to me"; will now read "My provider discussed other services that may benefit me in my treatment/recovery".

The county resource list that SIC created a number of years earlier has been updated and improved. CSS surveyors disseminate this document during each survey to ensure that consumers have as much information as possible.

### **Central Region C/FST**

The Central Region C/FST met on January 18, 2017. Instead of a traditional meeting, we met for an introduction to mindfulness mini-training. The location was Leg-Up Farm in York County. York/Adams C/FST hosted the event and gave attendees information about the facility. Leg Up is a farm, organic grocery store, and day center for individuals with intellectual disabilities. Everyone enjoyed the experience and appreciated the effort by York/Adams C/FST.

CSS scheduled and planned the Central Region C/FST meeting which took place at the Franklin Fulton Mental Health Association building in Chambersburg on April 26, 2017. York/Adams C/FST and Franklin/Fulton I/FST were in attendance along with full time staff from CSS.

### **Stakeholder Meetings**

CSS participates in the consumer run program within each county known as CSP. CSP offers consumers an opportunity to discuss issues that they have experienced when navigating the system, meet others in recovery and learn about resources and services in their community. Additionally, CSS takes part in a consumer group hosted by Perform Care and shares the information collected during the survey process.

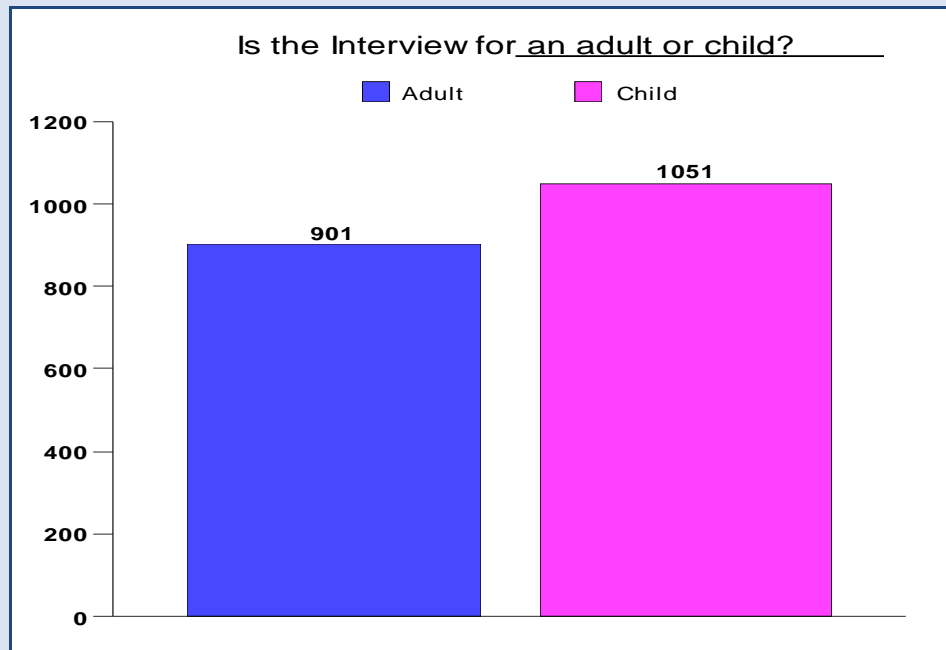
## **Request for Assistance**

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 follow up.

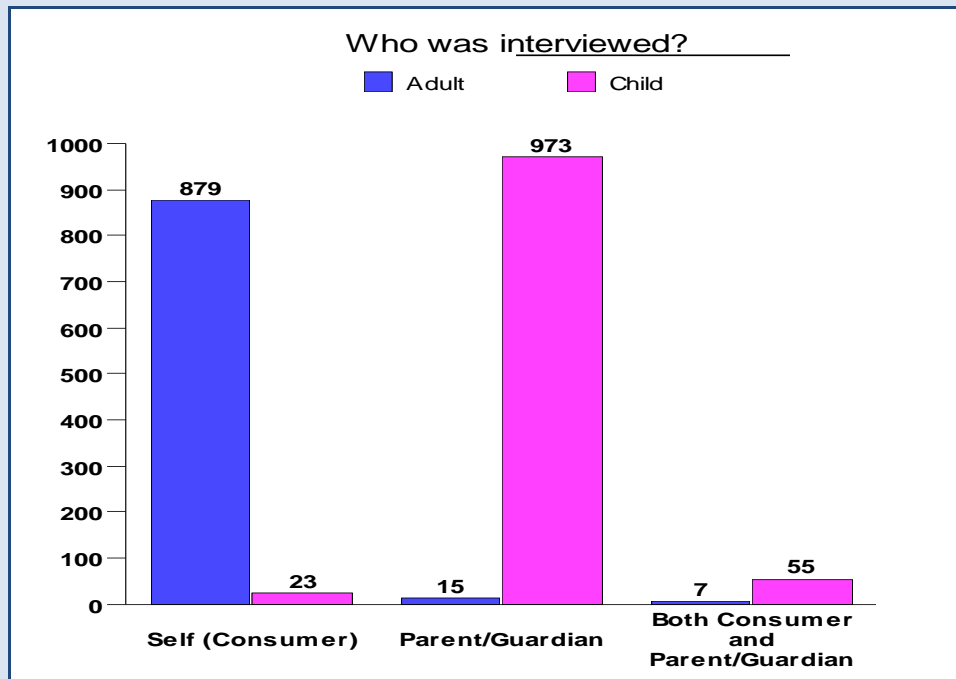
- CSS had no Requests for Assistance for the 1st Quarter 16-17.
- CSS had no Requests for Assistance for the 2nd Quarter 16-17.
- CSS had one Request for Assistance for the 3rd Quarter 16-17. The mother of a STAP consumer reported that she had transportation issues. Information received from CSS oversight at CABHC suggests that when the Member's mother was contacted by Perform Care, she no longer wanted them to contact the Provider; Perform Care took it as far as the mother allowed them to go as she did not wish to file a formal complaint. No further follow up action was required per CSS oversight.
- CSS had no Requests for Assistance for the 4th Quarter 16-17.

## Survey Information

- Sample: The survey represents 1952 ( $n=1952$ ) respondents from the Capital Region including 901 Adults (46.2%) and 1051 children/adolescents (53.8%).



- Sample: Of the 901 adult consumers, 879 (97.9%) responded for themselves, 15 (1.7%) had a parent/guardian respond for them, and 7 (0.8%) responded for themselves with a parent/guardian present. Of the 1051 child/adolescent consumers, 23 (2.2%) responded for themselves, 973 (92.6%) had a parent/guardian respond for them, and 55 (5.2%) responded for themselves with a parent/guardian present.





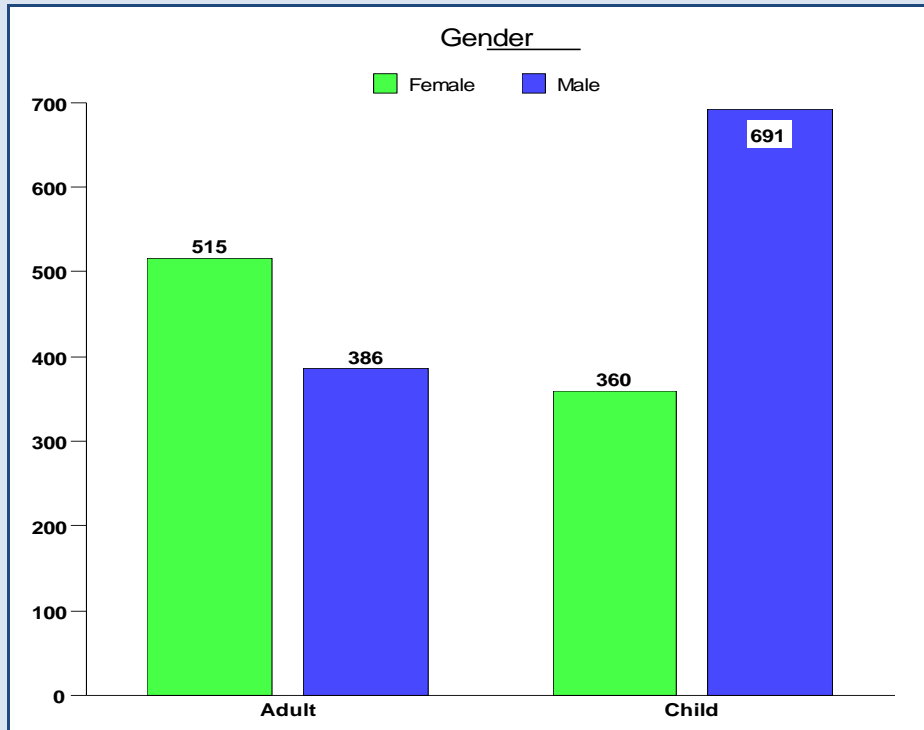
- Level of Care: In all, 12 treatment levels of care were accessed by the respondents. 495 (25.4%) received BHRS, 359 (18.4%) received Partial Hospitalization, 284 (14.5%) received Crisis Intervention, 168 (8.6%) received D&A Outpatient Clinic, 158 (8.1%) received D&A IOP, 120 (6.1%) received After School Program, 120 (601%) received Peer Support, 104 (5.3%) received STAP, 82 (4.2%) received Mobile Psych Nursing, 48 (2.5%) received ACT, 11 (0.6%) received EIBS, and 3 (0.2%) received CRR Host Home.
- Methods: Data was collected by 10 interviewers.
- Treatment Facility: Data was collected from 60 Treatment Facilities in the Capital Region.
- Type: Overall, of the 1952 interviews 1790 (91.7%) were face-to-face interviews, 160 (8.2%) were conducted by phone, and 2 (0.1%) were mailed.

Below is a table of the method of interview by county.

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Base	1952	348 17.80%	616 31.60%	621 31.80%	314 16.10%	53 2.70%
<b>Adult- Method of Interview</b>						
In Person	839	154 18.40%	263 31.30%	283 33.70%	121 14.40%	18 2.10%
Phone	62	7 11.30%	9 14.50%	31 50.00%	13 21.00%	2 3.20%
<b>Child- Method of Interview</b>						
In Person	951	181 19.00%	326 34.30%	264 27.80%	151 15.90%	29 3.00%
Phone	98	5 5.10%	18 18.40%	42 42.90%	29 29.60%	4 4.10%
Mail	2	1 50.00%	0 0	1 50.00%	0 0	0 0

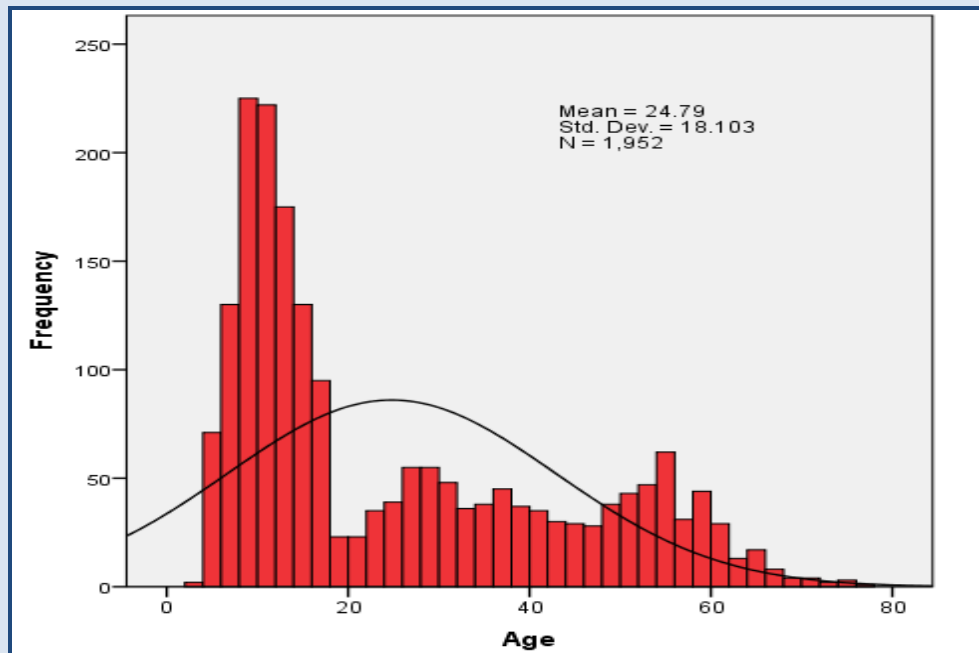
## Demographic Information

- Gender: Overall, the sample is 44.8% female (875) and 55.2% male (1077). Of the 901 adult consumers, 44.8% (515) identified as female and 35.8% (386) identified as male. Of the 1051 child consumers, 41.1% (360) identified as female and 64.2% (691) identified as male.



- Age: Age of all respondents ranged from 3-76 years, with a mean age of 24.79 (SD 18.103).

### Age of All Respondents



Age of **Adult** respondents ranged from 18-76 years, with a mean age of 41.44 (SD= 13.504).

Age of **Child** respondents ranged from 3-18 years, with a mean age of 10.52 (SD= 3.339).

- County of Residence: The largest number of respondents reported residence in Lancaster County 621 (31.8%). The remaining respondents reported residence in Dauphin 616 (31.6%), Cumberland 348 (17.8%), Lebanon 314 (16.1%), and 53 Perry (2.7%).

	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	1952	348 17.80%	616 31.60%	621 31.80%	314 16.10%	53 2.70%
Adult	901	161 17.90%	272 30.20%	314 34.90%	134 14.90%	20 2.20%
Child	1051	187 17.80%	344 32.70%	307 29.20%	180 17.10%	33 3.10%

- Race: 1191 respondents (61.0%) reported their race as White/Caucasian, 295 (15.1%) as African American, 218 (11.2%) as Hispanic/Latino, 167 (8.6%) as Multi-Racial, 38 (1.9%) as Other, 17 (0.9%) as Native American/American Indian, 15 (0.8%) as Asian/Pacific Islander, and 11 (0.6%) did not answer.

	Base	Race							
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American / American Indian	White / Caucasian	Multi-Racial	Other	Did not answer
Total	1952	295 15.10%	15 0.80%	218 11.20%	17 0.90%	1191 61.00%	167 8.60%	38 1.90%	11 0.60%
Adult	901	114 12.70%	5 0.60%	82 9.10%	9 1.00%	620 68.80%	46 5.10%	20 2.20%	5 0.60%
Child	1051	181 17.20%	10 1.00%	136 12.90%	8 0.80%	571 54.30%	121 11.50%	18 1.70%	6 0.60%

## Consumer Satisfaction

This section of the report looks at different dimensions of consumer satisfaction with services and also reports on any statistically significant difference 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) to 5 (Strongly Agree), 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.

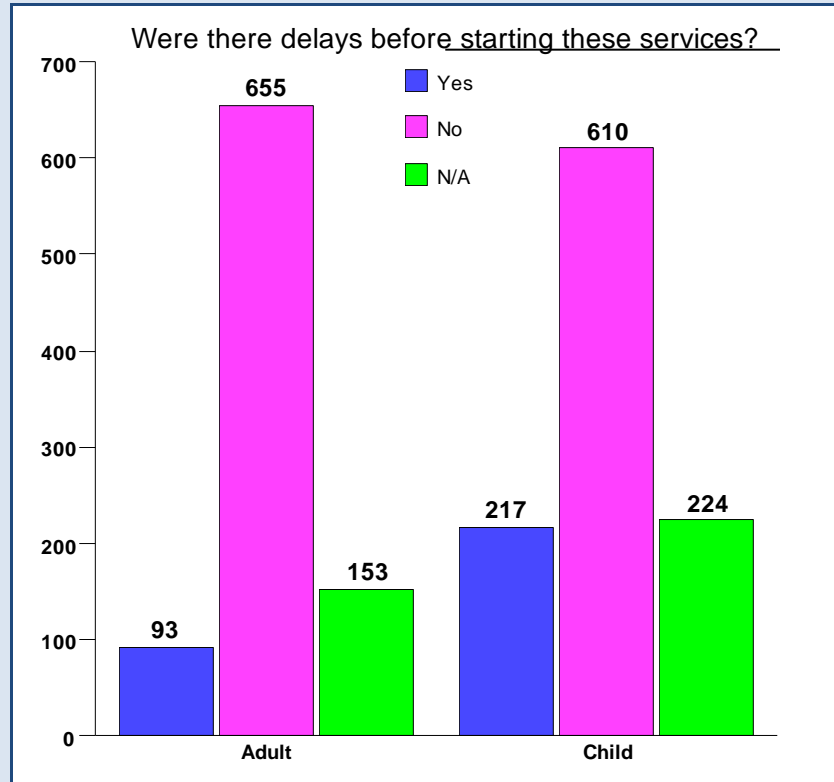
This section includes questions involving provider satisfaction surveys, service delays, and emergency treatment.

- Survey Information: Overall, 825 of the 1952 respondents (42.3%) reported they had been interviewed by their provider within the last year, 925 (47.4%) reported they had not been interviewed, 193 (9.9%) were not sure, and 9 (0.5%) reported that this question did not apply to them.

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	362	442	92	5	901
	Mean	116.03	110.18	111.83	109.10	112.70
	Std. Deviation	12.25	16.09	14.73	3.92	14.72
Child	N	463	483	101	4	1051
	Mean	113.00	108.50	110.10	114.25	110.65
	Std. Deviation	12.62	15.21	13.83	16.84	14.14

Our analysis indicates that adult and child consumers who were surveyed by their provider in the last year reported significantly higher levels of total satisfaction than those who reported they had not been surveyed by their provider in the last year.

- Service Delay:
  - Of the 901 adult consumers 93 (10.3%) reported that they experienced some delay before beginning treatment. 655 consumers (72.7%) reported no delay before beginning treatment, and 153 (17.0%) consumers felt that this question did not apply to them.
  - Of the 1051 child consumers 217 (20.6%) reported that they experienced some delay before beginning treatment. 610 consumers (58.0%) reported no delay before beginning treatment, and 224 (21.3%) consumers felt that this question did not apply to them.



Is the interview for an ADULT or CHILD		Q11 Were there delays before starting these services?			
		Yes	No	N/A	Total
Adult	N	93	655	153	901
	Mean	107.52	114.97	106.12	112.70
	Std. Deviation	17.04	14.15	12.82	14.72
Child	N	217	610	224	1051
	Mean	110.73	111.99	106.93	110.65
	Std. Deviation	16.06	13.75	12.51	14.14

Our analysis indicates significant differences in total satisfaction for both adult and child respondents. Child consumers who report that this question did not apply to them expressed higher total satisfaction than those who reported they did have a service delay and those who did not have a service delay. Adult consumers who reported that they did not experience a service delay expressed significantly higher satisfaction than those who reported they did have a delay or claimed this question did not apply to them.

**Emergency Treatment:** 269 of the 901 adult respondents (29.9%) indicated they needed emergency mental health or substance abuse service during the past year. 190 of the 1051 child respondents (18.1%) indicated they needed emergency mental health or substance abuse 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 1.332. Of the 190 child consumers who received emergency services, 5 reported that question 42a, how satisfied are you with the help you received, did not apply to them resulting in a total of 185 responses reflected below.

	Base	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
Total	454	48 10.60%	56 12.30%	12 2.60%	177 39.00%	161 35.50%
Adult	269	19 7.10%	30 11.20%	7 2.60%	100 37.20%	113 42.00%
Child	185	29 15.70%	26 14.10%	5 2.70%	77 41.60%	48 25.90%

**Mean Satisfaction Who Was Interviewed**

Is the interview for an ADULT or CHILD		Who was interviewed			
		Self (Consumer)	Parent/ Guardian	Both Consumer and Parent/ Guardian	Total
Adult	N	879	15	7	901
	Mean	112.90	103.14	107.91	112.70
	Std. Deviation	14.58	21.39	9.71	14.72
Child	N	23	973	55	1051
	Mean	109.17	110.55	113.17	110.65
	Std. Deviation	16.26	14.14	13.06	14.14

According to our analysis, adult consumers who completed the survey by themselves reported significantly higher total satisfaction than those who had their survey completed by a parent/guardian.

### Mean Satisfaction Method

Is the interview for an ADULT or CHILD		Method of Interview			
		In Person	Phone	Mail	Total
Adult	N	839	62		901
	Mean	112.14	120.24		112.70
	Std. Deviation	14.51	15.59		14.72
Child	N	951	98	2	1051
	Mean	110.54	111.83	107.98	110.65
	Std. Deviation	14.02	15.41	5.62	14.14

According to our analysis, adult consumers who completed their survey over the phone reported significantly higher total satisfaction than those who completed their survey in person.

### Mean Satisfaction County

Is the interview for an ADULT or CHILD		County of Residence					
		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Adult	N	161	272	314	134	20	901
	Mean	110.38	113.08	114.15	110.52	117.82	112.70
	Std. Deviation	17.38	14.45	14.13	12.58	14.32	14.72
Child	N	187	344	307	180	33	1051
	Mean	107.38	110.39	111.63	111.69	117.28	110.65
	Std. Deviation	13.33	14.33	14.70	12.89	14.31	14.14

According to our analysis, child consumers who reside in Cumberland County reported significantly lower total satisfaction than consumers who reside in Lancaster, Lebanon, and Perry Counties.

## Mean Satisfaction of Treatment Facilities

- Data was collected from 60 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed separately for Adult and Child/Adolescent Services for each facility. 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.

### Adult Services

Name of Treatment Facility	N	Mean	Std. Deviation
Perry Human Services	2	131.00	12.73
Naaman Center Quarryville	14	130.19	9.27
Naaman Center Elizabethville	11	129.97	13.95
Nuestra Clinica of SACA, Inc.	4	129.45	7.87
Diakon Family Life Services	6	125.29	11.96
NASR Consultant Group, Inc.	7	124.69	15.12
Naaman Center Vine Street Lancaster	21	123.83	7.57
PA Counseling Lancaster	4	123.75	12.79
Gearty & Skiles Lancaster	20	122.33	13.82
Lancaster Clinical Counseling Associates	6	120.88	12.89
White Deer Run, Inc. Lebanon	11	119.90	12.34
PA Counseling Harrisburg Locust St	9	119.69	13.80
Mazzitti and Sullivan Harrisburg	19	119.68	11.85
Wellness Counseling Associates	5	119.48	13.40
Gaudenzia Inc. Elsie Shenk	13	119.47	7.63
Mazzitti and Sullivan Middletown	7	118.93	5.00
Genesis House, Inc.	12	118.66	5.98
Gaudenzia Inc. Harrisburg	10	118.52	11.79
T.W. Ponessa & Associates Lancaster	7	118.42	8.03
Gaudenzia Inc. West Shore	21	117.59	11.50
T.W. Ponessa & Associates Harrisburg	10	117.18	9.13
Roxbury Carlisle	22	116.70	19.16
PPI	8	116.17	9.54
PA Counseling Carlisle Allison Hill	7	115.46	11.37
Behav Healthcare Corp	61	114.16	10.72
PA Counseling Lebanon	15	114.01	14.48
Gearty & Skiles Ephrata	7	113.57	16.23
Gate House	17	113.54	11.71
CMU Dauphin Co MH/MR	4	113.39	19.26
White Deer Run, Inc. Harrisburg	10	113.02	8.78
NHS Pennsylvania	62	112.87	13.33
PA Counseling Carlisle	4	112.14	17.75
Northwestern-Stevens Center	39	111.82	19.06
Lancaster County Human Services	35	111.20	16.24



Naaman Center Elizabethtown	12	111.12	12.80
Keystone Service Systems	14	110.62	16.33
Recovery Insight	31	109.00	13.38
Philhaven	192	108.38	14.90
Holcomb	7	106.47	13.79
Dauphin County Human Services	59	104.59	11.69
Holy Spirit Hospital	57	104.39	13.48
Community Services Group	16	104.09	14.49
The Milton Hershey Med Ctr	3	98.18	11.09
Total	901	112.70	14.72

### Child/Adolescent Services

Name of Treatment Facility	N	Mean	Std. Deviation
Momentum Services	1	127.81	.
Vista School	11	120.46	10.01
Chester Co Intermediate Unit	15	116.07	9.48
Laurel Life Services	36	116.02	13.26
Pennsylvania Counseling Services Inc	38	114.84	15.06
The Milton Hershey Med Ctr	2	114.55	.64
Teamcare	45	113.90	15.37
Philhaven	430	111.33	13.19
Youth Advocate Programs	55	111.07	14.20
New Story	12	110.77	14.40
Adams-Hanover	12	110.48	16.94
T W Ponessa & Assoc Counseling	139	110.09	15.84
Dauphin County Human Services	23	110.05	11.31
Franklin Family Services Inc	16	109.99	10.86
NHS Pennsylvania	39	109.70	13.50
PPI	40	109.52	14.17
Keystone Autism Services	16	109.13	12.94
PA Counseling Lancaster	1	109.00	.
Pennsylvania Comprehensive BH	9	107.52	11.30
Mazzitti and Sullivan Middletown	1	105.00	.
Holy Spirit Hospital	46	104.91	11.46
Universal Comm Behav Health	3	104.00	12.00
TrueNorth Wellness Services	18	103.88	13.08
Community Services Group	8	103.86	12.94
Northwestern-Stevens Center	10	102.28	20.25
Lancaster County Human Services	18	101.46	23.87
Mazzitti and Sullivan Lancaster	6	100.83	7.28
PA Mentor	1	99.00	.
Total	1051	110.65	14.14

## Mean Satisfaction of Level of Care

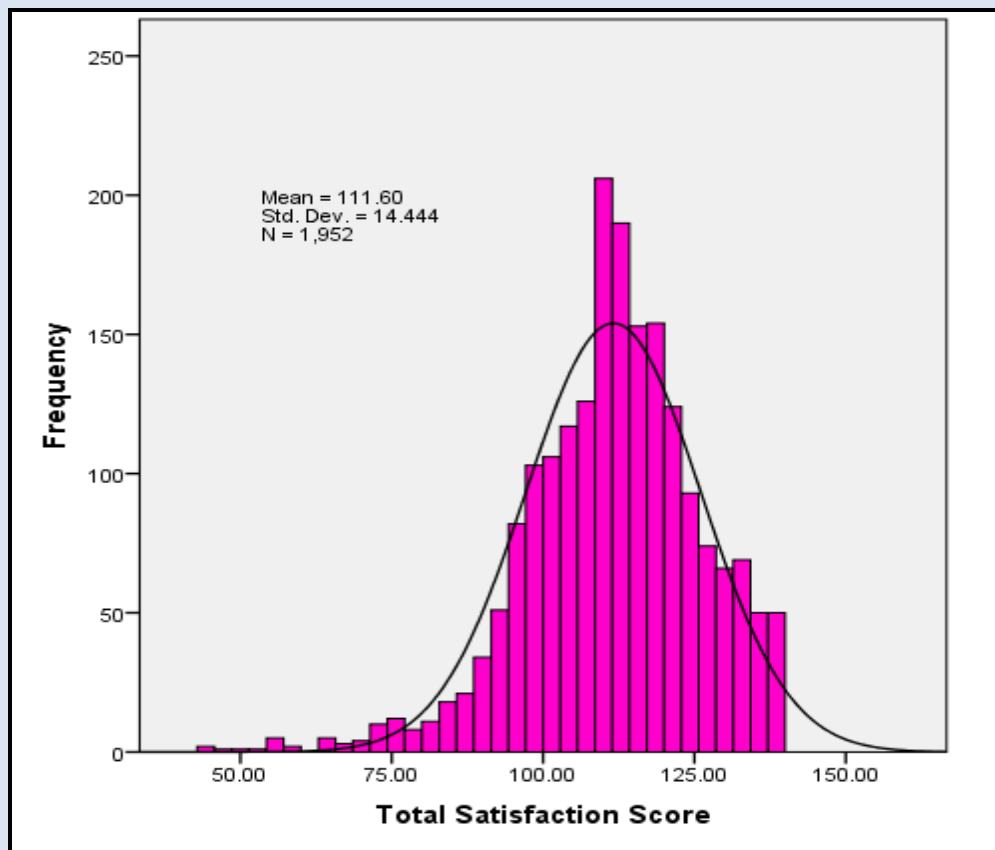
<b>Adult</b> Level of Care	N	Mean	Std. Deviation
D&A Outpatient Clinic	167	120.94	13.21
D&A IOP	151	118.07	11.99
Mobile Psych Nursing	82	113.27	11.97
ACT	48	113.20	13.34
Peer Support	120	109.29	14.80
Partial Hospitalization	151	108.80	15.66
Crisis Intervention	182	105.77	13.63
Total	901	112.70	14.72

<b>Child</b> Level of Care	N	Mean	Std. Deviation
EIBS	11	120.4617	10.00707
STAP	104	113.3829	14.70744
ASP	120	112.3516	11.19553
BHRS	495	111.3530	14.50718
Partial Hospitalization	208	109.1233	13.82987
D&A Outpatient Clinic	1	109.0000	.
Crisis Intervention	102	105.8637	14.09760
D&A IOP	7	101.4286	6.82781
CRR Host Home	3	88.1514	14.51808
Total	1051	110.6546	14.13860

## Total Satisfaction

Overall Satisfaction: CSS includes 28 questions in the Total Satisfaction Score (TSS). These are questions 13-40 on the survey. Each question has 5 possible responses that are figured into the score. The responses ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). 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 111.6 with a standard deviation 14.444 indicating some level of satisfaction overall. The TSS scores ranged from 44.83 – 140. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.

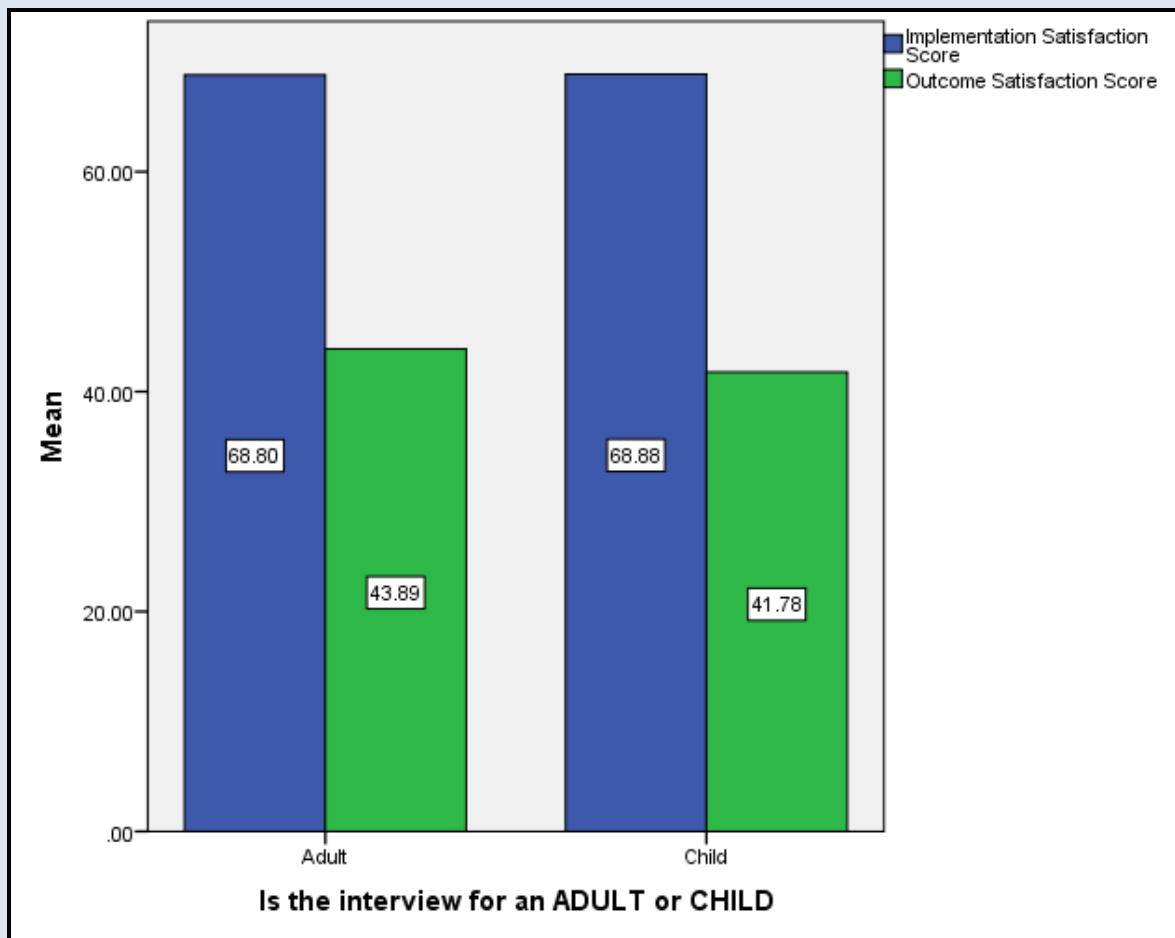


## Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 17-85. 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

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

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

- 92.9% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 92.0% My provider asks my permission before sharing my personal information Q20.
- 91.8% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 90.9% I feel comfortable in asking questions regarding my treatment Q18.
- 90.8% I am an important part of the treatment process Q26.
- 90.4% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 88.7% I trust my service provider Q22.
- 86.9% Overall, I am satisfied with the services I am receiving Q29.
- 85.7% I feel safe at this facility Q23.
- 85.3% My service provider spends adequate time with me Q19.
- 85.0% My service provider explained the advantages of my therapy or treatment Q27.

While satisfaction is generally high, further exploration is warranted regarding the following items (15% or greater for Strongly Disagree/Disagree responses):

- 15.8% When I came to this program I was given information on all the services that were available to me Q15.
- 15.5% I was given information on how to get other services that I needed Q14.

***Summary responses from the Total group of respondents (N=1952) are presented in Table 1.***

***Summary responses from the Adult group of respondents (N=901) are presented in Table 2.***

***Summary responses from the Child/Adolescent group of respondents (N=1051) are presented in Table 3.***

**Table 1 – Total Satisfaction – Services Questions**

N=1952	% 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.	81.7	11.3	2.8	0.9	3.0
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	70.5	15.5	2.9	1.2	9.5
15. When I came to this program I was given information on all the services that were available to me.	74.6	15.8	2.8	1.0	4.2
16. I have the option to change my service provider should I choose to.	80.0	8.8	3.0	1.0	7.1
17. I was informed about my rights and responsibilities regarding the treatment I have received.	91.8	3.5	3.0	0.6	2.2
18. I feel comfortable in asking questions regarding my treatment.	90.9	4.1	3.0	0.6	2.2
19. My service provider spends adequate time with me.	85.3	7.9	2.9	0.7	2.1
20. My provider asks my permission before sharing my personal information.	92.0	1.9	3.0	0.6	2.7
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	92.9	1.2	3.1	0.6	3.6
22. I trust my service provider.	88.7	5.8	2.9	0.6	1.0
23. I feel safe at this facility.	85.7	3.9	3.1	0.9	7.6
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	80.0	9.0	3.0	1.0	6.6
25. I am included in the development of my treatment/recovery plan and goals for recovery.	90.4	4.1	3.0	0.7	3.1
26. I am an important part of the treatment process.	90.8	4.2	2.9	0.6	1.6
27. My service provider explained the advantages of my therapy or treatment.	85.0	6.7	2.9	0.8	3.5
28. My service provider explained the limitations of my therapy or treatment.	80.5	8.5	2.9	0.9	4.9
29. Overall, I am satisfied with the services I am receiving.	86.9	7.5	2.9	0.7	1.5

**Table 2 – Total Satisfaction – Services Questions Adult**

N=901	% 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.	77.5	14.4	2.8	0.9	3.1
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	69.3	13.4	3.0	1.3	11.9
15. When I came to this program I was given information on all the services that were available to me.	75.1	14.8	2.8	1.0	4.3
16. I have the option to change my service provider should I choose to.	73.6	11.9	3.0	1.2	9.4
17. I was informed about my rights and responsibilities regarding the treatment I have received.	89.7	4.8	2.9	0.6	2.2
18. I feel comfortable in asking questions regarding my treatment.	89.6	4.8	2.9	0.6	2.2
19. My service provider spends adequate time with me.	86.7	6.5	2.9	0.7	1.9
20. My provider asks my permission before sharing my personal information.	90.0	2.0	3.0	0.7	3.3
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	92.0	1.9	3.0	0.6	3.1
22. I trust my service provider.	89.0	5.4	2.9	0.6	0.9
23. I feel safe at this facility.	81.8	2.9	3.3	1.1	12.3
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	71.1	12.2	3.0	1.2	10.1
25. I am included in the development of my treatment/recovery plan and goals for recovery.	89.2	4.6	3.0	0.7	3.4
26. I am an important part of the treatment process.	90.7	3.9	2.9	0.6	1.4
27. My service provider explained the advantages of my therapy or treatment.	84.7	6.7	2.9	0.8	3.9
28. My service provider explained the limitations of my therapy or treatment.	78.9	10.1	2.9	0.9	5.0
29. Overall, I am satisfied with the services I am receiving.	90.0	5.3	2.9	0.6	1.3

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

N=1051	% 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.	85.3	8.6	2.9	0.8	2.9
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	71.6	17.2	2.8	1.2	7.4
15. When I came to this program I was given information on all the services that were available to me.	74.1	16.7	2.7	1.0	4.1
16. I have the option to change my service provider should I choose to.	85.4	6.1	3.0	0.9	5.0
17. I was informed about my rights and responsibilities regarding the treatment I have received.	89.7	4.8	3.0	0.6	2.2
18. I feel comfortable in asking questions regarding my treatment.	92.0	3.5	3.0	0.6	2.1
19. My service provider spends adequate time with me.	84.1	9.0	2.8	0.8	2.3
20. My provider asks my permission before sharing my personal information.	93.7	1.9	3.0	0.5	2.1
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	93.7	0.7	3.1	0.6	4.1
22. I trust my service provider.	88.5	6.2	2.9	0.6	1.0
23. I feel safe at this facility.	89.1	4.9	3.0	0.7	3.6
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	87.5	6.2	3.0	0.8	3.5
25. I am included in the development of my treatment/recovery plan and goals for recovery.	91.3	3.8	3.0	0.6	2.8
26. I am an important part of the treatment process.	90.9	4.5	2.9	0.6	1.7
27. My service provider explained the advantages of my therapy or treatment.	85.3	6.7	2.9	0.8	3.1
28. My service provider explained the limitations of my therapy or treatment.	81.9	7.0	2.9	0.9	4.8
29. Overall, I am satisfied with the services I am receiving.	84.2	9.4	2.8	0.7	1.7



## Outcomes of Services

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

Consumers describe their lives as being better as a result of their services in a majority of cases. In total, 43.5% to 69.1% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 21.8% to 34.7% of consumer's responses reflect that no change has resulted from involvement in services. Only 4.1% to 8.8% of consumer's responses reflect that things are worse as a result of services.

*\*As there was such a high proportion of respondents in the does not apply category for Question 38, 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 below. When the Not Applicable responses are removed, 59.6% of consumers believe that services have improved their lives, 34.0% reported no change, and 6.5% reported things are worse.*

**Summary responses from the Total group of respondents (N=1952) are presented in Table 4. Summary responses from the Adult group of respondents (N=901) are presented in Table 5. Summary responses from the Child/Adolescent group of respondents (N=1051) are presented in Table 6.**

**Table 4 – Total Satisfaction – Outcomes of Services Questions**

Total N=1952	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	66.5	22.1	8.0	2.7	0.9	3.3
31. Feeling in control of my life.	60.8	26.2	7.9	2.7	1.0	5.1
32. Coping with personal crisis.	54.7	26.8	8.8	2.9	1.2	9.8
33. How I feel about myself.	63.8	24.5	6.9	2.8	0.9	4.9
34. Feeling good (hopeful) about the future.	65.3	22.0	5.0	2.9	1.1	7.7
35. Enjoying my free time.	69.1	21.8	4.1	2.8	0.9	5.0
36. Strengthening my social support network.	61.6	27.8	5.8	2.8	0.9	4.8
37. Being involved in community activities.	50.3	34.7	5.0	2.9	1.2	10.0
38. Participating with school or work activities.	43.5	24.8	4.7	3.5	1.6	27.0
39. Interacting with people in social situations.	61.0	27.7	6.0	2.8	1.0	5.3
40. Coping with specific problems or issue that led to seek services.	65.7	24.0	7.1	2.7	0.9	3.2

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

Total N=901	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	71.5	20.3	5.4	2.8	0.8	2.8
31. Feeling in control of my life.	69.1	21.3	6.5	2.7	0.8	3.0
32. Coping with personal crisis.	65.0	22.3	7.4	2.8	1.0	5.2
33. How I feel about myself.	71.4	20.5	6.0	2.7	0.8	2.1
34. Feeling good (hopeful) about the future.	74.4	18.3	4.8	2.8	0.8	2.6
35. Enjoying my free time.	67.5	22.8	5.0	2.8	0.9	4.8
36. Strengthening my social support network.	64.6	26.0	5.1	2.8	0.9	4.3
37. Being involved in community activities.	50.8	34.5	4.9	2.9	1.2	9.8
38. Participating with school or work activities.	30.1	19.4	2.3	4.2	1.8	48.2
39. Interacting with people in social situations.	63.9	25.3	5.1	2.8	1.0	5.7
40. Coping with specific problems or issue that led to seek services.	73.6	19.4	4.6	2.8	0.7	2.4

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

Total N=1051	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	62.3	23.7	10.3	2.7	0.9	3.7
31. Feeling in control of my life.	53.7	30.4	9.0	2.7	1.1	6.9
32. Coping with personal crisis.	45.8	30.6	9.9	2.9	1.4	13.7
33. How I feel about myself.	57.3	27.9	7.6	2.8	1.1	7.2
34. Feeling good (hopeful) about the future.	57.5	25.2	5.2	3.0	1.2	12.1
35. Enjoying my free time.	70.4	20.9	3.4	2.9	0.9	5.2
36. Strengthening my social support network.	59.0	29.4	6.4	2.7	1.0	5.2
37. Being involved in community activities.	49.8	34.9	5.0	2.9	1.2	10.3
38. Participating with school or work activities.	55.0	29.4	6.8	2.8	1.2	8.8
39. Interacting with people in social situations.	58.4	29.8	6.8	2.7	1.0	5.0
40. Coping with specific problems or issue that led to seek services.	58.9	28.0	9.2	2.7	0.9	3.9

## Satisfaction with the Managed Care Organization

There are nine survey questions that assess the consumer's satisfaction with their MCO, Perform Care.

- 50.9% of respondents (993 of the 1952) reported that they had received a copy of the Perform Care member handbook. 28.8% (562) did not receive a member handbook, 20.1% (392) were not sure, and 0.3% (5) reported that this question did not apply.

	Base	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	1952	993 50.90%	562 28.80%	392 20.10%	5 0.30%
<b>Adult- County of Residence</b>					
Cumberland	161	47 29.20%	63 39.10%	51 31.70%	0 0
Dauphin	272	102 37.50%	116 42.60%	54 19.90%	0 0
Lancaster	314	103 32.80%	151 48.10%	58 18.50%	2 0.60%
Lebanon	134	55 41.00%	56 41.80%	22 16.40%	1 0.70%
Perry	20	7 35.00%	10 50.00%	3 15.00%	0 0
<b>Child- County of Residence</b>					
Cumberland	187	122 65.20%	22 11.80%	42 22.50%	1 0.50%
Dauphin	344	234 68.00%	41 11.90%	68 19.80%	1 0.30%
Lancaster	307	183 59.60%	55 17.90%	69 22.50%	0 0
Lebanon	180	120 66.70%	40 22.20%	20 11.10%	0 0
Perry	33	20 60.60%	8 24.20%	5 15.20%	0 0

- 91.2% of respondents (1781 of the 1952) reported that they are aware of their right to file a complaint or grievance. 6.8% (132) were not aware of their right to file a complaint or grievance, 1.1% (2522) were not sure, and 0.9% (17) reported 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	1952	1781 91.20%	132 6.80%	22 1.10%	17 0.90%
<b>Adult- County of Residence</b>					
Cumberland	161	140 87.00%	10 6.20%	5 3.10%	6 3.70%
Dauphin	272	239 87.90%	29 10.70%	2 0.70%	2 0.70%
Lancaster	314	277 88.20%	34 10.80%	3 1.00%	0 0
Lebanon	134	118 88.10%	12 9.00%	3 2.20%	1 0.70%
Perry	20	19 95.00%	1 5.00%	0 0	0 0
<b>Child- County of Residence</b>					
Cumberland	187	174 93.00%	7 3.70%	0 0	6 3.20%
Dauphin	344	327 95.10%	12 3.50%	5 1.50%	0 0
Lancaster	307	287 93.50%	16 5.20%	3 1.00%	1 0.30%
Lebanon	180	167 92.80%	11 6.10%	1 0.60%	1 0.60%
Perry	33	33 100.00%	0 0	0 0	0 0

- 64.7% of respondents (1262 of the 1952) reported that they knew who to call to file a complaint or grievance. 28.3% (553) reported that they did not know who to call, 4.9% (95) were not sure, and 2.2% (42) reported 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	1952	1262 64.70%	553 28.30%	95 4.90%	42 2.20%
<b>Adult- County of Residence</b>					
Cumberland	161	111 68.90%	41 25.50%	6 3.70%	3 1.90%
Dauphin	272	141 51.80%	110 40.40%	17 6.30%	4 1.50%
Lancaster	314	164 52.20%	128 40.80%	15 4.80%	7 2.20%
Lebanon	134	56 41.80%	63 47.00%	8 6.00%	7 5.20%
Perry	20	12 60.00%	8 40.00%	0 0	0 0
<b>Child- County of Residence</b>					
Cumberland	187	160 85.60%	17 9.10%	5 2.70%	5 2.70%
Dauphin	344	262 76.20%	60 17.40%	20 5.80%	2 0.60%
Lancaster	307	207 67.40%	74 24.10%	18 5.90%	8 2.60%
Lebanon	180	125 69.40%	45 25.00%	4 2.20%	6 3.30%
Perry	33	24 72.70%	7 21.20%	2 6.10%	0 0

- 18.5% of respondents (362 of the 1952) reported that they had called Perform Care in the last twelve months for information. 77.2% (1506) did not call Perform Care within the last twelve months, 1.5% (29) were not sure, and 2.8% (55) reported that this question does not apply.

	Base	Q4 In the last twelve months, did you call member services at Perform Care to get information?			
		Yes	No	Not Sure	Does Not Apply
Total	1952	362 18.50%	1506 77.20%	29 1.50%	55 2.80%
<b>Adult- County of Residence</b>					
Cumberland	161	29 18.00%	114 70.80%	1 0.60%	17 10.60%
Dauphin	272	28 10.30%	236 86.80%	3 1.10%	5 1.80%
Lancaster	314	47 15.00%	255 81.20%	8 2.50%	4 1.30%
Lebanon	134	13 9.70%	114 85.10%	5 3.70%	2 1.50%
Perry	20	1 5.00%	19 95.00%	0 0	0 0
<b>Child- County of Residence</b>					
Cumberland	187	54 28.90%	116 62.00%	2 1.10%	15 8.00%
Dauphin	344	78 22.70%	258 75.00%	4 1.20%	4 1.20%
Lancaster	307	74 24.10%	223 72.60%	5 1.60%	5 1.60%
Lebanon	180	32 17.80%	144 80.00%	1 0.60%	3 1.70%
Perry	33	6 18.20%	27 81.80%	0 0	0 0

- 86.7% of those that requested information from Perform Care (314 of the 362) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 11.6% (42) were not able to get information without delays, and 1.7% (6) were not sure.

	Base	Q4A I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.		
		Yes	No	Not Sure
Total	362	314 86.70%	42 11.60%	6 1.70%
<b>Adult- County of Residence</b>				
Cumberland	25	23 92.00%	1 4.00%	1 4.00%
Dauphin	30	24 80.00%	5 16.70%	1 3.30%
Lancaster	46	43 93.50%	3 6.50%	0 0
Lebanon	16	13 81.30%	3 18.80%	0 0
Perry	1	1 100.00%	0 0	0 0
<b>Child- County of Residence</b>				
Cumberland	51	41 80.40%	8 15.70%	2 3.90%
Dauphin	77	69 89.60%	7 9.10%	1 1.30%
Lancaster	73	64 87.70%	9 12.30%	0 0
Lebanon	37	32 86.50%	4 10.80%	1 2.70%
Perry	6	4 66.70%	2 33.30%	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.*

- 66.1% of respondents (1146 of 1734) were given a choice of at least 2 providers regarding the type of service they were seeking. 26.4% of respondents (458) reported that they were not given a choice, and 7.5% (130) were not sure.

	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
Total	1734	1146 66.10%	458 26.40%	130 7.50%
<b>Adult- County of Residence</b>				
Cumberland	117	55 47.00%	46 39.30%	16 13.70%
Dauphin	246	142 57.70%	78 31.70%	26 10.60%
Lancaster	279	153 54.80%	100 35.80%	26 9.30%
Lebanon	125	67 53.60%	44 35.20%	14 11.20%
Perry	11	7 63.60%	4 36.40%	0 0
<b>Child- County of Residence</b>				
Cumberland	137	101 73.70%	23 16.80%	13 9.50%
Dauphin	330	264 80.00%	56 17.00%	10 3.00%
Lancaster	286	191 66.80%	78 27.30%	17 5.90%
Lebanon	175	141 80.60%	27 15.40%	7 4.00%
Perry	28	25 89.30%	2 7.10%	1 3.60%

*\*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.*



- 82.2% of respondents (1465 of 1783) were informed of the time approved for their services. 13.6% of respondents (242) were not informed of the time approved for services, and 4.3% (76) were not sure.

	Base	Q6 I was informed of the time approved for my services. (Example: BHRS hours, treatment sessions)		
		Yes	No	Not Sure
Total	1783	1465 82.20%	242 13.60%	76 4.30%
<b>Adult- County of Residence</b>				
Cumberland	116	72 62.10%	35 30.20%	9 7.80%
Dauphin	240	171 71.30%	49 20.40%	20 8.30%
Lancaster	296	201 67.90%	73 24.70%	22 7.40%
Lebanon	130	98 75.40%	21 16.20%	11 8.50%
Perry	14	13 92.90%	0 0	1 7.10%
<b>Child- County of Residence</b>				
Cumberland	144	128 88.90%	13 9.00%	3 2.10%
Dauphin	338	318 94.10%	15 4.40%	5 1.50%
Lancaster	300	263 87.70%	32 10.70%	5 1.70%
Lebanon	176	172 97.70%	4 2.30%	0 0
Perry	29	29 100.00%	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.*

- 93.0% of respondents (715 of the 769) report when they call Perform Care staff treats them courteously and with respect. 3.1% (24) reported that Perform Care staff did not treat them courteously and with respect, and 3.9% (30) were not sure.

	Base	Q7 When I call Perform Care staff treats me courteously and with respect.		
		Yes	No	Not Sure
Total	769	715 93.00%	24 3.10%	30 3.90%
<b>Adult- County of Residence</b>				
Cumberland	39	33 84.60%	2 5.10%	4 10.30%
Dauphin	93	85 91.40%	5 5.40%	3 3.20%
Lancaster	120	112 93.30%	3 2.50%	5 4.20%
Lebanon	19	18 94.70%	1 5.30%	0 0
Perry	3	3 100.00%	0 0	0 0
<b>Child- County of Residence</b>				
Cumberland	71	65 91.50%	2 2.80%	4 5.60%
Dauphin	201	187 93.00%	7 3.50%	7 3.50%
Lancaster	173	164 94.80%	2 1.20%	7 4.00%
Lebanon	37	36 97.30%	1 2.70%	0 0
Perry	13	12 92.30%	1 7.70%	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.*

- 95.5% of respondents (1237 of 1295) report overall they are satisfied with their interactions with Perform Care. 2.3% of respondents (30) report overall they are not satisfied with their interactions with Perform Care, and 2.2% (28) were not sure.

	Base	Q8 Overall, I am satisfied with the interactions I have had with Perform Care.		
		Yes	No	Not Sure
Total	1295	1237 95.50%	30 2.30%	28 2.20%
Adult- County of Residence				
Cumberland	64	61 95.30%	2 3.10%	1 1.60%
Dauphin	168	163 97.00%	3 1.80%	2 1.20%
Lancaster	185	175 94.60%	3 1.60%	7 3.80%
Lebanon	115	111 96.50%	1 0.90%	3 2.60%
Perry	5	5 100.00%	0 0	0 0
Child- County of Residence				
Cumberland	84	81 96.40%	3 3.60%	0 0
Dauphin	267	251 94.00%	8 3.00%	8 3.00%
Lancaster	215	206 95.80%	4 1.90%	5 2.30%
Lebanon	176	170 96.60%	4 2.30%	2 1.10%
Perry	16	14 87.50%	2 12.50%	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.*