



Consumer Satisfaction Services, Inc.

Capital Region 3rd Quarter Report January-March 2016

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 abuse 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.

Surveyors are present at the CSS office to schedule face-to-face appointments and occasional telephonic interviews. The surveyors schedule appointments using the consumer names provided by Capital Area Behavioral Health Collaborative.

The survey consists of 45 questions that cover topics including satisfaction with Perform Care, satisfaction with services being received, and the impact of services on over-all life improvement. Consumers are given the opportunity to decline a survey and are free to end the survey at any point. Consumers have the option to skip or refuse to answer any question, if they choose. The confidentiality of each consumer 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.

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=761) 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 761 (n=761) respondents from the Capital Region including 619 Adults (81.3%) and 142 children/adolescents (18.7%).
- Sample: Of the 619 adult consumers, 608 (98.2%) responded for themselves, 4 (0.6%) had a parent/guardian respond for them, and 7 (1.1%) responded for themselves with a parent/guardian present. Of the 142 child/adolescent consumers, 31 (21.8%) responded for themselves, 96 (67.6%) had a parent/guardian respond for them, and 15 (10.6%) responded for themselves with a parent/guardian present.
- Level of Care: In all, 3 treatment levels of care were accessed by the respondents. 394 (51.8%) received D&A Non Hospital Residential Rehab, 360 (47.3%) received Mental Health Inpatient, 7 (0.9%) received Extended Acute Care.
- Methods: Data was collected by 6 interviewers.
- Treatment Facility: Data was collected from 44 Treatment Facilities in the Capital Region.
- Type: Overall, of the 761 interviews 724 (95.1%) were face-to-face interviews, 35 (4.6%) were conducted by phone, and 2 (0.3%) were conducted via mail. Our analysis found no significant differences in total satisfaction based on method of interview.

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

- 92.0% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 91.3% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 89.0% My provider asks my permission before sharing my personal information Q20.
- 88.7% I feel comfortable in asking questions regarding my treatment Q18.
- 87.4% I feel safe at this facility Q23.
- 86.6% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 86.1% I am an important part of the treatment process Q26.

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

- 28.6% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.

- 26.8% I have the option to change my service provider should I choose to Q16.
- 22.9% I was given information on how to get other services that I needed Q14.
- 19.2% When I came to this program I was given information on all the services that were available to me Q15.
- 18.4% My service provider spends adequate time with me Q19.
- 16.0% My service provider explained the limitations of my therapy or treatment Q28.

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, 64.1% to 76.5% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 17.1% to 26.9% of consumer's responses reflect that no change has resulted from involvement in services. Only 5.7% to 9.6% of consumer's responses reflect that things are worse as a result of services.

We welcome questions, comments and suggestions. Please contact:

**Abby Robinson
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(717) 651-1070**

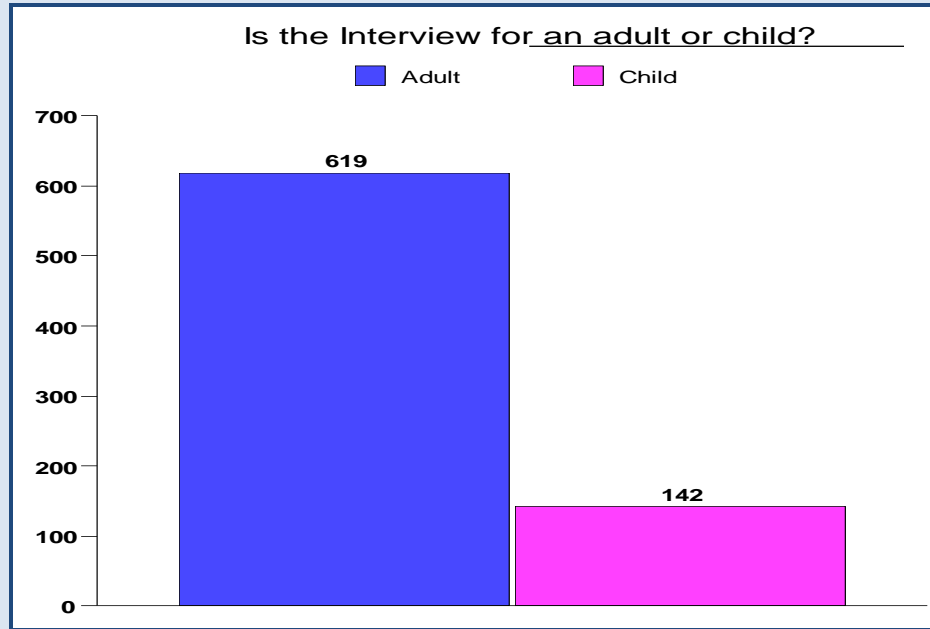
Request for Assistance

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

- CSS had no Requests for Assistance for the 3rd Quarter 15-16.

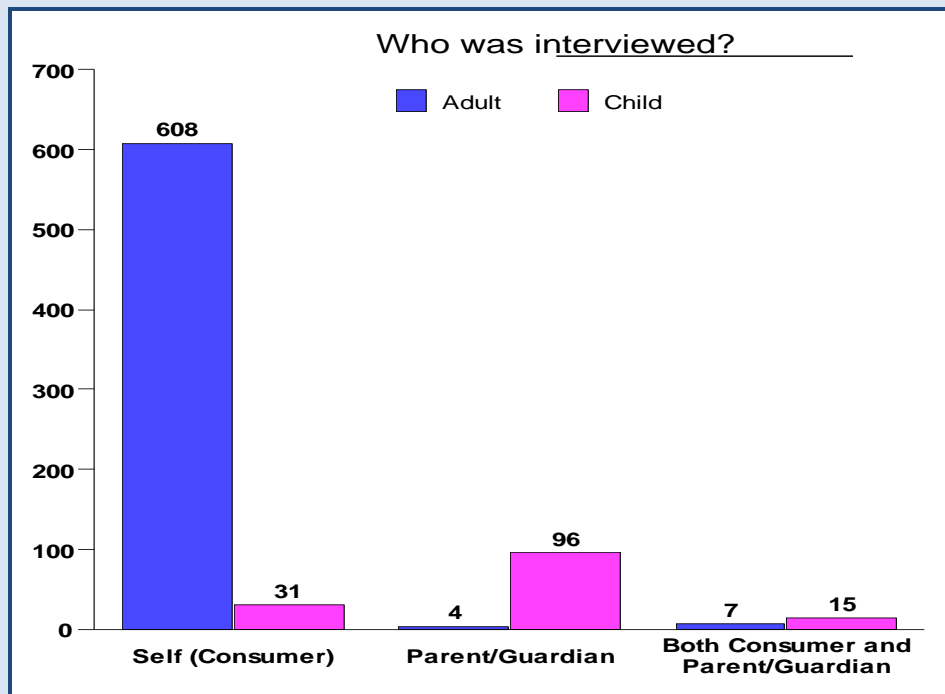
Survey Information

- Sample: The survey represents 761 ($n=761$) respondents from the Capital Region including 619 Adults (81.3%) and 142 children/adolescents (18.7%).



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

- Sample: Of the 619 adult consumers, 608 (98.2%) responded for themselves, 4 (0.6%) had a parent/guardian respond for them, and 7 (1.1%) responded for themselves with a parent/guardian present. Of the 142 child/adolescent consumers, 31 (21.8%) responded for themselves, 96 (67.6%) had a parent/guardian respond for them, and 15 (10.6%) responded for themselves with a parent/guardian present.



Our analysis found no significant differences in total satisfaction based on who was interviewed.

- Level of Care: In all, 3 treatment levels of care were accessed by the respondents. 394 (51.8%) received D&A Non Hospital Residential Rehab, 360 (47.3%) received Mental Health Inpatient, 7 (0.9%) received Extended Acute Care.
- Methods: Data was collected by 6 interviewers.
- Treatment Facility: Data was collected from 44 Treatment Facilities in the Capital Region.
- Type: Overall, of the 761 interviews 724 (95.1%) were face-to-face interviews, 35 (4.6%) were conducted by phone, and 2 (0.3%) were conducted via mail. Our analysis found no significant differences in total satisfaction based on method of interview.

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

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Base	761	132 17.30%	243 31.90%	280 36.80%	90 11.80%	16 2.10%
Adult						
In Person	593	100 16.90%	199 33.60%	221 37.30%	60 10.10%	13 2.20%
Phone	25	3 12.00%	7 28.00%	4 16.00%	11 44.00%	0 0
Mail	1	0 0	0 0	1 100.00%	0 0	0 0
Child						
In Person	131	27 20.60%	36 27.50%	50 38.20%	15 11.50%	3 2.30%
Phone	10	2 20.00%	1 10.00%	4 40.00%	3 30.00%	0 0
Mail	1	0 0	0 0	0 0	1 100.00%	0 0

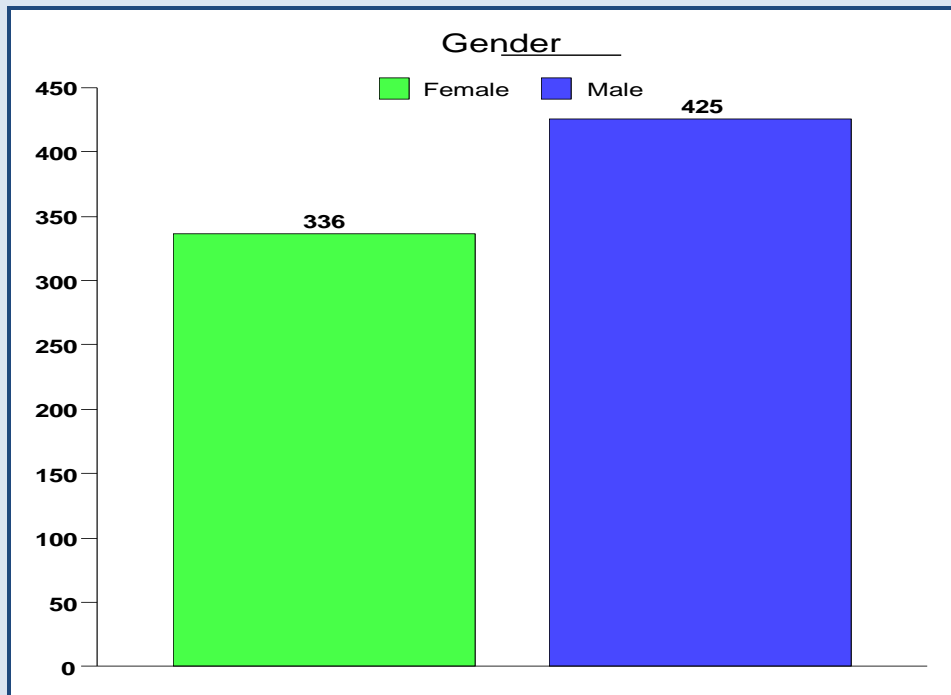
County of Residence:

The table below shows the county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster County (36.8%). The remaining respondents reported residence in Dauphin (31.9%), Cumberland (17.3%), Lebanon (11.8%), and Perry (2.1%).

	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	761	132 17.30%	243 31.90%	280 36.80%	90 11.80%	16 2.10%
Adult	619	103 16.60%	206 33.30%	226 36.50%	71 11.50%	13 2.10%
Child	142	29 20.40%	37 26.10%	54 38.00%	19 13.40%	3 2.10%

Demographic Information

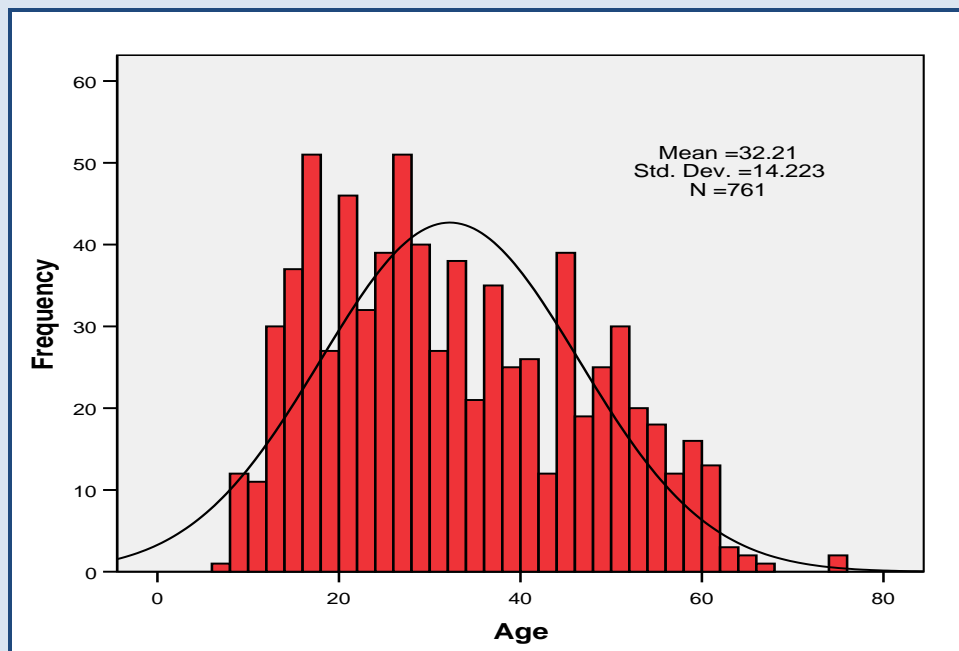
- Gender: Overall, the sample is 44.2% female (336) and 55.8% male (425).



Our analysis indicated no significant differences in total satisfaction based on gender.

- Age: Age of all respondents ranged from 7-75 years, with a mean age of 32.21 (SD 14.223).

Age of All Respondents



Age of **Adult** respondents ranged from 18-75 years, with a mean age of 36.39 (SD= 12.386).

Age of **Child** respondents ranged from 7-17 years, with a mean age of 13.99 (SD= 2.622).

- Race: 511 respondents (67.1%) reported their race as White/Caucasian, 106 (13.9%) as African American, 84 (11.0%) as Hispanic/Latino, 40 (5.3%) as Multi-Racial, 8 (1.1%) as Other, 6 (0.8%) as Native American/American Indian, 4 (0.5%) as Asian/Pacific Islander, and 2 (0.3%) 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	761	106 13.90%	4 0.50%	84 11.00%	6 0.80%	511 67.10%	40 5.30%	8 1.10%	2 0.30%
Adult	619	85 13.70%	3 0.50%	63 10.20%	5 0.80%	429 69.30%	24 3.90%	8 1.30%	2 0.30%
Child	142	21 14.80%	1 0.70%	21 14.80%	1 0.70%	82 57.70%	16 11.30%	0	0

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.

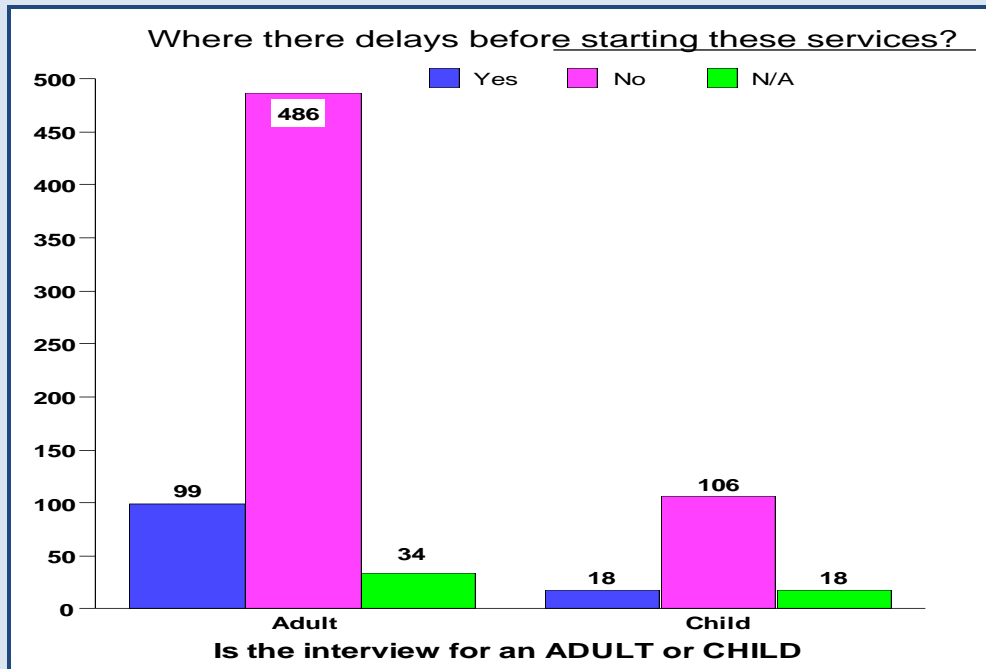
This section includes questions involving provider satisfaction surveys, service delays, and emergency treatment.

- Survey Information: Overall, 218 of the 761 respondents (28.6%) reported they had been interviewed by their provider within the last year, 471 (61.9%) reported they had not been interviewed, 67 (8.8%) were not sure, and 5 (0.7%) of consumers reported that this question did not apply to them.

Total Satisfaction Score						
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	170	395	51	3	619
	Mean	115.45	107.95	109.71	113.63	110.18
	Std. Deviation	15.51	15.02	11.58	4.57	15.21
Child	N	48	76	16	2	142
	Mean	107.97	101.89	100.43	100.61	103.76
	Std. Deviation	16.25	16.00	19.26	20.66	16.61

Our analysis indicates that adult 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. There were no significant differences in total satisfaction for child/adolescent respondents.

- Service Delay:
 - Of the 619 adult consumers 99 (16.0%) reported that they experienced some delay before beginning treatment. 486 consumers (78.5%) reported no delay before beginning treatment, and 34 (5.5%) consumers felt that this question did not apply to them.
 - Of the 142 child consumers 18 (12.7%) reported that they experienced some delay before beginning treatment. 106 consumers (74.6%) reported no delay before beginning treatment, and 18 (12.7%) consumers felt that this question did not apply to them.



Our analysis did not indicate significant differences in total satisfaction based on service delays.

Emergency Treatment: 214 of the 619 adult respondents (34.6%) indicated they needed emergency mental health or substance abuse service during the past year. 76 of the 142 child respondents (53.5%) 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 3.84 with standard deviation 1.248.

	Base	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
Total	290	24 8.30%	32 11.00%	11 3.80%	121 41.70%	102 35.20%
Adult	214	17 7.90%	22 10.30%	10 4.70%	88 41.10%	77 36.00%
Child	76	7 9.20%	10 13.20%	1 1.30%	33 43.40%	25 32.90%

Mean Satisfaction for Level of Care

Our analysis indicated significant differences in total satisfaction with regard to level of care for adult consumers only. Those who received Mental Health Inpatient services reported significantly lower satisfaction than those who received D&A Non Hospital Residential Rehab services.

Total Satisfaction Score				
	Level of Care	N	Mean	Std. Deviation
Adult	D&A Non Hospital Residential Rehab	374	111.27	15.06
	Mental Health Inpatient	238	108.24	15.23
	Extended Acute Care	7	118.23	16.57
	Total	619	110.18	15.21
Child	D&A Non Hospital Residential Rehab	22	100.07	16.98
	Mental Health Inpatient	120	104.44	16.52
	Total	142	103.76	16.61

Mean Satisfaction Race

Our analysis indicated significant differences in total satisfaction with regard to Race. Adult consumers who identified their race as Hispanic/Latino reported significantly higher satisfaction than those who identified their race as White/Caucasian.

Total Satisfaction Score			
Race	Mean	N	Std. Deviation
Hispanic/Latino	116.6159	63	11.15737
African American	111.6449	85	13.89442
White / Caucasian	109.3938	429	15.79787
Multi-Racial	109.3499	24	12.27391
Native American / American Indian	106.8752	5	18.67499
Other	100.0534	8	15.21961
Asian/Pacific Islander	95.6667	3	18.47521
Did not answer	95.1844	2	8.65381
Total	110.1827	619	15.21268

Mean Satisfaction of Treatment Facilities

- Data was collected from 44 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

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
WDR York	1	134.20	.
Conewago Snyder	26	122.81	8.78
Rockford Center	1	122.68	.
SACA-Nuestra Clinica	7	121.38	9.38
Wellspan	1	116.30	.
Conewago Place	26	116.04	10.98
Bowling Green/Brandy wine	27	115.45	16.13
Holy Spirit Hospital	15	114.04	10.04
Jameson Memorial Hospital	1	114.00	.
Lancaster General Hosp	19	113.71	11.74
Gaudenzia Concept 90	22	113.51	12.25
Lancaster Regional Med Center	16	113.47	11.70
Geisinger	1	113.35	.
Brandy wine Hosp	1	113.00	.
Colonia House	10	112.50	6.96
Bellmont	1	112.30	.
WDR New Perspectives	28	111.86	14.03
Conewago Pottsville	6	111.85	17.69
Philhaven	50	111.77	15.78
Gaudenzia Vantage House	16	111.61	13.53
Haven BH	16	111.44	9.44
Gaudenzia Fountain Springs/Ashland	8	110.11	10.02
Eagleville Hospital	35	109.32	21.27
Chambersburg Hosp	2	109.18	9.19
Brook Glen	13	108.53	17.81
WDR Lancaster	14	107.93	11.91
The Meadows	8	107.90	8.63
Valley Forge	13	107.77	10.58
Pa Psychiatric Institute	45	107.45	14.78
WDR Allenwood	35	107.39	17.44
Cove Forge	31	107.28	9.36
Horsham	4	107.16	12.64
Roxbury	56	107.12	17.34
Pyramid Healthcare	18	106.28	14.32
Fairmount Behavioral Health	9	104.22	16.27
Gaudenzia Common Ground	28	100.20	16.93
DARS MANOS	5	98.83	25.65
Kidspace	1	85.00	.
Clarion Psych Ctr	2	80.34	29.22
Friends	1	76.00	.
Total	619	110.18	15.21

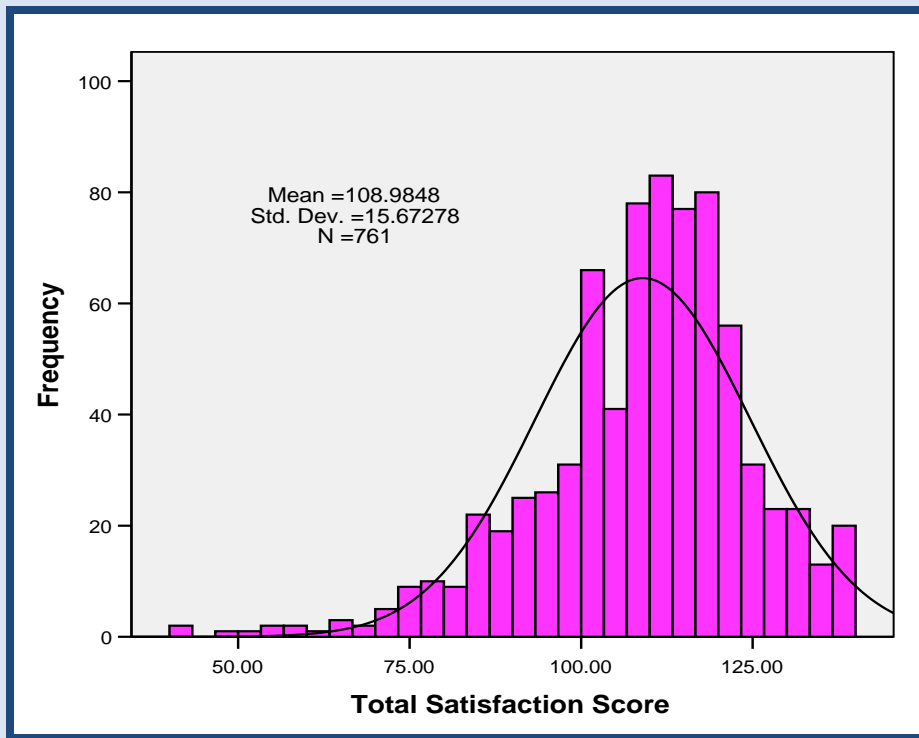
Child/Adolescent Services

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
Roxbury	8	114.15	17.13
Philhaven	47	106.20	12.64
Kidspeace	13	104.38	27.87
The Meadows	18	103.70	14.08
Pa Psychiatric Institute	21	102.16	19.13
Foundations BH	1	101.00	.
DARS MANOS	13	100.70	19.77
Devereaux	2	99.50	4.95
Brook Glen	5	99.92	5.66
Gaudenzia Chambers Hill Adolescents	9	99.17	13.00
Fairmount Behavioral Health	4	96.00	14.38
Sheppard and Enoch Pratt Hosp	1	75.51	.
Total	142	103.76	16.61

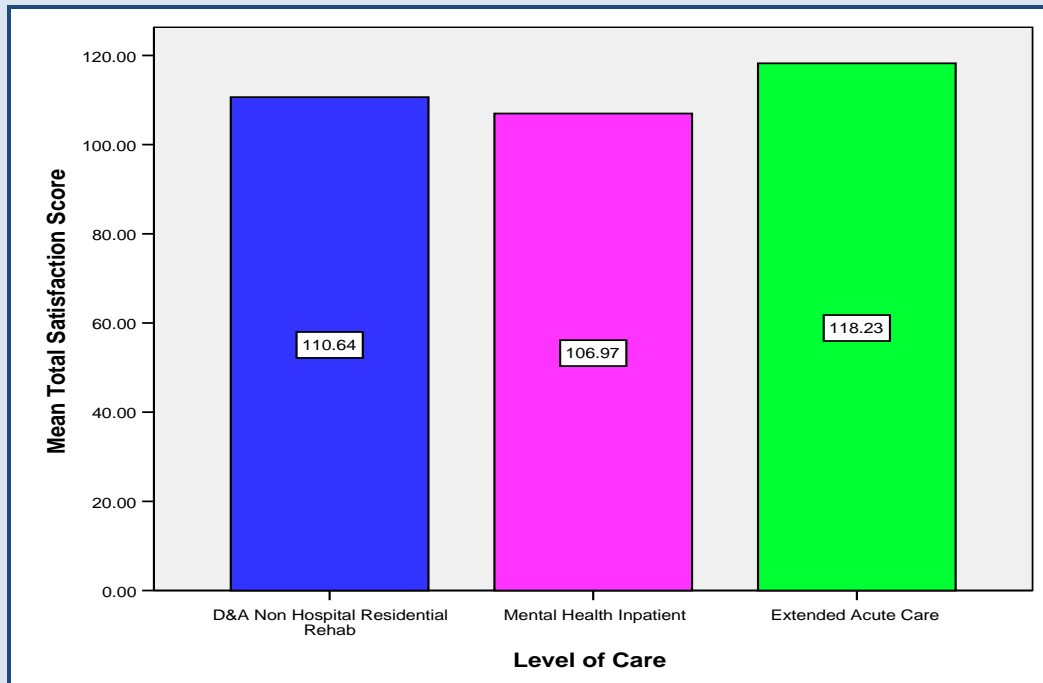
Total Satisfaction

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 108.9848 with a standard deviation 15.67278 indicating some level of satisfaction overall. The TSS scores ranged from 41 – 140. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.



Mean Satisfaction by Level of Care

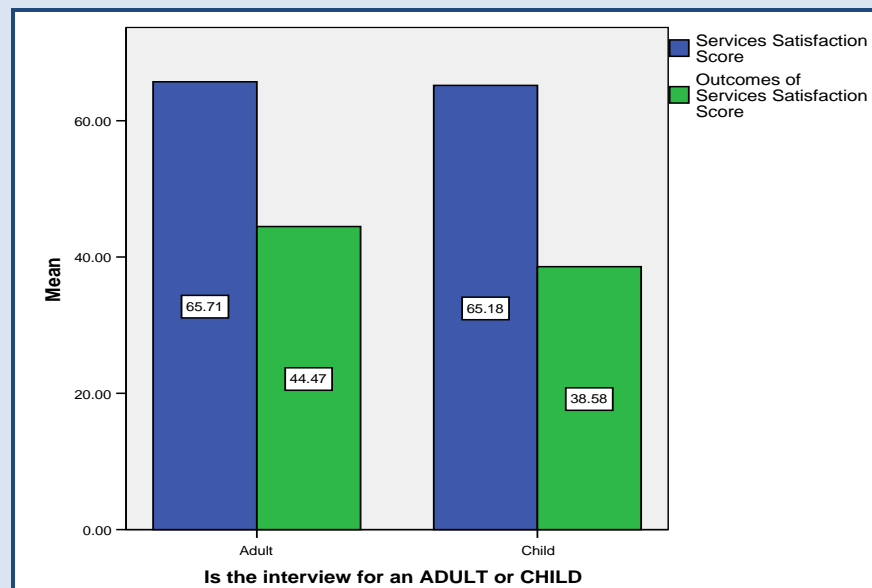


Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 19-85. 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:

- 92.0% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 91.3% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 89.0% My provider asks my permission before sharing my personal information Q20.
- 88.7% I feel comfortable in asking questions regarding my treatment Q18.
- 87.4% I feel safe at this facility Q23.
- 86.6% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 86.1% I am an important part of the treatment process Q26.

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

- 28.6% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 26.8% I have the option to change my service provider should I choose to Q16.
- 22.9% I was given information on how to get other services that I needed Q14.
- 19.2% When I came to this program I was given information on all the services that were available to me Q15.
- 18.4% My service provider spends adequate time with me Q19.
- 16.0% My service provider explained the limitations of my therapy or treatment Q28.

Summary responses from the Total group of respondents (N=761) are presented in Table 1. Summary responses from the Adult group of respondents (N=619) are presented in Table 2. Summary responses from the Child/Adolescent group of respondents (N=142) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions

N=761	% 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.	61.9	28.6	2.3	1.0	1.4
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	58.2	22.9	2.9	1.5	13.3
15. When I came to this program I was given information on all the services that were available to me.	72.0	19.2	2.6	0.9	1.7
16. I have the option to change my service provider should I choose to.	61.8	26.8	2.4	1.0	2.0
17. I was informed about my rights and responsibilities regarding the treatment I have received.	91.3	5.7	2.9	0.5	0.7
18. I feel comfortable in asking questions regarding my treatment.	88.7	8.1	2.8	0.6	0.1
19. My service provider spends adequate time with me.	74.4	18.4	2.6	0.8	0.8
20. My provider asks my permission before sharing my personal information.	89.0	5.5	2.9	0.6	0.9
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	92.0	3.4	2.9	0.5	1.3
22. I trust my service provider.	81.2	11.3	2.7	0.7	0.0
23. I feel safe at this facility.	87.4	8.0	2.8	0.6	0.1
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	83.3	11.6	2.8	0.7	1.2
25. I am included in the development of my treatment/recovery plan and goals for recovery.	86.6	8.0	2.8	0.6	0.9
26. I am an important part of the treatment process.	86.1	9.5	2.8	0.6	0.5
27. My service provider explained the advantages of my therapy or treatment.	79.8	12.4	2.7	0.7	0.7
28. My service provider explained the limitations of my therapy or treatment.	74.0	16.0	2.6	0.9	1.4
29. Overall, I am satisfied with the services I am receiving.	82.0	12.9	2.7	0.7	0.0

Table 2 – Total Satisfaction – Services Questions Adult

N=619	% 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.	58.6	31.2	2.3	1.0	1.3
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	55.9	24.2	2.9	1.5	14.4
15. When I came to this program I was given information on all the services that were available to me.	71.9	20.0	2.6	0.9	1.6
16. I have the option to change my service provider should I choose to.	60.6	28.1	2.4	1.0	1.9
17. I was informed about my rights and responsibilities regarding the treatment I have received.	91.0	5.8	2.9	0.5	0.6
18. I feel comfortable in asking questions regarding my treatment.	88.4	8.1	2.8	0.6	0.2
19. My service provider spends adequate time with me.	74.5	18.7	2.6	0.9	1.0
20. My provider asks my permission before sharing my personal information.	88.2	5.8	2.9	0.6	1.0
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	93.4	2.7	3.0	0.5	1.3
22. I trust my service provider.	82.9	10.0	2.7	0.6	0.0
23. I feel safe at this facility.	89.0	7.1	2.8	0.5	0.0
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	82.9	11.5	2.8	0.8	1.5
25. I am included in the development of my treatment/recovery plan and goals for recovery.	86.3	8.6	2.8	0.7	1.1
26. I am an important part of the treatment process.	86.1	10.0	2.8	0.7	0.6
27. My service provider explained the advantages of my therapy or treatment.	80.1	12.1	2.7	0.7	0.6
28. My service provider explained the limitations of my therapy or treatment.	73.5	16.6	2.6	0.9	1.6
29. Overall, I am satisfied with the services I am receiving.	83.7	11.6	2.7	0.7	0.0

Table 3 – Total Satisfaction – Services Questions Child/Adolescent

N=142	% 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.	76.1	17.6	2.7	0.9	2.1
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	68.3	16.9	2.9	1.2	8.5
15. When I came to this program I was given information on all the services that were available to me.	72.5	15.5	2.7	0.9	2.1
16. I have the option to change my service provider should I choose to.	66.9	21.1	2.5	1.0	2.1
17. I was informed about my rights and responsibilities regarding the treatment I have received.	93.0	4.9	2.9	0.5	0.7
18. I feel comfortable in asking questions regarding my treatment.	90.1	8.5	2.8	0.6	0.0
19. My service provider spends adequate time with me.	73.9	16.9	2.6	0.8	0.0
20. My provider asks my permission before sharing my personal information.	92.3	4.2	2.9	0.5	0.7
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	85.9	6.3	2.6	0.7	1.4
22. I trust my service provider.	73.9	16.9	2.6	0.8	0.0
23. I feel safe at this facility.	80.3	12.0	2.7	0.7	0.7
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	85.2	12.0	2.7	0.7	0.0
25. I am included in the development of my treatment/recovery plan and goals for recovery.	88.0	5.6	2.8	0.5	0.0
26. I am an important part of the treatment process.	85.9	7.0	2.8	0.6	0.0
27. My service provider explained the advantages of my therapy or treatment.	78.2	13.4	2.7	0.8	0.7
28. My service provider explained the limitations of my therapy or treatment.	76.1	13.4	2.7	0.8	0.7
29. Overall, I am satisfied with the services I am receiving.	74.6	18.3	2.6	0.8	0.0

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, 64.1% to 76.5% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 17.1% to 26.9% of consumer's responses reflect that no change has resulted from involvement in services. Only 5.7% to 9.6% 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 37, 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, 49.0% of consumers believe that services have improved their lives in each outcome area and 43.1% reported no change.*

**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, 52.0% of consumers believe that services have improved their lives in each outcome area and 39.4% reported no change.*

Summary responses from the Total group of respondents (N=761) are presented in Table 4. Summary responses from the Adult group of respondents (N=619) are presented in Table 5. Summary responses from the Child/Adolescent group of respondents (N=142) are presented in Table 6.

Table 4 – Total Satisfaction – Outcomes of Services Questions

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=761						
30. Managing daily problems.	74.4	17.6	6.6	2.7	0.7	1.4
31. Feeling in control of my life.	68.3	21.6	9.6	2.6	0.7	0.5
32. Coping with personal crisis.	64.1	24.8	7.9	2.7	0.9	3.2
33. How I feel about myself.	74.0	19.3	6.3	2.7	0.6	0.4
34. Feeling good (hopeful) about the future.	76.5	17.1	5.8	2.7	0.6	0.7
35. Enjoying my free time.	69.0	22.9	6.7	2.7	0.7	1.4
36. Strengthening my social support network.	65.4	26.9	6.0	2.7	0.7	1.6
37. Being involved in community activities.	35.0	30.7	5.7	3.4	1.7	28.6
38. Participating with school or work activities.	25.5	19.3	4.2	4.3	1.8	51.0
39. Interacting with people in social situations.	69.5	23.8	5.7	2.7	0.7	1.1
40. Coping with specific problems or issue that led to seek services.	76.3	17.3	5.7	2.7	0.6	0.7

Table 5 – Total Satisfaction – Outcomes of Services Questions Adult

Total N=619	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	78.2	15.2	4.8	2.8	0.7	1.8
31. Feeling in control of my life.	72.2	20.2	6.9	2.7	0.7	0.6
32. Coping with personal crisis.	68.3	22.5	6.1	2.7	0.8	3.1
33. How I feel about myself.	79.5	16.0	4.4	2.8	0.5	0.2
34. Feeling good (hopeful) about the future.	81.4	14.5	3.6	2.8	0.5	0.5
35. Enjoying my free time.	72.2	21.3	5.2	2.7	0.7	1.3
36. Strengthening my social support network.	70.1	23.7	4.8	2.7	0.7	1.3
37. Being involved in community activities.	36.2	28.6	3.4	3.6	1.7	31.8
38. Participating with school or work activities.	21.5	15.8	1.8	4.6	1.7	60.9
39. Interacting with people in social situations.	74.3	21.0	3.4	2.8	0.6	1.3
40. Coping with specific problems or issue that led to seek services.	80.9	14.7	3.6	2.8	0.6	0.8

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

Total N=142	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	57.7	28.2	14.1	2.4	0.7	0.0
31. Feeling in control of my life.	51.4	27.5	21.1	2.3	0.8	0.0
32. Coping with personal crisis.	45.8	35.2	15.5	2.4	1.0	3.5
33. How I feel about myself.	50.0	33.8	14.8	2.4	0.8	1.4
34. Feeling good (hopeful) about the future.	54.9	28.2	15.5	2.5	0.9	1.4
35. Enjoying my free time.	54.9	29.6	13.4	2.5	0.9	2.1
36. Strengthening my social support network.	45.1	40.8	11.3	2.5	0.9	2.8
37. Being involved in community activities.	29.6	40.1	15.5	2.7	1.5	14.8
38. Participating with school or work activities.	43.0	34.5	14.8	2.6	1.2	7.7
39. Interacting with people in social situations.	48.6	35.9	15.5	2.3	0.7	0.0
40. Coping with specific problems or issue that led to seek services.	56.3	28.9	14.8	2.4	0.7	0.0

Satisfaction with the Managed Care Organization

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

- 34.2% of respondents (260 of the 761) reported that they had received a copy of the Perform Care member handbook. 50.2% (382) did not receive a member handbook, 15.2% (116) were not sure, and 0.4% (3) 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	761	260 34.20%	382 50.20%	116 15.20%	3 0.40%
Adult- County of Residence					
Cumberland	103	37 35.90%	43 41.70%	23 22.30%	0 0
Dauphin	206	51 24.80%	123 59.70%	32 15.50%	0 0
Lancaster	226	59 26.10%	136 60.20%	31 13.70%	0 0
Lebanon	71	18 25.40%	41 57.70%	10 14.10%	2 2.80%
Perry	13	3 23.10%	9 69.20%	1 7.70%	0 0
Child- County of Residence					
Cumberland	29	19 65.50%	6 20.70%	4 13.80%	0 0
Dauphin	37	24 64.90%	7 18.90%	6 16.20%	0 0
Lancaster	54	36 66.70%	10 18.50%	8 14.80%	0 0
Lebanon	19	11 57.90%	6 31.60%	1 5.30%	1 5.30%
Perry	3	2 66.70%	1 33.30%	0 0	0 0

- 87.9% of respondents (669 of the 761) reported that they are aware of their right to file a complaint or grievance. 10.2% (78) were not aware of their right to file a complaint or grievance, 0.9% (7) were not sure, and 0.9% (7) 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	761	669 87.90%	78 10.20%	7 0.90%	7 0.90%
Adult- County of Residence					
Cumberland	103	94 91.30%	8 7.80%	1 1.00%	0 0
Dauphin	206	176 85.40%	27 13.10%	2 1.00%	1 0.50%
Lancaster	226	191 84.50%	30 13.30%	3 1.30%	2 0.90%
Lebanon	71	60 84.50%	6 8.50%	1 1.40%	4 5.60%
Perry	13	13 100.00%	0 0	0 0	0 0
Child- County of Residence					
Cumberland	29	28 96.60%	1 3.40%	0 0	0 0
Dauphin	37	35 94.60%	2 5.40%	0 0	0 0
Lancaster	54	51 94.40%	3 5.60%	0 0	0 0
Lebanon	19	18 94.70%	1 5.30%	0 0	0 0
Perry	3	3 100.00%	0 0	0 0	0 0

- 56.0% of respondents (426 of the 761) reported that they knew who to call to file a complaint or grievance. 39.3% (299) reported that they did not know who to call, 3.4% (26) were not sure, and 1.3% (10) 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	761	426 56.00%	299 39.30%	26 3.40%	10 1.30%
Adult- County of Residence					
Cumberland	103	68 66.00%	31 30.10%	3 2.90%	1 1.00%
Dauphin	206	89 43.20%	108 52.40%	8 3.90%	1 0.50%
Lancaster	226	119 52.70%	99 43.80%	6 2.70%	2 0.90%
Lebanon	71	29 40.80%	35 49.30%	3 4.20%	4 5.60%
Perry	13	6 46.20%	7 53.80%	0 0	0 0
Child- County of Residence					
Cumberland	29	24 82.80%	4 13.80%	1 3.40%	0 0
Dauphin	37	29 78.40%	6 16.20%	1 2.70%	1 2.70%
Lancaster	54	46 85.20%	6 11.10%	2 3.70%	0 0
Lebanon	19	14 73.70%	3 15.80%	1 5.30%	1 5.30%
Perry	3	2 66.70%	0 0	1 33.30%	0 0

- 21.2% of respondents (161 of the 761) reported that they had called Perform Care in the last twelve months for information. 75.7% (576) did not call Perform Care within the last twelve months, 2.4% (18) were not sure, and 0.8% (6) 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? (example: help for counseling, treatment or other services) If NO, go to question 35.			
		Yes	No	Not Sure	Does Not Apply
Total	761	161 21.20%	576 75.70%	18 2.40%	6 0.80%
Adult- County of Residence					
Cumberland	103	22 21.40%	76 73.80%	4 3.90%	1 1.00%
Dauphin	206	27 13.10%	177 85.90%	2 1.00%	0 0
Lancaster	226	55 24.30%	162 71.70%	9 4.00%	0 0
Lebanon	71	12 16.90%	55 77.50%	1 1.40%	3 4.20%
Perry	13	3 23.10%	10 76.90%	0 0	0 0
Child- County of Residence					
Cumberland	29	14 48.30%	14 48.30%	0 0	1 3.40%
Dauphin	37	10 27.00%	26 70.30%	1 2.70%	0 0
Lancaster	54	16 29.60%	37 68.50%	0 0	1 1.90%
Lebanon	19	2 10.50%	16 84.20%	1 5.30%	0 0
Perry	3	0 0	3 100.00%	0 0	0 0

- 88.0% of those that requested information from Perform Care (154 of the 175) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 8.6% (15) were not able to get information without delays, 3.4% (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	175	154 88.00%	15 8.60%	6 3.40%
Adult- County of Residence				
Cumberland	27	22 81.50%	3 11.10%	2 7.40%
Dauphin	29	26 89.70%	2 6.90%	1 3.40%
Lancaster	57	49 86.00%	6 10.50%	2 3.50%
Lebanon	13	12 92.30%	1 7.70%	0 0
Perry	3	2 66.70%	1 33.30%	0 0
Child- County of Residence				
Cumberland	15	14 93.30%	0 0	1 6.70%
Dauphin	11	11 100.00%	0 0	0 0
Lancaster	16	15 93.80%	1 6.30%	0 0
Lebanon	4	3 75.00%	1 25.00%	0 0
Perry	0	0 0	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.*

- 45.7% of respondents (348 of 761) were given a choice of at least 2 providers regarding the type of service they were seeking. 44.4% of respondents (338) reported that they were not given a choice, 6.7% (51) were not sure, and 3.2% (24) reported that this question did not apply.

	Base	Q5 I was given a choice of at least two (2) Providers from PERFORM CARE regarding the type of service I am seeking.			
		Yes	No	Not Sure	Does Not Apply
Total	761	348 45.70%	338 44.40%	51 6.70%	24 3.20%
Adult- County of Residence					
Cumberland	103	48 46.60%	43 41.70%	10 9.70%	2 1.90%
Dauphin	206	93 45.10%	94 45.60%	12 5.80%	7 3.40%
Lancaster	226	90 39.80%	110 48.70%	19 8.40%	7 3.10%
Lebanon	71	30 42.30%	36 50.70%	2 2.80%	3 4.20%
Perry	13	3 23.10%	5 38.50%	4 30.80%	1 7.70%
Child- County of Residence					
Cumberland	29	18 62.10%	9 31.00%	0 0	2 6.90%
Dauphin	37	28 75.70%	9 24.30%	0 0	0 0
Lancaster	54	23 42.60%	25 46.30%	4 7.40%	2 3.70%
Lebanon	19	14 73.70%	5 26.30%	0 0	0 0
Perry	3	1 33.30%	2 66.70%	0 0	0 0

- 61.6% of respondents (469 of 761) were informed of the time approved for their services. 31.4% of respondents (239) were not informed of the time approved for services, 5.9% (45) were not sure, and 1.1% (8) reported that this question did not apply.

	Base	Q6 I was informed of the time approved for my services. (Example: BHRS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	761	469 61.60%	239 31.40%	45 5.90%	8 1.10%
Adult- County of Residence					
Cumberland	103	58 56.30%	39 37.90%	5 4.90%	1 1.00%
Dauphin	206	127 61.70%	71 34.50%	7 3.40%	1 0.50%
Lancaster	226	131 58.00%	74 32.70%	19 8.40%	2 0.90%
Lebanon	71	43 60.60%	21 29.60%	4 5.60%	3 4.20%
Perry	13	7 53.80%	5 38.50%	1 7.70%	0 0
Child- County of Residence					
Cumberland	29	19 65.50%	8 27.60%	2 6.90%	0 0
Dauphin	37	29 78.40%	5 13.50%	3 8.10%	0 0
Lancaster	54	36 66.70%	15 27.80%	2 3.70%	1 1.90%
Lebanon	19	17 89.50%	0 0	2 10.50%	0 0
Perry	3	2 66.70%	1 33.30%	0 0	0 0

- 89.7% of respondents (226 of the 252) report when they call Perform Care staff treats them courteously and with respect. 3.2% (8) reported that Perform Care staff did not treat them courteously and with respect, and 7.1% (18) were not sure.

	Base	Q7 When I call PERFORM CARE staff treats me courteously and with respect.		
		Yes	No	Not Sure
Total	252	226 89.70%	8 3.20%	18 7.10%
Adult- County of Residence				
Cumberland	35	27 77.10%	5 14.30%	3 8.60%
Dauphin	56	50 89.30%	3 5.40%	3 5.40%
Lancaster	80	75 93.80%	0 0	5 6.30%
Lebanon	13	12 92.30%	0 0	1 7.70%
Perry	4	3 75.00%	0 0	1 25.00%
Child- County of Residence				
Cumberland	16	16 100.00%	0 0	0 0
Dauphin	22	21 95.50%	0 0	1 4.50%
Lancaster	23	19 82.60%	0 0	4 17.40%
Lebanon	3	3 100.00%	0 0	0 0
Perry	0	0 0	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.*

- 92.2% of respondents (778 of 844) report overall they are satisfied with their interactions with Perform Care. 3.9% of respondents (33) report overall they are not satisfied with their interactions with Perform Care, and 3.9% (33) was not sure.

	Base	Q8 Overall, I am satisfied with the interactions I have had with PERFORM CARE.		
		Yes	No	Not Sure
Total	463	439 94.80%	5 1.10%	19 4.10%
Adult- County of Residence				
Cumberland	65	61 93.80%	0 0	4 6.20%
Dauphin	101	96 95.00%	0 0	5 5.00%
Lancaster	138	131 94.90%	4 2.90%	3 2.20%
Lebanon	44	42 95.50%	1 2.30%	1 2.30%
Perry	7	7 100.00%	0 0	0 0
Child- County of Residence				
Cumberland	22	21 95.50%	0 0	1 4.50%
Dauphin	29	28 96.60%	0 0	1 3.40%
Lancaster	36	32 88.90%	0 0	4 11.10%
Lebanon	18	18 100.00%	0 0	0 0
Perry	3	3 100.00%	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.*

Perform Care Comments:

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

- No Comments.

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

- I don't want to deal with them.
- I'm going to file one. There is bullying here and threats from one of the other patients.

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

- 800#
- Call the number on the card.
- I will contact case manager.
- I did but didn't follow-up with it.
- I'd ask for a slip for that.
- I'd google it.
- It would be on my insurance card.
- It's in my paperwork they gave me.
- My case manager.
- There are no papers forms and they say they don't have them. Some people don't feel safe.
- They post it everywhere.

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

- Behavioral Specialist counselor acts as go between mom and Perform Care.
- I called my insurance and they gave me the number.
- Not directly, my counselor probably did.
- Rep from Perform Care attended one of consumer meetings and was very helpful.
- The counselor at the county called with me.
- The hospital took care of all that. We contacted national recovery.com.
- They usually call me with updates.
- Weekly. Jill Hampton has been wonderful.

Q4A I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.

- And help.
- I found I couldn't transfer unless I left here.
- I got hollered at because I call too much. Not hollered but she was short with me she said she had other people to help.
- I have a very good case manager.
- Quick with answers but not happy with answers.
- They called every morning till they could get me a bed and gave me options.
- They were very good, prompt service.
- Took 2 weeks to get into treatment.
- Very, very helpful.
- We called back and forth till they got me in here with all women.

Q5 I was given a choice of at least two (2) Providers from Perform Care regarding the type of service I am seeking.

- 3 days to go from here. I'm going to Eagleville.
- Bed search done for first available.

- Chose philhaven.
- Chose this provider.
- Common ground gave me these names.
- Doctor made decision. Doctor from hospital called consumer racist because consumer would not go to a facility in Philadelphia.
- Doug Mcfall did all the legwork to get me here.
- Drug court told me I am going to cove.
- I asked to come here.
- I called directly.
- I called here first.
- I called rehabs to find one.
- I came here before, so I went back.
- I came here on my own.
- I choose Lancaster General.
- I choose Lancaster Regional.
- I chose this one.
- I detoxed at common ground.
- I just called here.
- I just started calling.
- I knew to call here this is my 2nd time here.
- I knew where to go.
- I looked online.
- I walked here by myself.
- I was already at outpatient and didn't ask to go anywhere else.
- I was court ordered here.
- I was here before and that's why I came back here.
- His niece found this for him. He was here before.
- It was jail or here.
- Meadows was the only place with a bed.
- Member called pyramid to get services.
- My attorney set this up. It's not what the website said, not at all. Its unnerving being here. I'm upset this isn't what I expected. There are bed bugs here.
- My counselor sent me here.
- My insurance called Roxbury and they called me.
- My P.O. sent me here.
- My P.O. sent me.
- Only bed here.
- The case manager at Geisinger got me in here.
- The county got me here when I requested.
- They found a bed while in the emergency room and sent her.
- They were very helpful.
- This was the only place with a bed.
- Through probation, not given a choice.
- Went through ER so had to take first open bed.

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

- 14 days.
- 21 days then the county will fund me.
- 28 days.
- DOC brought me, they chose.

- Facility, Cove Forge, was informed, but refuses to tell me.
- Gaudenzia told me 6 months.
- I did 30 days and got an extension till I can get into Eagleville
- I had to inquire about.
- I think they told my counselor.
- Long term.
- Long term care.
- My counselor keeps me updated.
- My counselor told me 28 so far. It's up to the P.O.
- My P.O. said 28 to 30 days.
- Service days fluctuated constantly.
- They didn't tell me.
- The lady at Roxbury said a couple different amounts and I took 28 days.
- They told me 14 but it turned into 28.
- They told me originally but it was extended, not sure.
- Waited 5 hours on a gurney in the hall for insurance approval. Was suicidal by the time he was admitted.
- Yes but at that time they said they would not make further decisions without consulting me and they did anyway.

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

- And personable.
- Except my high risk case manager. That is a negative insinuation about me in my opinion.
- Except one person.
- I called an 888 number and the lady was kind of rude but she mentioned Kennett Square so I called here.
- Just satisfied.
- Thank you.
- They are amazing. I was really impressed.
- Very much so!

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

- Aside from last month I was denied treatment. So I had to go back to detox after Fairmont.
- I wish someone would let me know more about my insurance.
- Really liked those who helped on phone.
- Seemed irritated because she pays MAWD program.
- The case worker did all that.