



Consumer Satisfaction Services, Inc.

**Capital Region
2nd Quarter 2023**

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 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, however telephone was the preferred method for the majority of this feedback. 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 survey consists of 45 questions that cover topics including satisfaction with PerformCare, satisfaction with services being received, and the impact of services on over-all life improvement.

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. These 28 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) 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. 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=481) 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 481 (n=481) respondents from the Capital Region including 313 adult consumers (65.1%) and 168 child/adolescent (34.9%) consumers.
- Sample: Of the 313 adult consumers, 294 (93.9%) responded for themselves, 11 (3.5%) had a parent/guardian respond for them, and 8 (2.6%) responded for themselves with the additional input of a parent/guardian. Of the 168 child/adolescent consumers, 5 (3.0%) responded for themselves, 160 (95.2%) had a parent/guardian respond for them, and 3 (1.8%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 4 treatment levels of care were utilized by respondents and are included in this reporting period, 175 (36.4%) Mental Health Inpatient, 172 (35.8%) Targeted Case Management-Blended Case Management, 105 (21.8%) Targeted Case Management-Resource Coordination, and 29 (6.0%) Targeted Case Management-Intensive Case Management.
- Methods: Data was collected by 6 interviewers.
- Treatment Facility: Data was collected pertaining to 22 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 481 interviews, 128 (26.6%) were conducted in person and 353 (73.4%) were conducted by phone.

Services

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.

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

- 94.6% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 92.5% Your provider asks your permission before sharing your personal information Q20.
- 92.1% You feel comfortable in asking questions regarding your treatment Q18.
- 91.9% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 91.3% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 89.4% You are an important part of the treatment process Q26.
- 85.7% Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.) Q15.
- 85.4% You trust your service provider Q22.

- 85.0% Your provider informed you who to call if you have questions about your mental health or substance use services Q13.
- 85.0% Your service provider explained the advantages of therapy or treatment Q27.

** You feel safe at this facility Q23. A high number of respondents reported that this question did not apply to them. With these cases removed, 84.2% agreed or strongly agreed, 4.6% reported no change, and 11.2% disagreed or strongly disagreed. This is a more accurate representation of the data.*

Outcomes of Services

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

Respondents describe their lives as being better as a result of their services in the majority of cases. In total, 53.8% to 80.5% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 15.8% to 27.2% of responses reflect that no change has resulted from involvement in services. Finally, 3.1% to 9.1% of responses reflect things are worse as a result of services.

**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, 69.1% reported that participating with school or work is better or much better, 21.3% reported no change, and 9.6% reported this as worse or much worse. This is a more accurate representation of the data.*

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 2nd 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.

Survey Information

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- **Sample:** Of the 313 adult consumers, 294 (93.9%) responded for themselves, 11 (3.5%) had a parent/guardian respond for them, and 8 (2.6%) responded for themselves with the additional input of a parent/guardian. Of the 168 child/adolescent consumers, 5 (3.0%) responded for themselves, 160 (95.2%) had a parent/guardian respond for them, and 3 (1.8%) responded for themselves with the additional input of a parent/guardian.
- **Level of Care:** In all, 4 treatment levels of care were utilized by respondents and are included in this reporting period, 175 (36.4%) Mental Health Inpatient, 172 (35.8%) Targeted Case Management-Blended Case Management, 105 (21.8%) Targeted Case Management-Resource Coordination, and 29 (6.0%) Targeted Case Management-Intensive Case Management.
- **Methods:** Data was collected by 6 interviewers.
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- **Type:** Overall, of the 481 interviews, 128 (26.6%) were conducted in person and 353 (73.4%) were conducted by phone.

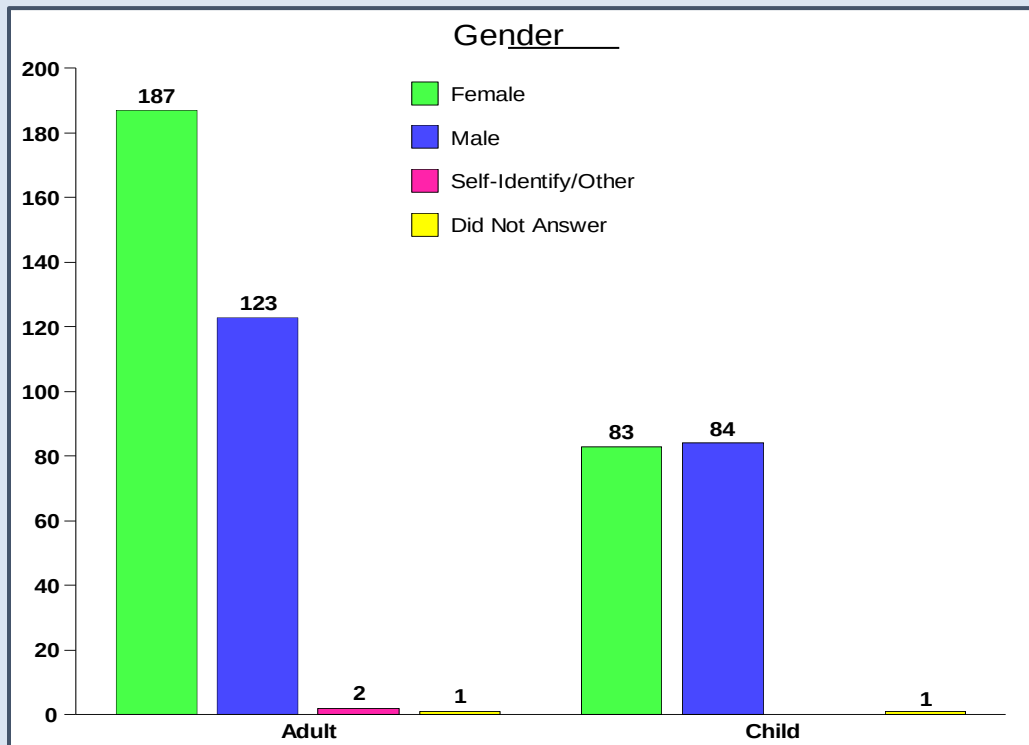
County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster (41.4%). The remaining respondents reported residence in Lebanon (20.6%), Cumberland (18.5%), Dauphin (17.0%), and Perry County (2.5%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	481	89 18.50%	82 17.00%	199 41.40%	99 20.60%	12 2.50%
Age Type						
Adult	313	64 20.40%	59 18.80%	114 36.40%	70 22.40%	6 1.90%
Child	168	25 14.90%	23 13.70%	85 50.60%	29 17.30%	6 3.60%

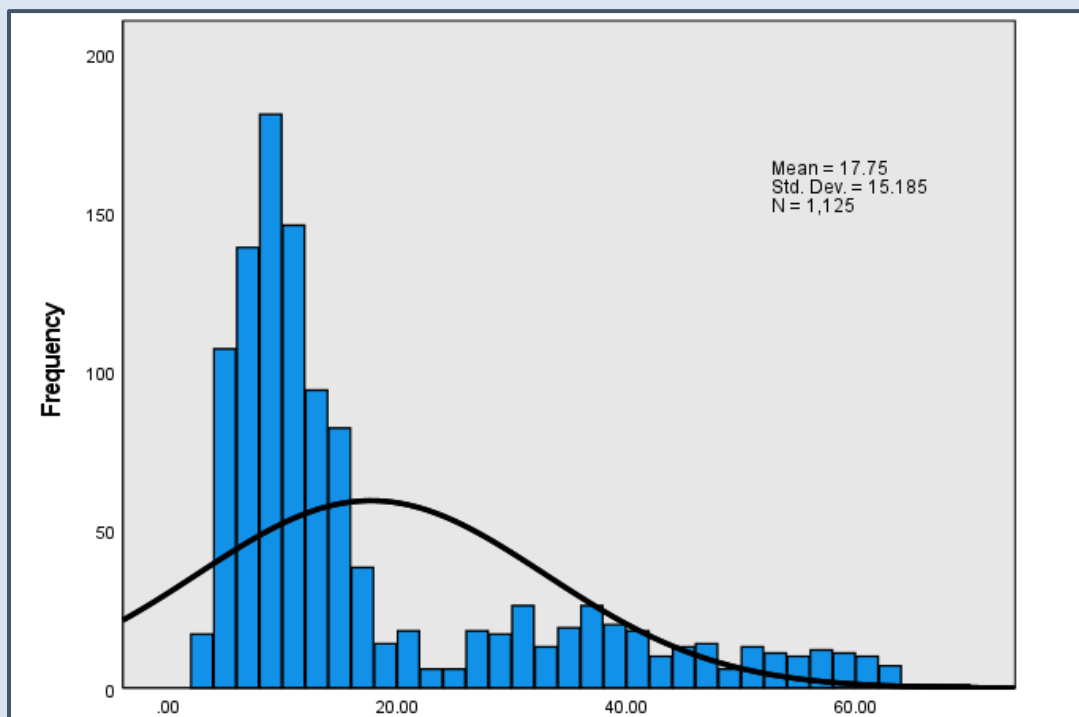
Demographic Information

Gender: Overall, the sample is 56.1% Female (270), 20.7% Male (207), 0.4% Self-Identify Other (2), and 0.4% Did Not Answer (2).



Age: Age of all respondents ranged from 6-81 years, with a mean age of 31.15 (SD 18.163).

Age of All Respondents



Race: 481 respondents (70.0%) reported their race as White/Caucasian, 50 (10.4%) as African American, 43 (8.9%) as Hispanic/Latino, 39 (8.1%) as Multi-Racial, 4 (0.8%) as Asian/Pacific Islander, 4 (0.8%) Did Not Answer, and 3 (0.6%) as Native American/American Indian, and 1 (0.2%) as Other.

	Total	Race							
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American/American Indian	White/Caucasian	Multi-Racial	Other	Did Not Answer
Total	481	50 10.40%	4 0.80%	43 8.90%	3 0.60%	337 70.10%	39 8.10%	1 0.20%	4 0.80%
Age Type									
Adult	313	37 11.80%	4 1.30%	20 6.40%	3 1.00%	235 75.10%	12 3.80%	0 0	2 0.60%
Child	168	13 7.70%	0 0	23 13.70%	0 0	102 60.70%	27 16.10%	1 0.60%	2 1.20%

Consumer Satisfaction

This section of the report looks at different dimensions of consumer satisfaction with 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 (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, 218 of the 481 respondents (45.3%) reported they had been interviewed by their provider within the last year, 203 (42.2%) reported they had not been interviewed, and 60 (12.5%) 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	481	218 45.30%	203 42.20%	60 12.50%	0 0
Age Type					
Adult	313	146 46.60%	131 41.90%	36 11.50%	0 0
Child	168	72 42.90%	72 42.90%	24 14.30%	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	146	113.09	12.43
	No	131	108.90	14.41
	Not sure	36	118.28	9.76
	Total	313	111.93	13.35
Child	Yes	72	114.48	11.25
	No	72	106.15	18.41
	Not sure	24	110.90	14.30
	Total	168	110.40	15.53

Our analysis indicates that adult 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 and those who were not sure.

Our analysis indicates that 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 481 respondents, 56 (11.6%) reported that they experienced some delay before beginning treatment. 401 respondents (83.4%) reported no delay before beginning treatment, and 24 (5.0%) reported that this question did not apply to them.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	481	56 11.60%	401 83.40%	24 5.00%
Age Type				
Adult	313	37 11.80%	260 83.10%	16 5.10%
Child	168	19 11.30%	141 83.90%	8 4.80%

Emergency Treatment: 145 of the 481 respondents (30.1%) indicated they needed emergency mental health or substance use service during the past year, 331 respondents (68.8%) reported that they did not need emergency service, and 5 respondents (1.0%) were unsure.

- 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 3.52 with a standard deviation of 1.448.

	Total	Q42a If yes, how satisfied are you with the help you received?					
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied	Does Not Apply
Total	145	24 16.60%	17 11.70%	5 3.40%	55 37.90%	42 29.00%	2 1.40%
Age Type							
Adult	82	10 12.20%	6 7.30%	3 3.70%	33 40.20%	29 35.40%	1 1.20%
Child	63	14 22.20%	11 17.50%	2 3.20%	22 34.90%	13 20.60%	1 1.60%

Mean Satisfaction of Treatment Facilities

- Data was collected from 22 Treatment Providers 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.

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
YORK HOSPITAL INPATIENT PSYCH UNIT	2	129.46	3.59
BROOKE GLENN BEHAVIORAL HOSPITAL	5	117.19	11.66
TOWER BEHAVIORAL HEALTH	4	117.12	18.26
WELLSPAN PHILHAVEN INPATIENT	25	116.62	8.24
MALVERN BEHAVIORAL HEALTH	1	115.93	0.00
LANCASTER COUNTY BH/DS	63	114.71	9.90
PENN STATE HOLY SPIRIT MEDICAL CENTER	35	114.70	16.20
NHS STEVENS CENTER 33 STATE AVE	37	114.13	13.68
CMU	54	112.08	10.51
COMMUNITY SERVICES GROUP INC	52	111.92	12.12
(SAM) SERVICE ACCESS AND MANAGEMENT INC.	66	111.36	12.96
UHS OF PENNSYLVANIA INC	6	110.28	23.16
FOUNDATIONS BEHAVIORAL HEALTH	3	109.83	12.17
LANCASTER BEHAVIORAL HEALTH	53	107.99	20.53
KEYSTONE SERVICE SYSTEM INC	5	107.80	7.28
PENNSYLVANIA PSYCHIATRIC INSTITUTE	18	107.79	17.02
THE HORSHAM CLINIC	8	105.87	14.81
ROXBURY PSYCHIATRIC HOSPITAL	14	105.85	14.54
BELMONT BEHAVIORAL HEALTH LLC	16	103.35	11.18
HAVEN BEHAVIORAL HEALTH	4	102.15	10.76
FAIRMOUNT BEHAVIORAL HEALTH SYSTEM	5	100.80	10.26
FRIENDS BEHAVIORAL HEALTH SYSTEM LP	5	92.39	19.79
Total	481	111.40	14.15

Adult			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
YORK HOSPITAL INPATIENT PSYCH UNIT	2	129.46	3.59
BROOKE GLENN BEHAVIORAL HOSPITAL	5	117.19	11.66
MALVERN BEHAVIORAL HEALTH	1	115.93	0.00
PENN STATE HOLY SPIRIT MEDICAL CENTER	28	114.62	17.46
WELLSPAN PHILHAVEN INPATIENT	17	114.49	7.26
NHS STEVENS CENTER 33 STATE AVE	28	114.46	13.86
TOWER BEHAVIORAL HEALTH	3	114.15	21.15
COMMUNITY SERVICES GROUP INC	33	112.88	12.26
LANCASTER COUNTY BH/DS	25	112.64	8.81
(SAM) SERVICE ACCESS AND MANAGEMENT INC.	48	112.10	12.23
LANCASTER BEHAVIORAL HEALTH	41	111.50	15.03
CMU	38	111.47	11.56
THE HORSHAM CLINIC	4	108.48	15.36
PENNSYLVANIA PSYCHIATRIC INSTITUTE	10	108.20	17.07
ROXBURY PSYCHIATRIC HOSPITAL	7	108.13	10.94
KEYSTONE SERVICE SYSTEM INC	5	107.80	7.28
FOUNDATIONS BEHAVIORAL HEALTH	1	107.48	0.00
BELMONT BEHAVIORAL HEALTH LLC	4	107.21	5.05
UHS OF PENNSYLVANIA INC	2	102.46	42.84
HAVEN BEHAVIORAL HEALTH	4	102.15	10.76
FAIRMOUNT BEHAVIORAL HEALTH SYSTEM	3	98.99	13.86
FRIENDS BEHAVIORAL HEALTH SYSTEM LP	4	95.73	21.16
Total	313	111.93	13.35

Child/Adolescent			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
TOWER BEHAVIORAL HEALTH	1	126.00	0.00
WELLSPAN PHILHAVEN INPATIENT	8	121.13	8.84
LANCASTER COUNTY BH/DS	38	116.07	10.45
PENN STATE HOLY SPIRIT MEDICAL CENTER	7	115.05	10.68
UHS OF PENNSYLVANIA INC	4	114.19	14.85
CMU	16	113.54	7.56
NHS STEVENS CENTER 33 STATE AVE	9	113.10	13.87
FOUNDATIONS BEHAVIORAL HEALTH	2	111.00	16.97
COMMUNITY SERVICES GROUP INC	19	110.25	12.01
(SAM) SERVICE ACCESS AND MANAGEMENT INC.	18	109.38	14.94
PENNSYLVANIA PSYCHIATRIC INSTITUTE	8	107.29	18.13
ROXBURY PSYCHIATRIC HOSPITAL	7	103.57	18.06
FAIRMOUNT BEHAVIORAL HEALTH SYSTEM	2	103.50	3.54
THE HORSHAM CLINIC	4	103.25	16.05
BELMONT BEHAVIORAL HEALTH LLC	12	102.06	12.50
LANCASTER BEHAVIORAL HEALTH	12	95.99	31.13
FRIENDS BEHAVIORAL HEALTH SYSTEM LP	1	79.00	0.00
Total	168	110.40	15.53

Mean Satisfaction Level of Care

Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
RC TCM (Resource Coordination)	105	114.22	13.02
ICM TCM (Intensive Case Management)	29	113.87	11.13
BCM TCM (Blended Case Management)	172	111.76	11.92
Mental Health Inpatient	175	108.94	16.72
Total	481	111.40	14.15

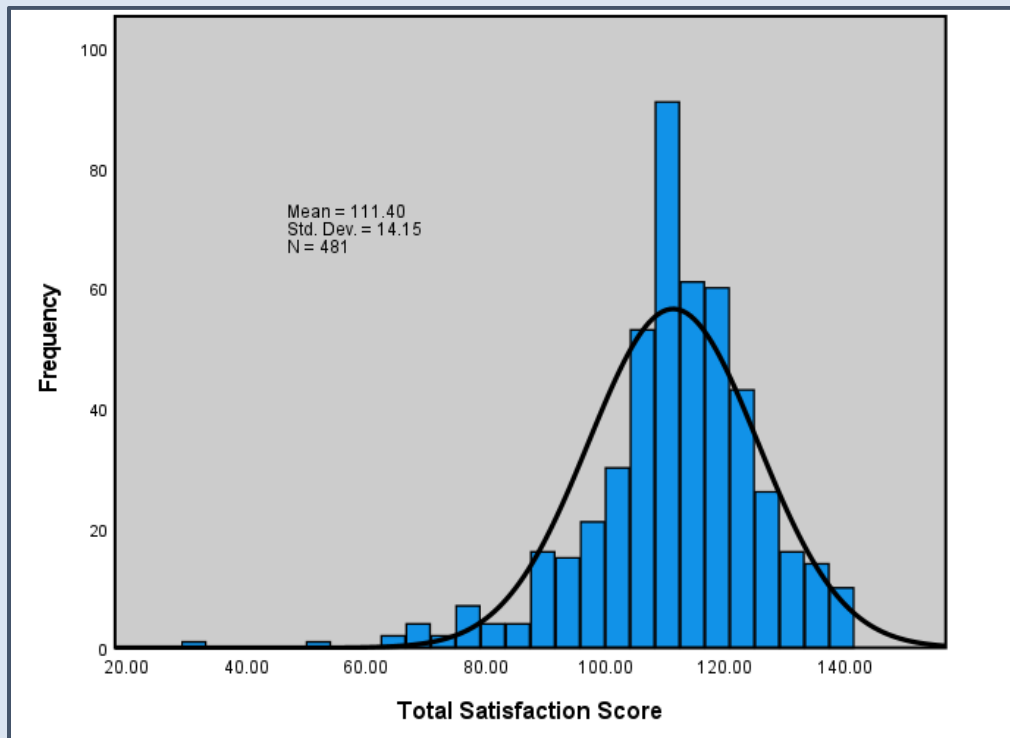
Adult Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
ICM TCM (Intensive Case Management)	25	114.59	10.78
RC TCM (Resource Coordination)	55	112.66	14.76
BCM TCM (Blended Case Management)	119	112.11	11.94
Mental Health Inpatient	114	110.80	14.53
Total	313	111.93	13.35

Child/Adolescent Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
RC TCM (Resource Coordination)	50	115.92	10.67
BCM TCM (Blended Case Management)	53	110.95	11.94
ICM TCM (Intensive Case Management)	4	109.38	13.99
Mental Health Inpatient	61	105.45	19.86
Total	168	110.40	15.53

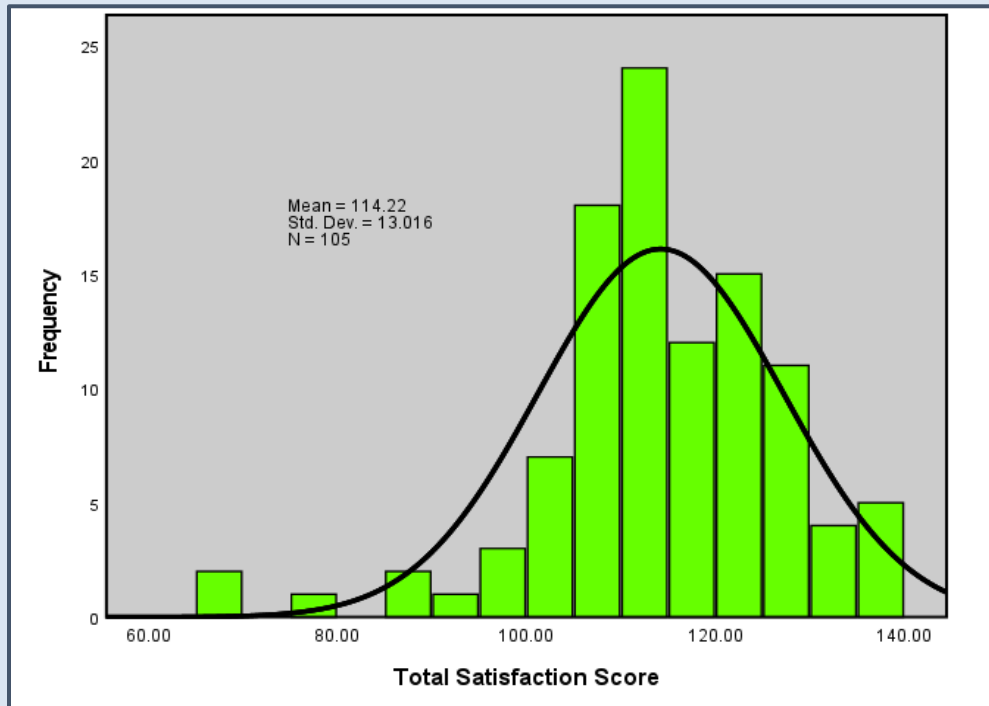
Total Satisfaction

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.

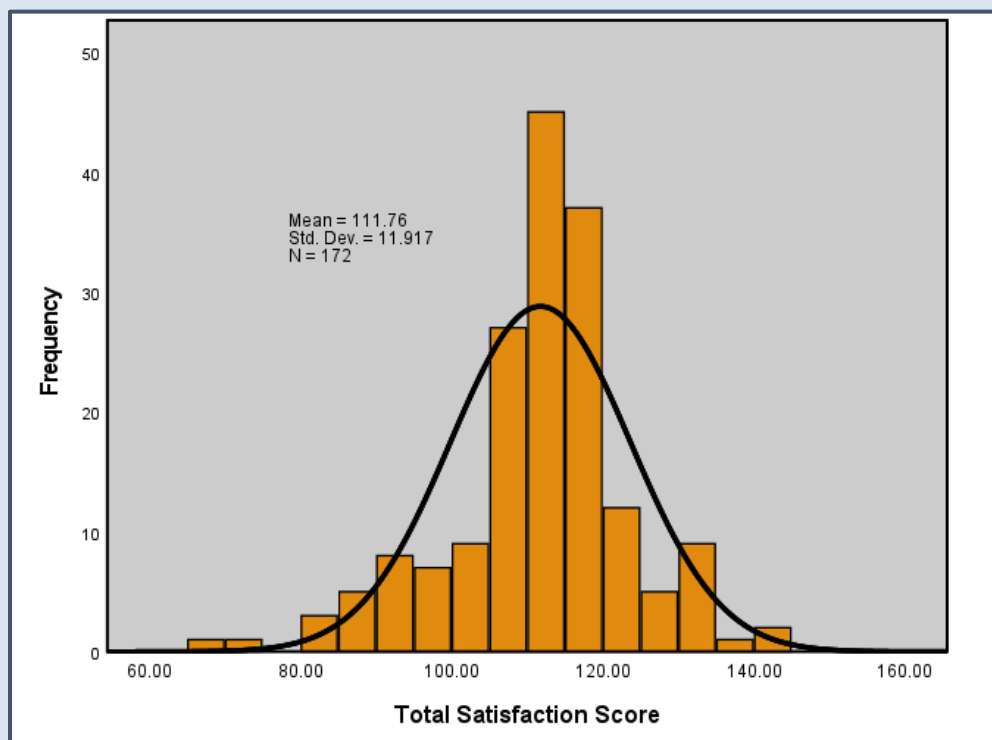
- The overall mean for all respondents for Total Satisfaction Score (TSS) was 111.40 with a standard deviation of 14.15 indicating some level of satisfaction. The TSS scores ranged from 32.0–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all Targeted Case Management-Resource Coordination respondents for Total Satisfaction Score (TSS) was 114.22 with a standard deviation of 13.016 indicating a high level of satisfaction. The TSS scores ranged from 67.87–137.87. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



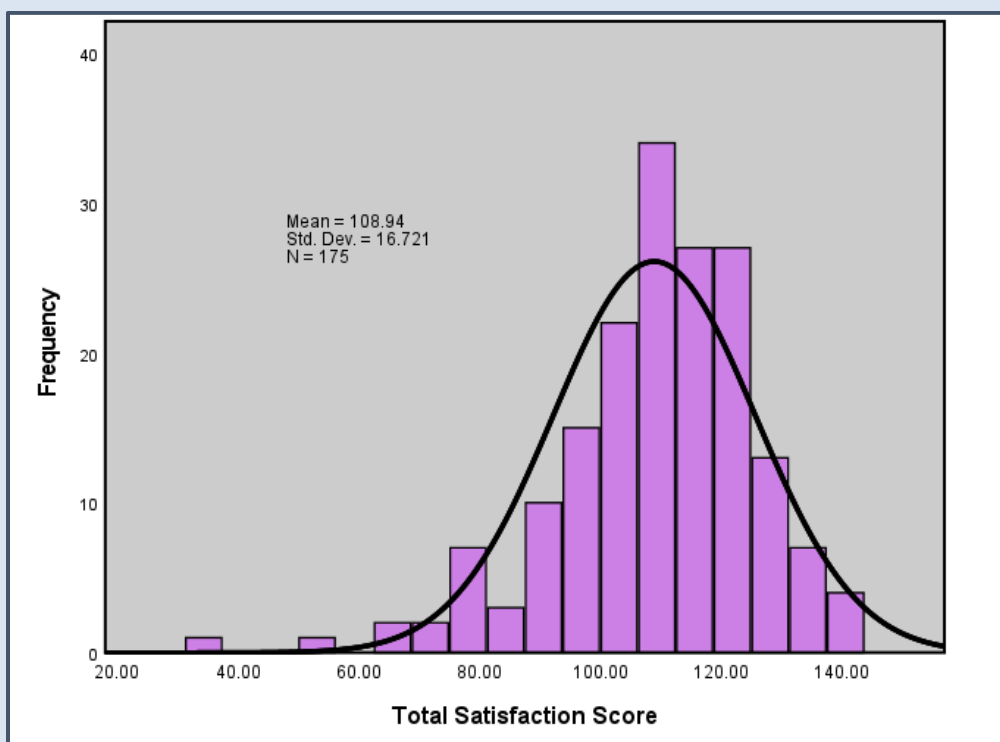
- The overall mean for Targeted Case Management-Blended Case Management respondents for Total Satisfaction Score (TSS) was 111.76 with a standard deviation of 11.917 indicating some level of satisfaction. The TSS scores ranged from 69.45–140.00. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all Targeted Case Management-Intensive Case Management respondents for Total Satisfaction Score (TSS) was 113.87 with a standard deviation of 11.133 indicating a high level of satisfaction. The TSS scores ranged from 95.79–137.75. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all Mental Health Inpatient respondents for Total Satisfaction Score (TSS) was 108.94 with a standard deviation of 16.721 indicating some level of satisfaction. The TSS scores ranged from 32.00–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

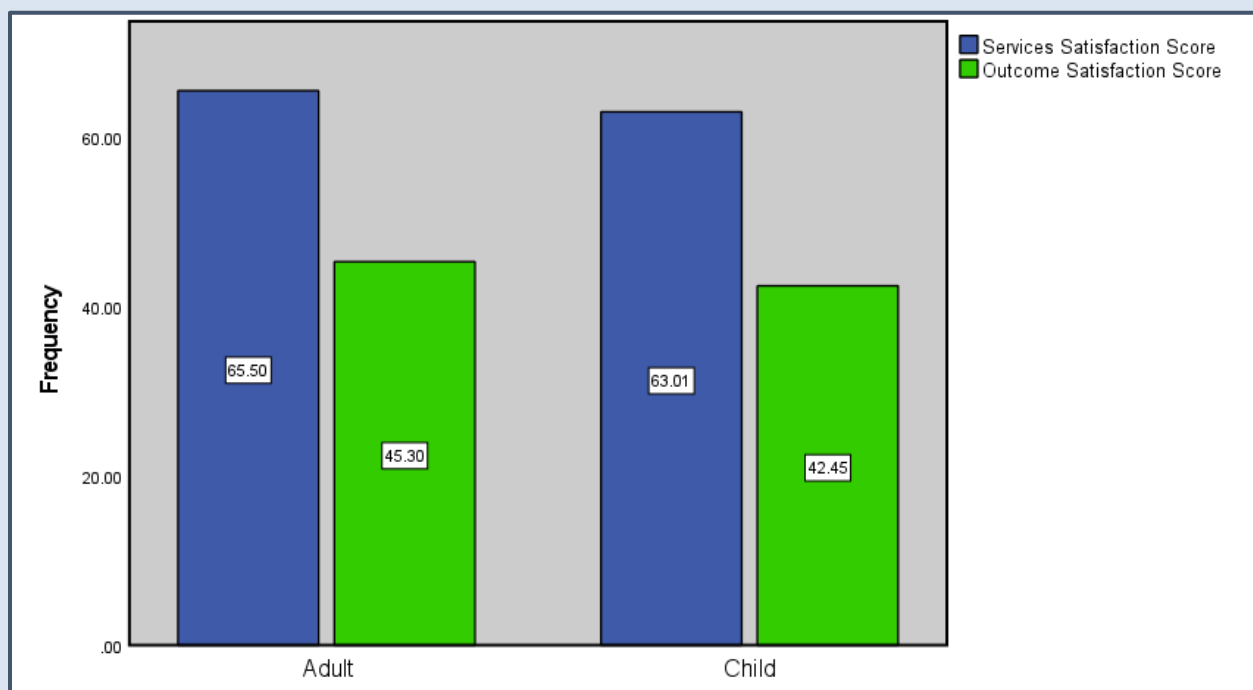


Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 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 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.

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

- 94.6% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 92.5% Your provider asks your permission before sharing your personal information Q20.
- 92.1% You feel comfortable in asking questions regarding your treatment Q18.
- 91.9% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 91.3% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 89.4% You are an important part of the treatment process Q26.
- 85.7% Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.) Q15.
- 85.4% You trust your service provider Q22.
- 85.0% Your provider informed you who to call if you have questions about your mental health or substance use services Q13.
- 85.0% Your service provider explained the advantages of therapy or treatment Q27.

** You feel safe at this facility Q23. A high number of respondents reported that this question did not apply to them. With these cases removed, 84.2% agreed or strongly agreed, 4.6% reported no change, and 11.2% disagreed or strongly disagreed. This is a more accurate representation of the data.*

Summary responses from the Total group of respondents (N=481) are presented in Table 1.

Summary responses from the Adult group of respondents (N=313) are presented in Table 2.

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

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=481	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.	85.0	9.6	2.8	0.6	0.0
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	79.6	11.6	2.8	0.8	2.1
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.).	85.7	9.8	2.8	0.7	1.0
16. You have the option to change your service provider should you choose to.	81.3	8.7	2.8	0.8	2.3
17. You were informed about your rights and responsibilities regarding the treatment you received.	91.9	4.6	2.9	0.5	0.6
18. You feel comfortable in asking questions regarding your treatment.	92.1	6.0	2.9	0.5	0.0
19. Your service provider spends adequate time with you.	82.7	10.8	2.7	0.6	0.0
20. Your provider asks your permission before sharing your personal information.	92.5	2.9	3.0	0.5	1.5
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	94.6	2.7	3.0	0.5	1.2
22. You trust your service provider.	85.4	6.7	2.8	0.7	1.0
23. You feel safe at this facility.	49.9	6.7	4.1	1.7	40.7
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	84.8	10.0	2.8	0.7	1.2
25. You are included in the development of your treatment/recovery plan and goals for recovery.	91.3	6.0	2.9	0.5	0.2
26. You are an important part of the treatment process.	89.4	7.5	2.8	0.6	0.4
27. Your service provider explained the advantages of therapy or treatment.	85.0	7.9	2.8	0.6	0.8
28. Your service provider explained the limitations of therapy or treatment.	83.4	8.9	2.8	0.7	1.0
29. Overall, you are satisfied with the services received/are receiving.	84.8	10.4	2.7	0.6	0.0

Table 2 – Total Satisfaction – Services Questions – Adult Respondents

N=313	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.	85.0	9.6	2.3	0.6	0.0
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	81.2	11.2	2.8	0.8	2.2
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.).	85.9	9.6	2.8	0.7	0.6
16. You have the option to change your service provider should you choose to.	81.2	9.6	2.8	0.7	1.6
17. You were informed about your rights and responsibilities regarding the treatment you received.	91.4	5.1	2.9	0.5	0.6
18. You feel comfortable in asking questions regarding your treatment.	91.4	6.4	2.8	0.5	0.0
19. Your service provider spends adequate time with you.	84.0	10.9	2.7	0.6	0.0
20. Your provider asks your permission before sharing your personal information.	92.0	3.2	3.0	0.6	2.2
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	94.6	2.6	3.0	0.5	1.6
22. You trust your service provider.	85.9	8.3	2.8	0.7	1.0
23. You feel safe at this facility.	50.5	5.8	4.1	1.7	40.9
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	83.7	10.2	2.8	0.7	1.6
25. You are included in the development of your treatment/recovery plan and goals for recovery.	90.7	6.4	2.9	0.5	0.3
26. You are an important part of the treatment process.	89.1	7.7	2.6	0.6	0.0
27. Your service provider explained the advantages of therapy or treatment.	84.3	8.0	2.8	0.7	1.3
28. Your service provider explained the limitations of therapy or treatment.	82.7	9.3	2.8	0.7	1.3
29. Overall, you are satisfied with the services received/are receiving.	84.7	10.9	2.7	0.6	0.0

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

N=168	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.	85.1	9.5	2.8	0.6	0.0
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	76.8	12.5	2.7	0.8	1.8
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.).	85.1	10.1	2.8	0.8	1.8
16. You have the option to change your service provider should you choose to.	81.5	7.1	2.9	0.8	3.6
17. You were informed about your rights and responsibilities regarding the treatment you received.	92.9	3.6	2.9	0.5	0.6
18. You feel comfortable in asking questions regarding your treatment.	93.5	5.4	2.9	0.5	0.0
19. Your service provider spends adequate time with you.	80.4	10.7	2.7	0.7	0.0
20. Your provider asks your permission before sharing your personal information.	93.5	2.4	2.9	0.4	0.0
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	94.6	3.0	2.9	0.4	0.6
22. You trust your service provider.	84.5	7.1	2.8	0.7	1.2
23. You feel safe at this facility.	48.8	8.3	4.0	1.7	40.5
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	86.9	9.5	2.8	0.7	0.6
25. You are included in the development of your treatment/recovery plan and goals for recovery.	92.3	5.4	2.9	0.5	0.0
26. You are an important part of the treatment process.	89.9	7.1	2.9	0.6	1.2
27. Your service provider explained the advantages of therapy or treatment.	86.3	7.7	2.8	0.6	0.0
28. Your service provider explained the limitations of therapy or treatment.	84.5	8.3	2.8	0.6	0.6
29. Overall, you are satisfied with the services received/are receiving.	85.1	9.5	2.8	0.6	0.0

Outcomes of Services

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

Respondents describe their lives as being better as a result of their services in the majority of cases. In total, 53.8% to 80.5% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 15.8% to 27.2% of responses reflect that no change has resulted from involvement in services. Finally, 3.1% to 9.1% of responses reflect things are worse as a result of services.

**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, 69.1% reported that participating with school or work is better or much better, 21.3% reported no change, and 9.6% 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=481) are presented in Table 4.
Summary responses from the Adult group of respondents (N=313) are presented in Table 5.
Summary responses from the Child/Adolescent group of respondents (N=168) are presented in Table 6.**

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

Total N=481	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	75.7	17.3	6.4	2.7	0.6	0.6
31. Feeling in control of your life.	68.4	23.5	6.2	2.7	0.7	1.9
32. Coping with personal crisis.	64.0	22.9	9.1	2.7	0.9	4.0
33. How you feel about yourself.	69.6	20.4	8.7	2.7	0.7	1.2
34. Feeling good (hopeful) about the future.	74.6	18.5	5.4	2.8	0.7	1.5
35. Enjoying your free time.	80.5	15.8	3.1	2.8	0.5	0.6
36. Strengthening your social support network.	69.2	22.7	7.3	2.7	0.7	0.8
37. Being involved in community activities.	53.8	27.2	8.5	2.9	1.2	10.4
38. Participating with school or work activities.	45.1	13.9	6.2	3.8	1.7	34.7
39. Interacting with people in social situations.	68.2	22.5	7.9	2.7	0.7	1.5
40. Coping with the specific problems or issues that led you to seek services.	75.7	17.0	6.2	2.7	0.7	1.0

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

Total N=313	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	77.6	15.3	6.7	2.7	0.6	0.3
31. Feeling in control of your life.	73.2	20.4	6.1	2.7	0.6	0.3
32. Coping with personal crisis.	69.0	20.1	8.9	2.7	0.8	1.9
33. How you feel about yourself.	73.8	16.6	8.6	2.7	0.7	1.0
34. Feeling good (hopeful) about the future.	77.6	16.3	5.8	2.7	0.6	0.3
35. Enjoying your free time.	80.8	15.7	2.9	2.8	0.5	0.6
36. Strengthening your social support network.	71.9	22.7	5.1	2.7	0.6	0.3
37. Being involved in community activities.	54.3	26.8	7.7	2.9	1.3	11.2
38. Participating with school or work activities.	35.5	9.9	2.9	4.4	1.7	51.8
39. Interacting with people in social situations.	70.9	20.8	7.0	2.7	0.7	1.3
40. Coping with the specific problems or issues that led you to seek services.	79.9	15.0	3.8	2.8	0.6	1.3

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

	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
Total N=168						
30. Managing daily problems.	72.0	20.8	6.0	2.7	0.7	1.2
31. Feeling in control of your life.	59.5	29.5	6.5	2.7	1.0	4.8
32. Coping with personal crisis.	54.8	28.0	9.5	2.8	1.1	7.7
33. How you feel about yourself.	61.9	27.4	8.9	2.6	0.8	1.8
34. Feeling good (hopeful) about the future.	69.0	22.6	4.8	2.8	0.8	3.6
35. Enjoying your free time.	79.8	16.1	3.6	2.8	0.6	0.6
36. Strengthening your social support network.	64.3	22.6	11.3	2.6	0.8	1.8
37. Being involved in community activities.	53.0	28.0	10.1	2.8	1.2	8.9
38. Participating with school or work activities.	63.1	21.4	12.5	2.6	0.9	3.0
39. Interacting with people in social situations.	63.1	25.6	9.5	2.6	0.8	1.8
40. Coping with the specific problems or issues that led you to seek services.	67.9	20.8	10.7	2.6	0.7	0.6

Satisfaction with the Managed Care Organization

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

- 48.6% of respondents (234 of the 481) reported that they had received a copy of the PerformCare member handbook, 32.2% (155) reported that they had not received a copy of the member handbook, and 19.1% (92) were not sure.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	481	234 48.60%	155 32.20%	92 19.10%	0 0
Adult					
Cumberland	64	23 35.90%	27 42.20%	14 21.90%	0 0
Dauphin	59	30 50.80%	28 47.50%	1 1.70%	0 0
Lancaster	114	33 28.90%	43 37.70%	38 33.30%	0 0
Lebanon	70	30 42.90%	22 31.40%	18 25.70%	0 0
Perry	6	3 50.00%	2 33.30%	1 16.70%	0 0
Child					
Cumberland	25	19 76.00%	4 16.00%	2 8.00%	0 0
Dauphin	23	16 69.60%	5 21.70%	2 8.70%	0 0
Lancaster	85	57 67.10%	13 15.30%	15 17.60%	0 0
Lebanon	29	19 65.50%	9 31.00%	1 3.40%	0 0
Perry	6	4 66.70%	2 33.30%	0 0	0 0

- 89.2% of respondents (429 of the 481) reported that they were aware of their right to file a complaint or grievance, 8.9% (43) reported that they were not aware of their right to file a complaint or grievance, 1.2% (6) reported that they were not sure, and 0.6% (3) 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	481	429 89.20%	43 8.90%	6 1.20%	3 0.60%
Adult					
Cumberland	64	62 96.90%	1 1.60%	1 1.60%	0 0
Dauphin	59	50 84.70%	8 13.60%	1 1.70%	0 0
Lancaster	114	93 81.60%	18 15.80%	3 2.60%	0 0
Lebanon	70	64 91.40%	6 8.60%	0 0	0 0
Perry	6	6 100.00%	0 0	0 0	0 0
Child					
Cumberland	25	23 92.00%	1 4.00%	1 4.00%	0 0
Dauphin	23	22 95.70%	1 4.30%	0 0	0 0
Lancaster	85	80 94.10%	4 4.70%	0 0	1 1.20%
Lebanon	29	23 79.30%	4 13.80%	0 0	2 6.90%
Perry	6	6 100.00%	0 0	0 0	0 0

- 60.7% of respondents (292 of the 481) reported that they knew who to call to file a complaint or grievance, 34.3% (165) reported that they did not know who to call, 4.0% (19) were not sure, and 1.0% (5) 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	481	292 60.70%	165 34.30%	19 4.00%	5 1.00%
Adult					
Cumberland	64	60 93.80%	1 1.60%	2 3.10%	1 1.60%
Dauphin	59	31 52.50%	27 45.80%	1 1.70%	0 0
Lancaster	114	39 34.20%	65 57.00%	9 7.90%	1 0.90%
Lebanon	70	38 54.30%	32 45.70%	0 0	0 0
Perry	6	3 50.00%	3 50.00%	0 0	0 0
Child					
Cumberland	25	24 96.00%	1 4.00%	0 0	0 0
Dauphin	23	17 73.90%	6 26.10%	0 0	0 0
Lancaster	85	58 68.20%	21 24.70%	5 5.90%	1 1.20%
Lebanon	29	17 58.60%	8 27.60%	2 6.90%	2 6.90%
Perry	6	5 83.30%	1 16.70%	0 0	0 0

- 17.9% of respondents (86 of the 481) reported that they had called PerformCare in the last twelve months for information, 76.5% (368) reported that they had not called PerformCare within the last twelve months, 1.9% (9) were not sure, and 3.7% (18) reported this question did 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	481	86 17.90%	368 76.50%	9 1.90%	18 3.70%
Adult					
Cumberland	64	11 17.20%	45 70.30%	2 3.10%	6 9.40%
Dauphin	59	10 16.90%	46 78.00%	2 3.40%	1 1.70%
Lancaster	114	11 9.60%	93 81.60%	3 2.60%	7 6.10%
Lebanon	70	11 15.70%	59 84.30%	0 0	0 0
Perry	6	0 0	6 100.00%	0 0	0 0
Child					
Cumberland	25	9 36.00%	15 60.00%	1 4.00%	0 0
Dauphin	23	11 47.80%	12 52.20%	0 0	0 0
Lancaster	85	12 14.10%	69 81.20%	1 1.20%	3 3.50%
Lebanon	29	8 27.60%	20 69.00%	0 0	1 3.40%
Perry	6	3 50.00%	3 50.00%	0 0	0 0

- 95.3% of those that requested information from PerformCare (82 of the 86) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 2.3% (2) reported that they were not able to obtain information without unnecessary delays, 1.2% (1) was not sure, and 1.2% (1) reported 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	86	82 95.30%	2 2.30%	1 1.20%	1 1.20%
Adult					
Cumberland	11	10 90.90%	0 0	0 0	1 9.10%
Dauphin	10	10 100.00%	0 0	0 0	0 0
Lancaster	11	11 100.00%	0 0	0 0	0 0
Lebanon	11	11 100.00%	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0
Child					
Cumberland	9	8 88.90%	1 11.10%	0 0	0 0
Dauphin	11	11 100.00%	0 0	0 0	0 0
Lancaster	12	11 91.70%	0 0	1 8.30%	0 0
Lebanon	8	7 87.50%	1 12.50%	0 0	0 0
Perry	3	3 100.00%	0 0	0 0	0 0

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

- 50.9% of respondents (245 of 481) reported that they were given a choice of at least 2 providers regarding the type of service they were seeking, 29.1% (140) reported that they were not given a choice, 15.4% (74) were not sure, and 4.6% (22) 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	481	245 50.90%	140 29.10%	74 15.40%	22 4.60%
Adult					
Cumberland	64	36 56.30%	13 20.30%	6 9.40%	9 14.10%
Dauphin	59	21 35.60%	31 52.50%	6 10.20%	1 1.70%
Lancaster	114	43 37.70%	36 31.60%	31 27.20%	4 3.50%
Lebanon	70	43 61.40%	14 20.00%	10 14.30%	3 4.30%
Perry	6	2 33.30%	4 66.70%	0 0	0 0
Child					
Cumberland	25	10 40.00%	10 40.00%	2 8.00%	3 12.00%
Dauphin	23	14 60.90%	8 34.80%	1 4.30%	0 0
Lancaster	85	51 60.00%	18 21.20%	16 18.80%	0 0
Lebanon	29	21 72.40%	4 13.80%	2 6.90%	2 6.90%
Perry	6	4 66.70%	2 33.30%	0 0	0 0

- 68.6% of respondents (330 of 481) reported that they were informed of the time approved for their services, 18.3% of respondents (88) were not informed of the time approved for services, 12.5% (60) were not sure, and 0.6% (3) 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	481	330 68.60%	88 18.30%	60 12.50%	3 0.60%
Adult					
Cumberland	64	41 64.10%	12 18.80%	9 14.10%	2 3.10%
Dauphin	59	47 79.70%	10 16.90%	1 1.70%	1 1.70%
Lancaster	114	59 51.80%	25 21.90%	30 26.30%	0 0
Lebanon	70	46 65.70%	17 24.30%	7 10.00%	0 0
Perry	6	3 50.00%	3 50.00%	0 0	0 0
Child					
Cumberland	25	19 76.00%	4 16.00%	2 8.00%	0 0
Dauphin	23	15 65.20%	8 34.80%	0 0	0 0
Lancaster	85	70 82.40%	5 5.90%	10 11.80%	0 0
Lebanon	29	24 82.80%	4 13.80%	1 3.40%	0 0
Perry	6	6 100.00%	0 0	0 0	0 0

- 94.2% of respondents (261 of the 277) reported when they called PerformCare staff treats them courteously and with respect, 4.7% (13) reported when they called PerformCare staff did not treat them courteously and with respect, and 1.1% (3) were not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	277	261 94.20%	13 4.70%	3 1.10%
Adult				
Cumberland	24	20 83.30%	3 12.50%	1 4.20%
Dauphin	52	47 90.40%	5 9.60%	0 0
Lancaster	61	61 100.00%	0 0	0 0
Lebanon	14	13 92.90%	1 7.10%	0 0
Perry	6	4 66.70%	1 16.70%	1 16.70%
Child				
Cumberland	15	15 100.00%	0 0	0 0
Dauphin	18	17 94.40%	0 0	1 5.60%
Lancaster	71	70 98.60%	1 1.40%	0 0
Lebanon	11	9 81.80%	2 18.20%	0 0
Perry	5	5 100.00%	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.*

- 84.4% of respondents (406 of 481) report overall they are satisfied with their interactions with PerformCare, 1.0% (5) report overall they are not satisfied with their interactions, 0.8% (4) were not sure, and 13.7% (66) reported that this question did not apply.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	481	406 84.40%	5 1.00%	4 0.80%	66 13.70%
Adult					
Cumberland	64	22 34.40%	0 0	1 1.60%	41 64.10%
Dauphin	59	56 94.90%	1 1.70%	0 0	2 3.40%
Lancaster	114	104 91.20%	0 0	1 0.90%	9 7.90%
Lebanon	70	68 97.10%	1 1.40%	1 1.40%	0 0
Perry	6	6 100.00%	0 0	0 0	0 0
Child					
Cumberland	25	13 52.00%	1 4.00%	0 0	11 44.00%
Dauphin	23	22 95.70%	1 4.30%	0 0	0 0
Lancaster	85	80 94.10%	1 1.20%	1 1.20%	3 3.50%
Lebanon	29	29 100.00%	0 0	0 0	0 0
Perry	6	6 100.00%	0 0	0 0	0 0

PerformCare Comments:

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

- Got it online.
- I got a notice about ordering my handbook yesterday and am going to do that.

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

- Done that already.
- And I have about this horrid place.

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

- My case manager would be able to help me. (2)

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

- They called me to follow up.
- I called PerformCare and they went above and beyond what I had expected.
- I called member services.
- Case manager takes care of these issues.

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

- They tried too; we were on a waiting list for music therapy.
- They could not provide the services that I was looking for, but they did give me referral recommendation for someplace where I could get the services for my son so I was satisfied.
- Not their fault.

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

- Waited a week just to get a bed.
- Transferred services from another county.
- Through case management.
- I requested PPI.
- PPI had a bed.
- Only one provider would take son based on the severity of issues. Juvenile probation strongly advised us to take placement offered at Belmont.
- My son chose the Meadows and because he is over 14, he can make those decisions.
- Had more than two to choose from.
- Could not find any docs who could take me.

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

- We were not informed. (6)
- Undecided at that time.
- Sometimes I receive a letter.
- Never knew how long his stay would be.
- Did not know how long he needed.
- A weekly report.

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

- **When I call, I am on hold forever, sometimes purposely hanging up.**
- **They called me. (3)**
- **Never called. (9)**
- **Most definitely.**
- **Did not receive help.**

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

- **Very.**
- **Terrible insurance company, a lot to be desired.**
- **I really am.**
- **Half and half.**