



# **Consumer Satisfaction Services, Inc.**

## **Capital Region 4<sup>th</sup> Quarter Report April-June 2014**

**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

## Capital Region 4<sup>th</sup> Quarter Report April-June 2014

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

### Demographic and Survey Information

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

*Frequencies may not sum to total (n=620) as individuals may have chosen not to respond to certain questions.*

- The survey represents 620 (n=620) respondents from the Capital Region including 451 Adults (72.7%) and 169 Children (27.3%). Of the 451 adult consumers 443 (98.2%) responded for themselves and a parent/guardian responded for the remaining 8 (1.8%). Of the 169 child consumers 21 (12.4%) responded for themselves and a parents/ guardians responded remaining 148 (87.6%). Parent/guardian respondents for both adults and child consumers were significantly more satisfied than adults and children who responded for themselves.
- Data was collected by 6 interviewers from 19 treatment facilities in the Capital Region.
- Overall, 616 of the 620 interviews (99.4%) were face-to-face interviews, 4 (0.6%) were conducted by phone.
  - Of the 451 adult interviews, 449 (99.6%) were face-to-face interviews. 2 (0.4%) were conducted by phone.
  - Of the 169 child interviews, 167 (98.8%) were face-to-face interviews. 2 (1.2%) were conducted by phone.
- Gender: Overall, the sample is 40.6% female (252) and 59.4% male (368). Of the 451 adult consumers, 216 were female and 235 were male. Of the 169 child consumers, 36 were female and 133 were male.
- Level of Care: In all, 4 types of treatment were accessed by the respondents. 225 (36.3%) received D&A Non-Hospital Residential Rehab services, 187 (30.2%) received TCM Resource Coordination, 134 (21.6%) received TCM Intensive Case Management, and 74 (11.9%) received TCM Blended Case Management.

## Implementation

According to survey responses, consumers report some level of satisfaction with their services. This is reflected in an 79.5% satisfaction rate (Mean Satisfaction Level/Highest Possible Score) among the reports received from consumers as well as consumer responses to Question# 30, "Overall, I am satisfied with the services..." with 83.2% agreement (Responses of 4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 80.5% overall satisfaction and consumers of child services reporting high overall satisfaction 90.5%.

Respondents of reported high levels of satisfaction (85% or greater) for the following questions: (94.7%) child respondents reported that were informed about their rights and responsibilities regarding their treatment (Q18). (91.1%) of child consumers reports that their provider informed them who to call with questions (Q13). (90.2%) of all respondents felt comfortable asking questions about their treatment (Q19). Consumers, (88.5%) reported that they are included in the development of their treatment plan (Q26), (88.7%) of all consumers felt that they are an important part of the treatment process (Q27). (87.1%) of consumers feel that program staff respects their ethnic, cultural, and religious background (Q22). Additionally, consumers (85.6%) reported that they feel safe at the facility (Q24). Consumers of child services (90.5%) reported that their provider explained the advantages of their therapy (Q28), (89.3%) reported their provider asks before sharing personal information (Q21), (85.8%) trust their service provider, and (85.2%) felt they have the option to change their provider (Q17).

While satisfaction is generally high, further exploration is warranted regarding a few items:

- Approximately 1 in 3 of both child (29.0%) and adult (33.7%) respondents reported they did not have a choice when selecting their service provider (Q16).
- Additionally, about 1 in 4 consumers who received both adult services (25.1%) reported that they were not given information on how to get other needed services (Q14).
- Consumers who received adult services (24.2%) reported they were not given information on all the services available to them (Q15).
- Respondents who received adult services (20.0%) also reported that their provider did not inform them who to contact if they have questions about their services (Q13).
- Adult consumers (19.3%) did not feel they had the option to change their service provider (Q17).
- Respondents who received adult services (19.1%) also felt their provider did not explain the limitations of their treatment (Q29).
- Finally, consumers of adult services (18.2%) did not feel that their provider spends adequate time with them (Q20).

## **Outcomes**

Consumers also describe their lives as being better as a result of their services in a majority of cases. In total, 52.1% to 72.3% of consumers believe services have improved their lives in each outcome area. Additionally 18.5% to 32.6% of consumers believe that no change has resulted from their services. Only 7.1% to 13.7% believes that things are worse as a result of services.

- Recipients of both adult child services (72.3%) gave high ratings about coping with the specific problems or issues that led them to seek services (Q41).
- Adult and child consumers also reported high levels of satisfaction (70.5%) with managing daily problems (Q31).
- Consumers of both services (70.3%) reported high ratings with enjoying their free time (Q36).
- Additionally, adult and child consumers (68.1%) reported high satisfaction for how they feel about themselves (Q34), and feeling good (hopeful) about the future (Q35).
- Recipients of adult services (27.3%) reported that things have improved with dealing with school or work (Q39) and (7.8%) reported it as worse than before. As noted, (45.2%) of the respondents reported this question did not apply to them. When these cases are removed, (49.8%) report they were better able to deal with school or work and (14.2%) reported it was worse. These figures represent a more accurate picture of the results.

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

**Ms. Abby Robinson  
C/FST Manager  
4775 Linglestown Road  
Harrisburg PA, 17112  
(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 Request for Assistance for the 4<sup>th</sup> Quarter 13-14

## Capital Region 4<sup>th</sup> Quarter Report April-June 2014

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

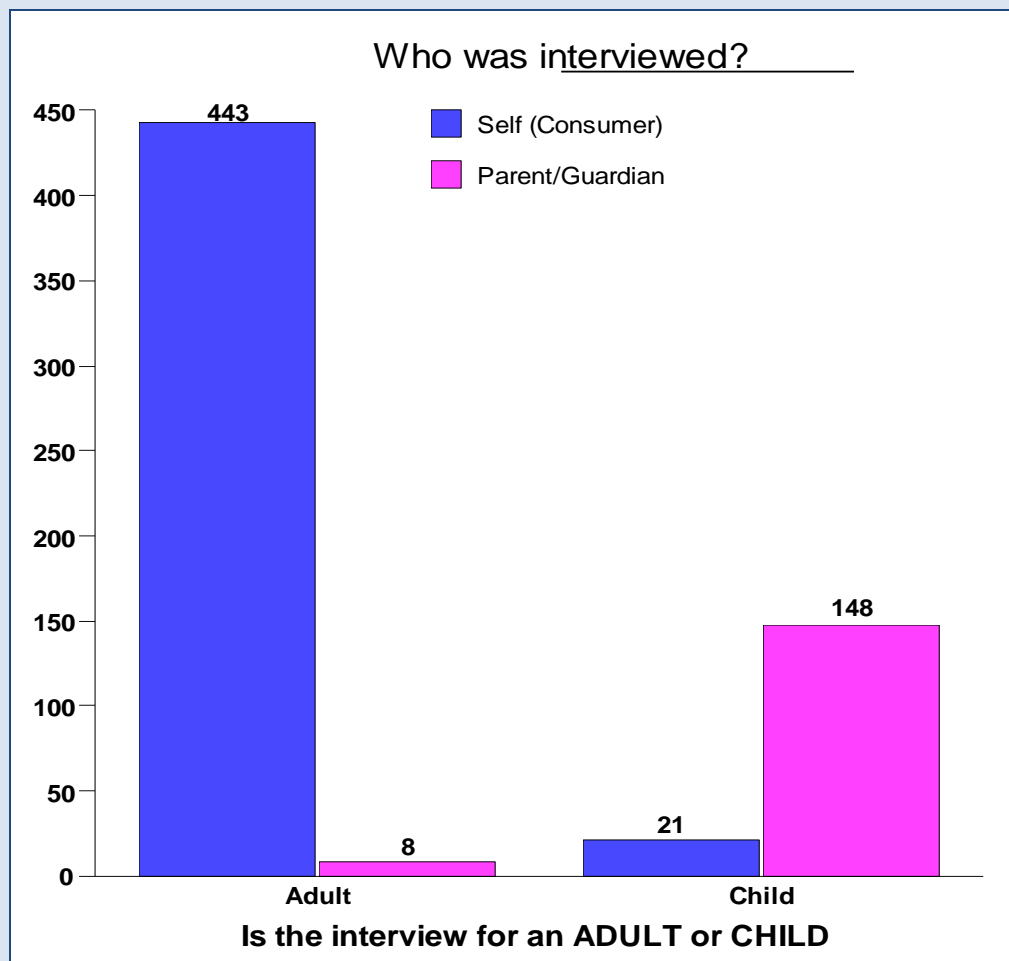
### Demographic and Survey Information

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

*Frequencies may not sum to total (n=620) as individuals may have chosen not to respond to certain questions.*

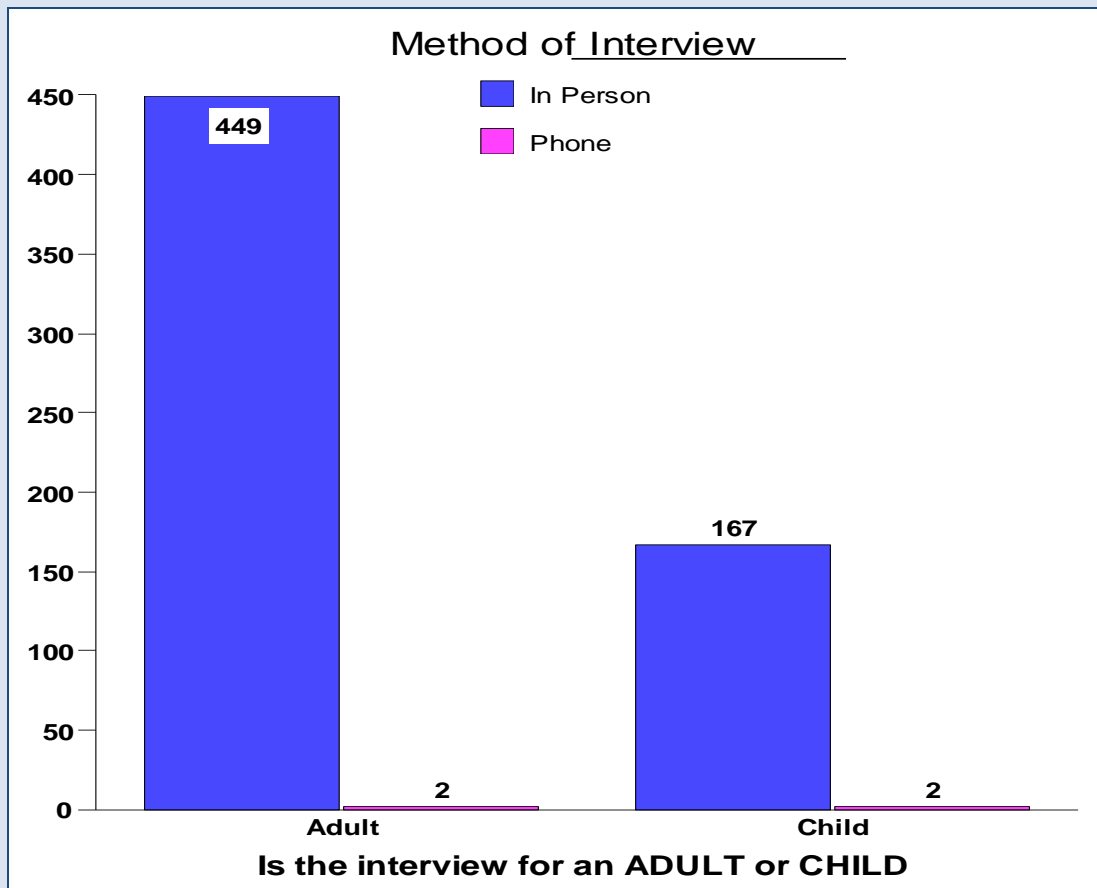
*Percentages may not sum to 100.0% due to rounding.*

- The survey represents 620 (n=620) respondents from the Capital Region including 451 Adults (72.7%) and 169 Children (27.3%). Of the 451 adult consumers 443 (98.2%) responded for themselves and a parent/guardian responded for the remaining 8 (1.8%). Of the 169 child consumers 21 (12.4%) responded for themselves and a parents/ guardians responded remaining 148 (87.6%). Parent/guardian respondents for both adults and child consumers were significantly more satisfied than adults and children who responded for themselves.

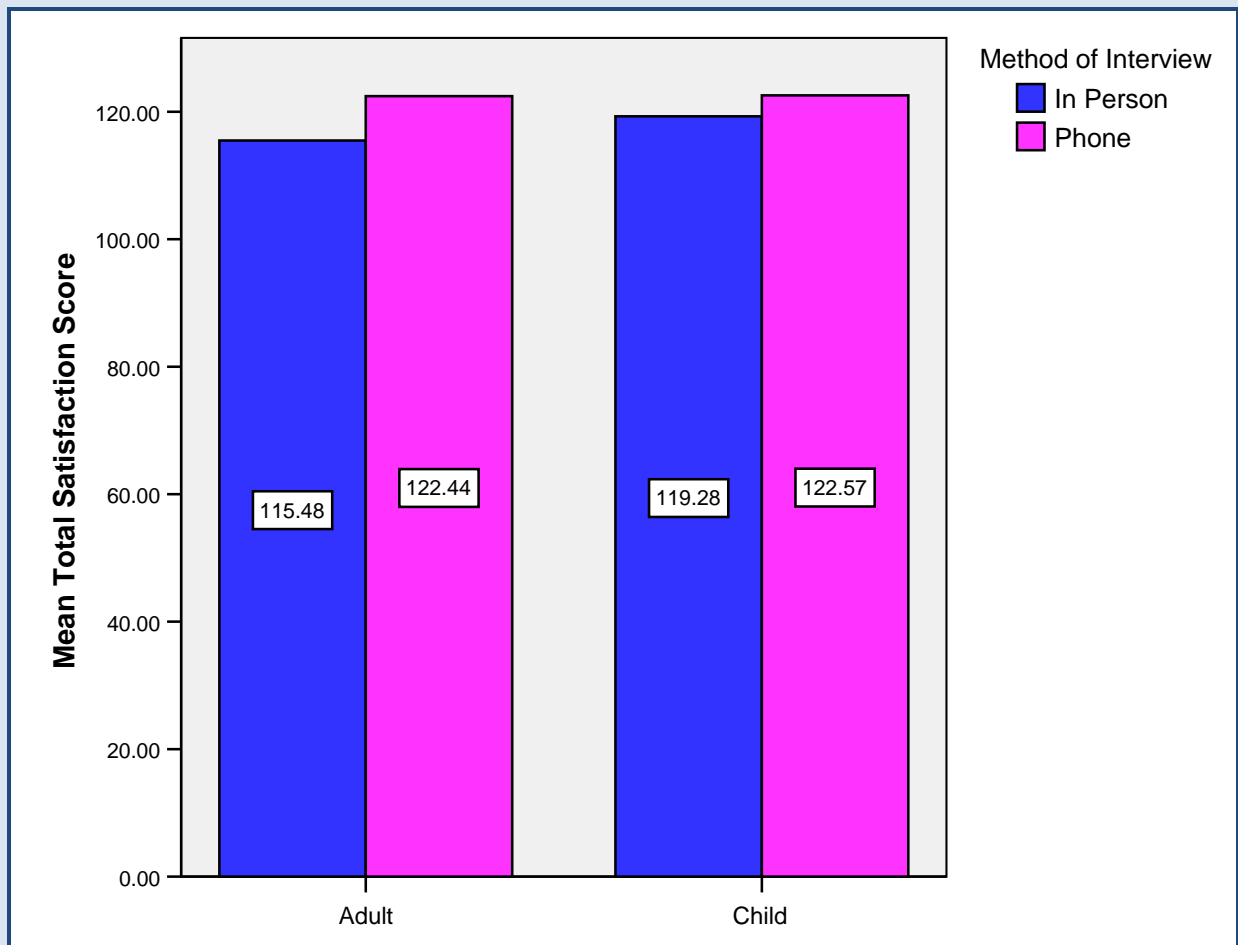




- Data was collected by 6 interviewers from 19 treatment facilities in the Capital Region.
- Overall, 616 of the 620 interviews (99.4%) were face-to-face interviews, 4 (0.6%) were conducted by phone.
- Of the 451 adult interviews, 449 (99.6%) were face-to-face interviews. 2 (0.4%) were conducted by phone.
- Of the 169 child interviews, 167 (98.8%) were face-to-face interviews. 2 (1.2%) were conducted by phone.



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

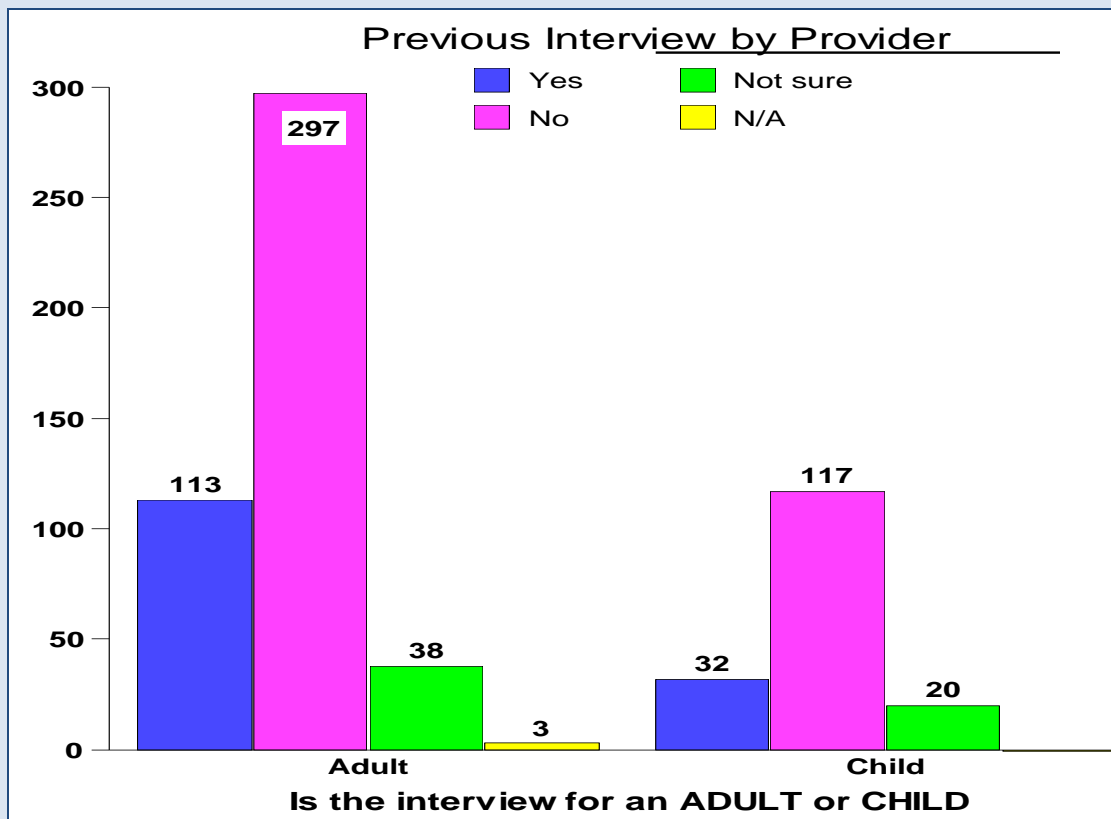


Below is a table of the method of interview by county for both Adult and Child services.

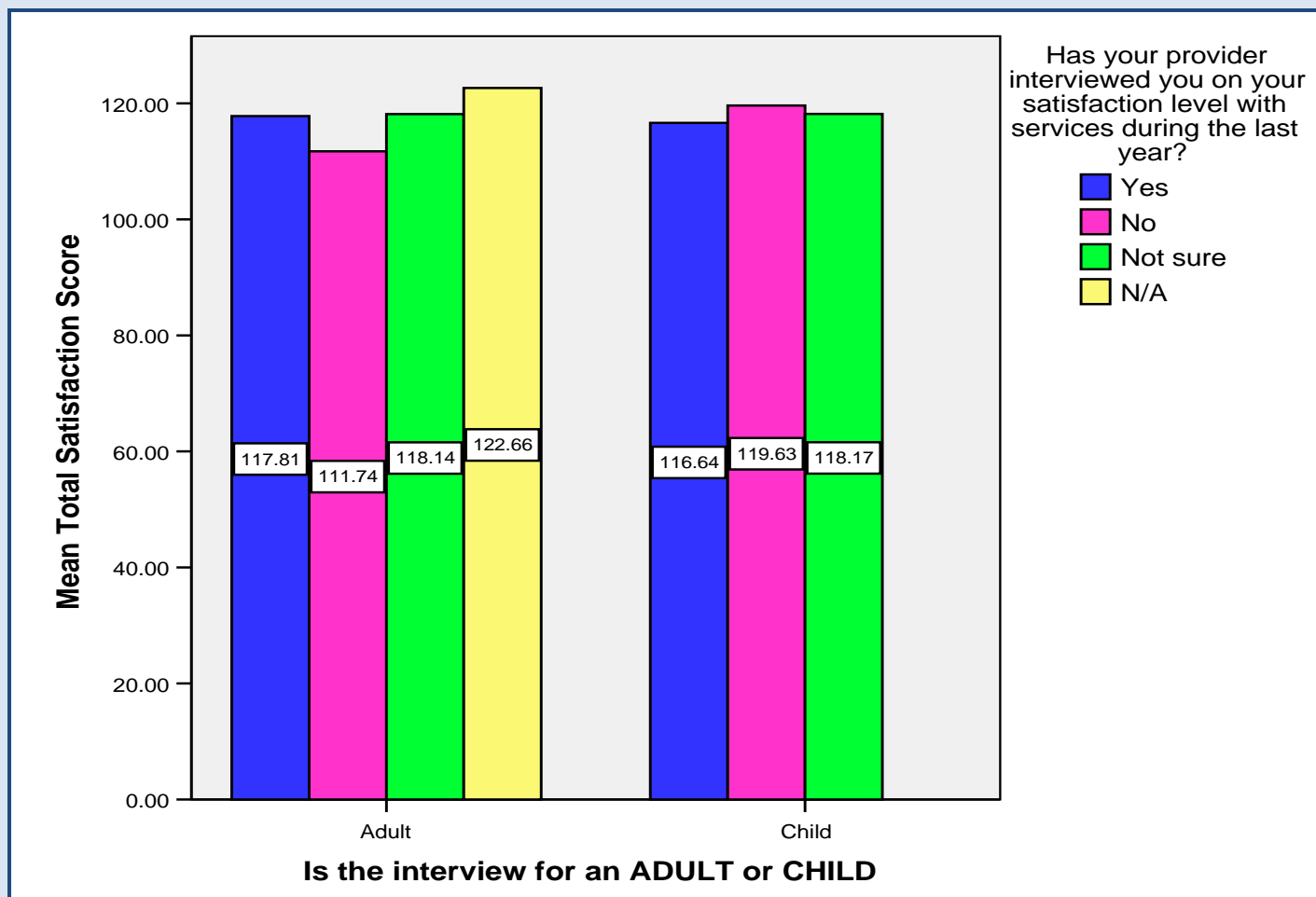
	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	620	86	160	270	81	23
<b>Adult</b>						
In Person	449 72.40%	73 84.90%	134 83.80%	176 65.20%	53 65.40%	13 56.50%
Phone	2 0.30%	0 0	0 0	2 0.70%	0 0	0 0
<b>Child</b>						
In Person	167 26.90%	13 15.10%	26 16.30%	90 33.30%	28 34.60%	10 43.50%
Phone	2 0.30%	0 0	0 0	2 0.70%	0 0	0 0

- Overall, 145 of the 620 interviews (23.4%) reported they had been previously interviewed, 414 (66.8%) reported they had not been interviewed, 58 (9.4%) were not sure, and 3 (0.5%) reported this question did not apply.
  - Of the 451 adult interviews, 113 (25.1%) reported they had been previously interviewed, 297 (65.9%) reported they had not been interviewed, 38 (8.4%) were not sure.
  - Of the 169 child interviews, 32 (18.9%) reported they had been previously interviewed, 117 (69.2%) reported they had not been interviewed, 20 (11.8%) were not sure.

	Base	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	620	145 23.40%	414 66.80%	58 9.40%	3 0.50%
Adult	451	113 25.10%	297 65.90%	38 8.40%	3 0.70%
Child	169	32 18.90%	117 69.20%	20 11.80%	0 0



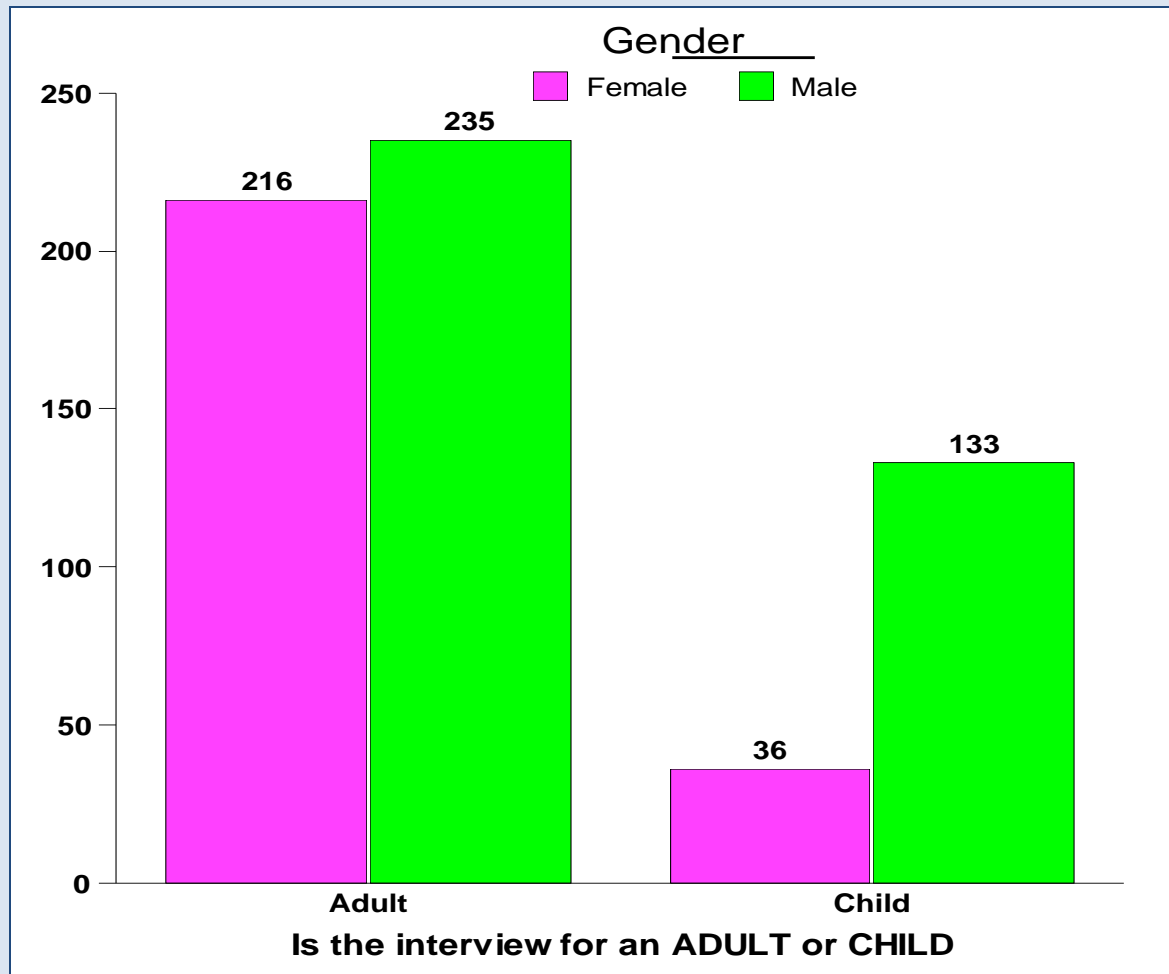
Consumers of adult services who were not previously interviewed were significantly less satisfied than adult consumers who were previously interviewed.



Mean Satisfaction Levels of Respondents

Total Satisfaction Score		Has your provider interviewed you on your satisfaction level with services during the last year?				
Is the interview for an ADULT or CHILD		Yes	No	Not sure	N/A	Total
Adult	N	113	297	38	3	451
	Mean	117.81	111.74	118.14	122.66	113.87
	Std. Deviation	15.94	20.54	14.25	4.03	19.14
Child	N	32	117	20		169
	Mean	116.64	119.63	118.17		118.89
	Std. Deviation	11.98	18.81	16.17		17.37

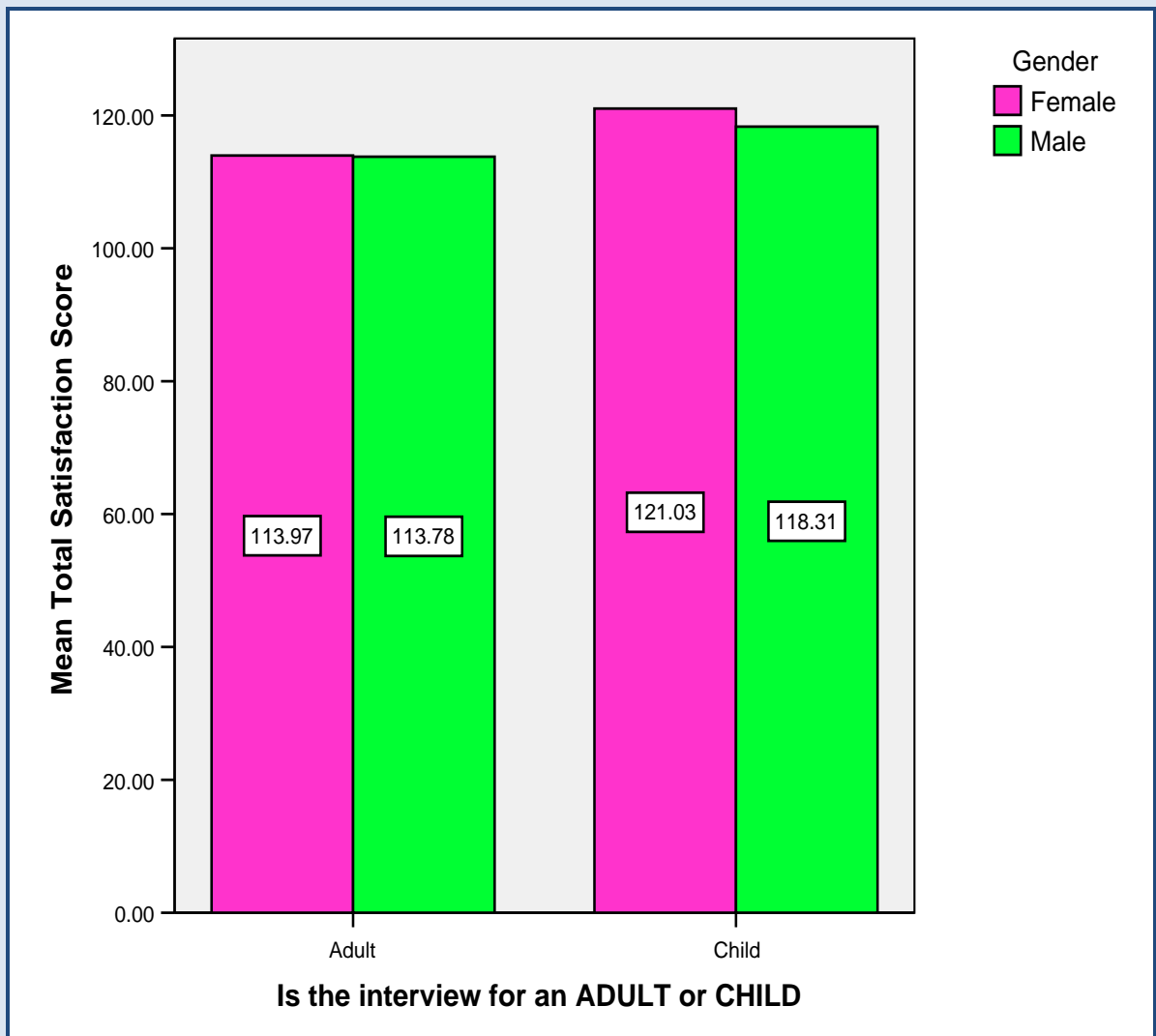
- Gender: Overall, the sample is 40.6% female (252) and 59.4% male (368). Of the 451 adult consumers, 216 were female and 235 were male. Of the 169 child consumers, 36 were female and 133 were male.



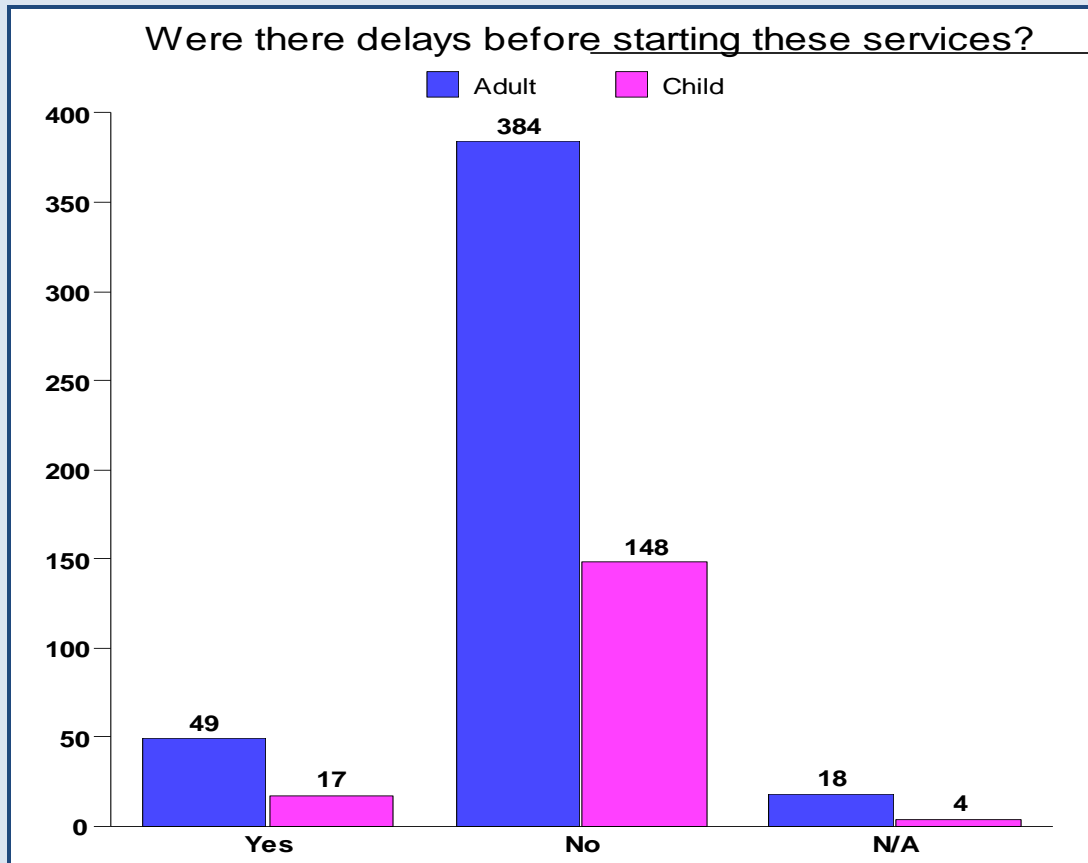
There were no significant differences in satisfaction regarding gender reported by consumers.

#### Mean Satisfaction Levels of Respondents

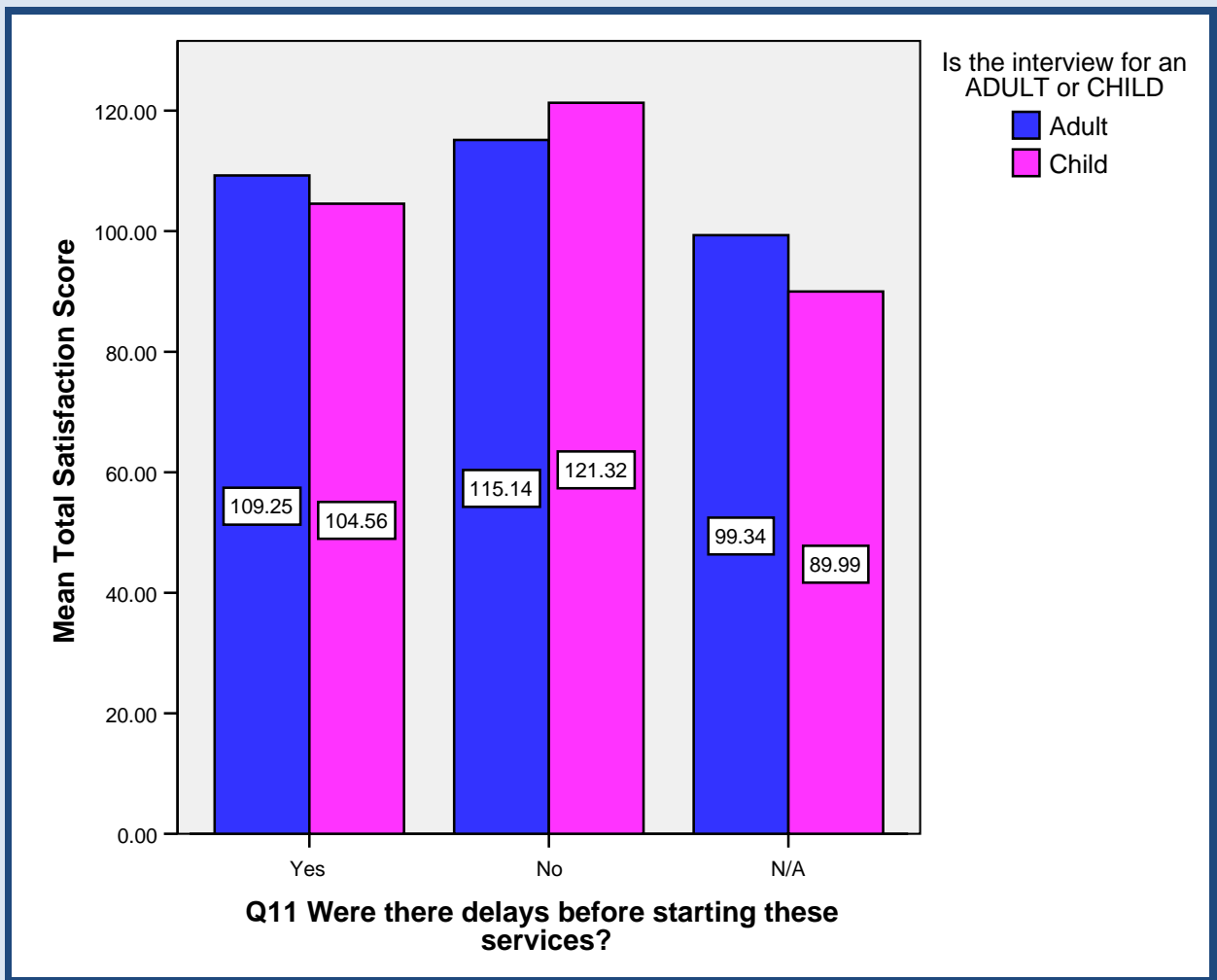
Total Satisfaction Score				
Is the interview for an ADULT or CHILD		Gender		
		Female	Male	Total
Adult	N	216	235	451
	Mean	113.97	113.78	113.87
	Std. Deviation	19.66	18.69	19.14
Child	N	36	133	169
	Mean	121.03	118.31	118.89
	Std. Deviation	13.61	18.26	17.37



- Service Delay: 66 consumers (10.6%) reported that they experience some delay before beginning treatment. 532 consumers (85.8%) reported no delay before beginning treatment and 22 consumers (3.5%) reported that this question does not apply to them. Our analysis indicated that those who responded as N/A were significantly less satisfied than those who reported Yes or No. Additionally, consumers who responded that they did have a service delay were significantly less satisfied than those who did not experience a delay. This was true for both adult and child consumers when analyzed separately.



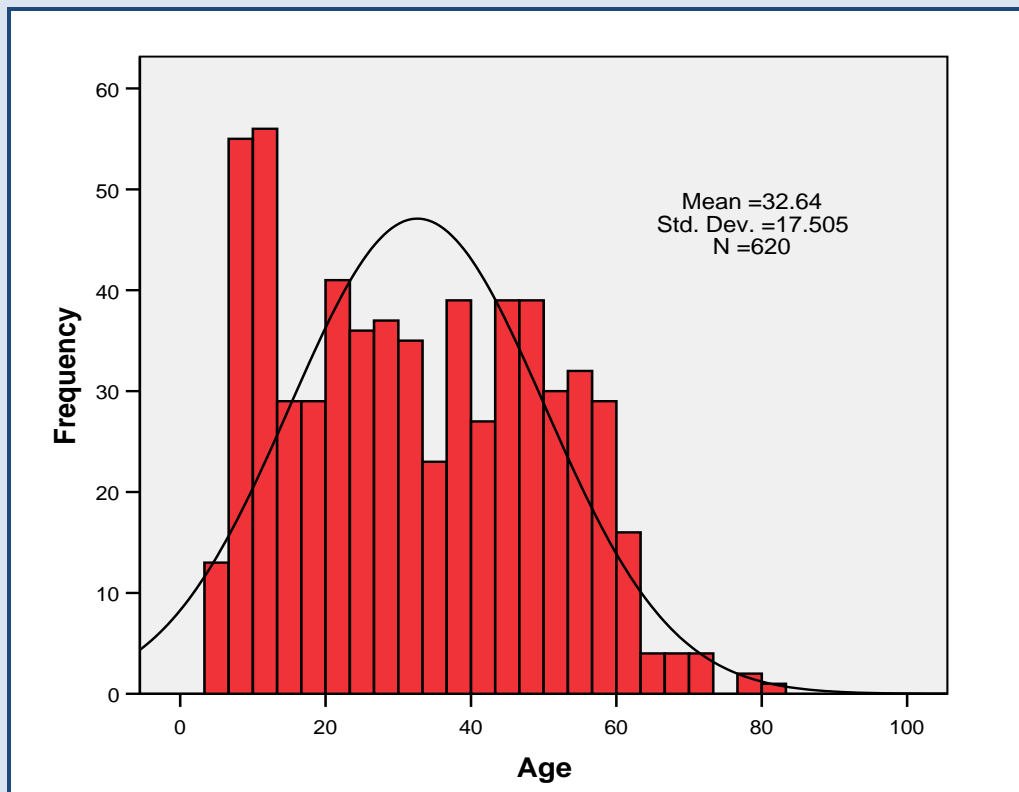
Total Satisfaction Score					
Is the interview for an ADULT or CHILD		Q11 Were there delays before starting these services?			
		Yes	No	N/A	Total
Adult	N	49	384	18	451
	Mean	109.25	115.14	99.34	113.87
	Std. Deviation	21.54	18.38	21.36	19.14
Child	N	17	148	4	169
	Mean	104.56	121.32	89.99	118.89
	Std. Deviation	19.75	15.51	21.54	17.37



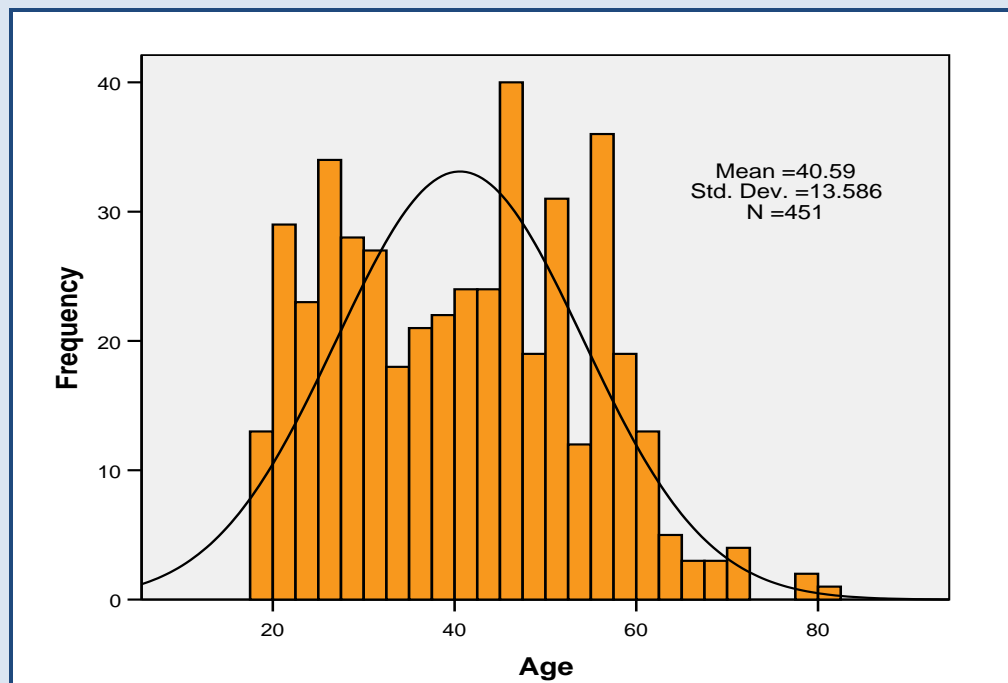


- Age: Age of all respondents ranged from 5-82 years, with a mean age of 32.64 (SD 17.505) and median age of 31. Our analysis indicated a relationship between age and Total Satisfaction for child consumers only.

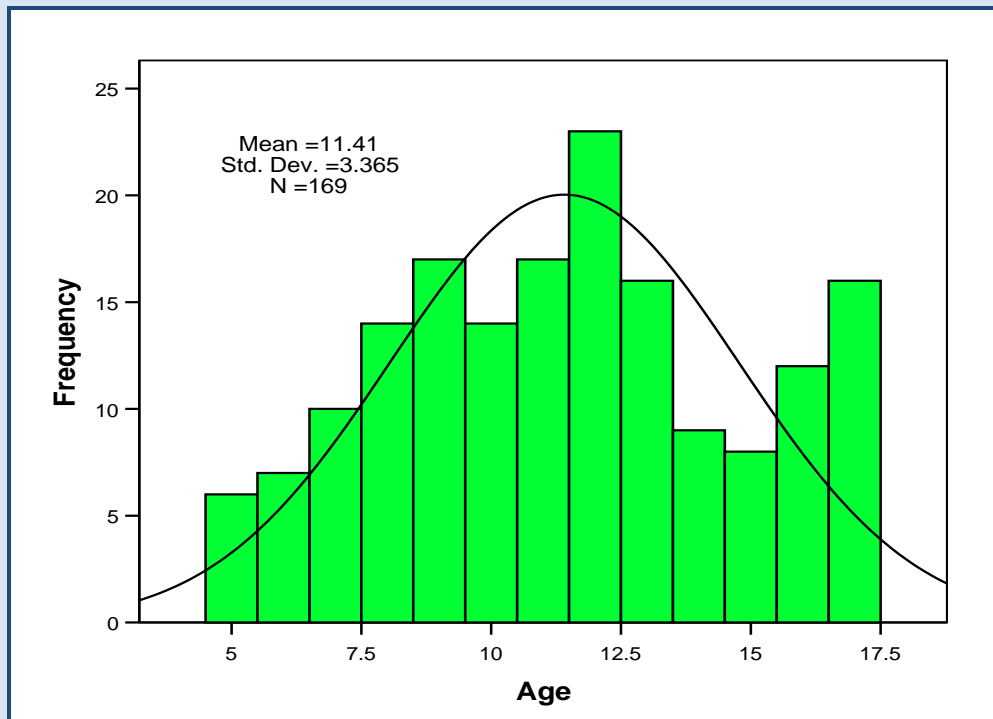
**Age of All Adult and Child Respondents**



Age of **Adult** respondents ranged from 18-82 years, with a mean age of 40.59 (SD= 13.586) and median age of 41.0. Our analysis found no relationship between age and reported total satisfaction for adult respondents.

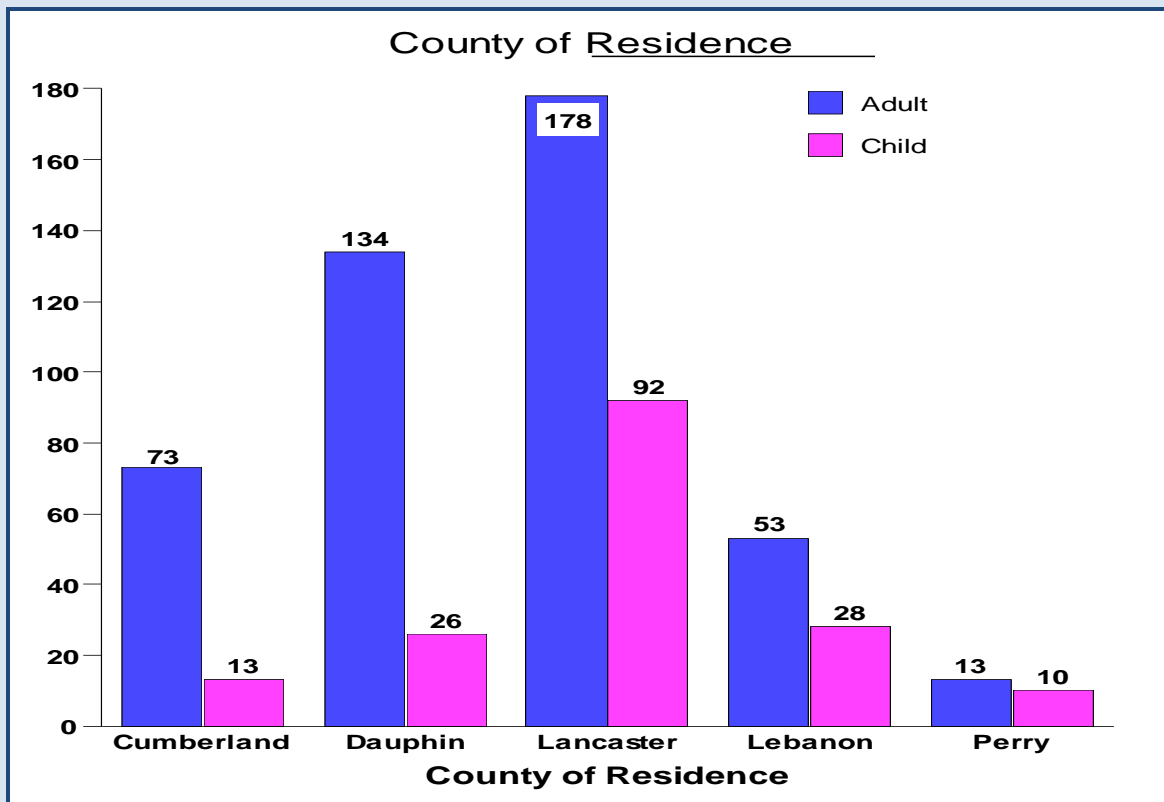


Age of **Child** respondents ranged from 5-17 years, with a mean age of 11.41 (SD= 3.365) and median age of 11. Our analysis found that consumers who are 17 years old were significantly less satisfied than consumers who are 12-13 years old. Additionally, consumers who are 15 years old reported significantly lower satisfaction than consumers who are 12 years old.



### County of Residence:

The table below shows the county of residence in alphabetical order. The largest number of respondents report residence in Lancaster County (43.5%). The remaining respondents reported residence in Dauphin (25.8%), Cumberland (13.9%), Lebanon (13.1%), and Perry (3.7%).



	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	620	86 13.90%	160 25.80%	270 43.50%	81 13.10%	23 3.70%
Adult	451	73 16.20%	134 29.70%	178 39.50%	53 11.80%	13 2.90%
Child	169	13 7.70%	26 15.40%	92 54.40%	28 16.60%	10 5.90%

Child consumers of Cumberland County reported significantly lower satisfaction than child consumers from Dauphin, Lancaster, and Lebanon Counties.

### Mean Satisfaction Score by County of Residence

Total Satisfaction Score							
		County of Residence					
		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Adult	N	73	134	178	53	13	451
	Mean	115.36	113.72	112.71	115.15	117.81	113.87
	Std. Deviation	17.43	19.12	19.55	20.96	16.31	19.14
Child	N	13	26	92	28	10	169
	Mean	101.11	119.73	120.92	119.30	120.03	118.89
	Std. Deviation	22.14	13.70	16.14	16.81	21.78	17.37

- Race: 415 respondents (66.9%) reported their race as White/Caucasian, 95 (15.3%) African American, 68 (11.0%) Hispanic/Latino, 29 (4.7%) Multi-Racial, 5 (0.8%) Asian/Pacific Islander, 4 (0.6%) Other, 2 (0.3%) Native American/American Indian, and 2 (0.3%) Did Not Answer. Our analysis indicated no significant differences in Total Satisfaction with respect to race for either adult or child services.

	Base	Race							
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American / American Indian	White / Caucasian	Multi-Racial	Other	Did not answer
Total	620	95 15.30%	5 0.80%	68 11.00%	2 0.30%	415 66.90%	29 4.70%	4 0.60%	2 0.30%
Adult	451	76 16.90%	4 0.90%	36 8.00%	2 0.40%	316 70.10%	13 2.90%	3 0.70%	1 0.20%
Child	169	19 11.20%	1 0.60%	32 18.90%	0 0	99 58.60%	16 9.50%	1 0.60%	1 0.60%

- Treatment Facility: Data was collected from 19 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed separately for Adult and Child Services for each facility. To help with interpretation, scores 116-145 indicate a high level of satisfaction, scores 87-115 indicate some level of satisfaction and scores below 87 indicate some level of dissatisfaction.

#### Mean Satisfaction of Treatment Facilities Adult

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
Dauphin County	53	119.69	15.18
Holy Spirit Hospital	19	116.67	15.31
Lancaster County	49	113.72	18.80
Roxbury Psychiatric Hospital	8	113.26	17.03
Community Services Group (CSG)	43	125.26	8.20
The Stevens Center	35	122.23	13.73
Lebanon County	28	120.21	19.11
Bowling Green/Brandywine	16	104.28	20.32
Clear Brook	1	115.00	.
DA Rehab Services	2	80.00	35.36
Eagleville Hospital	27	109.46	23.88
Firetree LTD	18	103.81	22.12
Gaudenzia	49	106.67	18.18
Pyramid Healthcare	10	107.75	19.42
Spanish American Civic Association	5	126.34	12.30
White Deer Run	60	106.14	20.87
Key stone Service System	17	113.96	21.19
Colonial House	9	114.92	17.97
Valley Forge Psychiatric Hospital	2	122.46	6.42
Total	451	113.87	19.14

### Mean Satisfaction of Treatment Facilities Child

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
Dauphin County	21	120.00	15.00
Holy Spirit Hospital	7	119.89	5.99
Lancaster County	41	117.44	13.61
Community Services Group (CSG)	47	126.79	14.07
The Stevens Center	10	116.25	17.13
Lebanon County	25	122.92	10.58
Clear Brook	7	114.86	10.32
DA Rehab Services	9	81.42	22.60
Gaudenzia	2	93.50	43.13
Total	169	118.89	17.37

- Level of Care: In all, 4 types of treatment were accessed by the respondents. 225 (36.3%) received D&A Non-Hospital Residential Rehab services, 187 (30.2%) received TCM Resource Coordination, 134 (21.6%) received TCM Intensive Case Management, and 74 (11.9%) received TCM Blended Case Management.

	Base	Level of Care			
		TCM Intensive Case Management	TCM Blended Case Management	TCM Resource Coordination	D&A Non-Hospital Residential Rehab
Total	620	134 21.60%	74 11.90%	187 30.20%	225 36.30%
Adult	451	101 22.40%	26 5.80%	117 25.90%	207 45.90%
Child	169	33 19.50%	48 28.40%	70 41.40%	18 10.70%

## Questions Regarding Perform Care

- 43.2% of respondents (268 of 620) reported that they had received a copy of the Perform Care member handbook.

	Base	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	620	268 43.20%	270 43.50%	73 11.80%	9 1.50%
Adult	451	168 37.30%	221 49.00%	54 12.00%	8 1.80%
Child	169	100 59.20%	49 29.00%	19 11.20%	1 0.60%

	Base	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	620	268 43.20%	270 43.50%	73 11.80%	9 1.50%
Adult					
Cumberland	73	32 43.80%	31 42.50%	7 9.60%	3 4.10%
Dauphin	134	49 36.60%	69 51.50%	15 11.20%	1 0.70%
Lancaster	178	63 35.40%	91 51.10%	20 11.20%	4 2.20%
Lebanon	53	21 39.60%	21 39.60%	11 20.80%	0 0
Perry	13	3 23.10%	9 69.20%	1 7.70%	0 0
Child					
Cumberland	13	5 38.50%	5 38.50%	3 23.10%	0 0
Dauphin	26	13 50.00%	8 30.80%	5 19.20%	0 0
Lancaster	92	57 62.00%	29 31.50%	5 5.40%	1 1.10%
Lebanon	28	17 60.70%	6 21.40%	5 17.90%	0 0
Perry	10	8 80.00%	1 10.00%	1 10.00%	0 0

- 79.2% of respondents (491 of the 620) report they are aware of their right to file a complaint or grievance. 17.7% (110) did not feel this was the case, 2.1% (13) were not sure, and 1% (6) consumers felt that this question did not apply.

	Base	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	620	491 79.20%	110 17.70%	13 2.10%	6 1.00%
Adult	451	339 75.20%	93 20.60%	13 2.90%	6 1.30%
Child	169	152 89.90%	17 10.10%	0 0	0 0

	Base	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	620	491 79.20%	110 17.70%	13 2.10%	6 1.00%
Adult					
Cumberland	73	58 79.50%	12 16.40%	0 0	3 4.10%
Dauphin	134	101 75.40%	29 21.60%	4 3.00%	0 0
Lancaster	178	130 73.00%	40 22.50%	6 3.40%	2 1.10%
Lebanon	53	41 77.40%	8 15.10%	3 5.70%	1 1.90%
Perry	13	9 69.20%	4 30.80%	0 0	0 0
Child					
Cumberland	13	10 76.90%	3 23.10%	0 0	0 0
Dauphin	26	25 96.20%	1 3.80%	0 0	0 0
Lancaster	92	83 90.20%	9 9.80%	0 0	0 0
Lebanon	28	24 85.70%	4 14.30%	0 0	0 0
Perry	10	10 100.00%	0 0	0 0	0 0



- 53.9% of respondents (334 of the 620) report they know who to call to file a complaint or grievance. 39.5% respondents (245) did not feel this was the case, 5.3% (33) were not sure, and 1.3% (8) consumers felt that this question did not apply.

	Base	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	620	334 53.90%	245 39.50%	33 5.30%	8 1.30%
Adult	451	205 45.50%	213 47.20%	25 5.50%	8 1.80%
Child	169	129 76.30%	32 18.90%	8 4.70%	0 0

	Base	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	620	334 53.90%	245 39.50%	33 5.30%	8 1.30%
Adult					
Cumberland	73	44 60.30%	25 34.20%	1 1.40%	3 4.10%
Dauphin	134	54 40.30%	73 54.50%	5 3.70%	2 1.50%
Lancaster	178	74 41.60%	89 50.00%	13 7.30%	2 1.10%
Lebanon	53	30 56.60%	17 32.10%	5 9.40%	1 1.90%
Perry	13	3 23.10%	9 69.20%	1 7.70%	0 0
Child					
Cumberland	13	9 69.20%	3 23.10%	1 7.70%	0 0
Dauphin	26	21 80.80%	4 15.40%	1 3.80%	0 0
Lancaster	92	69 75.00%	18 19.60%	5 5.40%	0 0
Lebanon	28	24 85.70%	4 14.30%	0 0	0 0
Perry	10	6 60.00%	3 30.00%	1 10.00%	0 0

- 13.5% (84 out of 620) reported they had called member services at Perform Care to get information or help for counseling, treatment or other services in the last 12 months.

	Base	Q4 In the last twelve months, did you call member services at CBHNP to get information?			
		Yes	No	Not Sure	Does Not Apply
Total	620	84 13.50%	520 83.90%	11 1.80%	5 0.80%
Adult	451	56 12.40%	383 84.90%	8 1.80%	4 0.90%
Child	169	28 16.60%	137 81.10%	3 1.80%	1 0.60%

	Base	Q4 In the last twelve months, did you call member services at CBHNP to get information?			
		Yes	No	Not Sure	Does Not Apply
Total	620	84 13.50%	520 83.90%	11 1.80%	5 0.80%
Adult					
Cumberland	73	6 8.20%	64 87.70%	1 1.40%	2 2.70%
Dauphin	134	23 17.20%	108 80.60%	1 0.70%	2 1.50%
Lancaster	178	19 10.70%	154 86.50%	5 2.80%	0 0
Lebanon	53	6 11.30%	47 88.70%	0 0	0 0
Perry	13	2 15.40%	10 76.90%	1 7.70%	0 0
Child					
Cumberland	13	1 7.70%	12 92.30%	0 0	0 0
Dauphin	26	4 15.40%	21 80.80%	1 3.80%	0 0
Lancaster	92	22 23.90%	69 75.00%	1 1.10%	0 0
Lebanon	28	1 3.60%	26 92.90%	1 3.60%	0 0
Perry	10	0 0	9 90.00%	0 0	1 10.00%

- 79.4% of those that requested information from Perform Care (81 of 102) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 12.7% (13 of the 102) respondents did not feel this was the case. As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented.

	Base	Q4A I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.			
		Yes	No	Not Sure	Does Not Apply
Total	620	81 13.10%	13 2.10%	8 1.30%	518 83.50%
Adult	451	51 11.30%	13 2.90%	8 1.80%	379 84.00%
Child	169	30 17.80%	0 0	0 0	139 82.20%

	Base	Q4A I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.			
		Yes	No	Not Sure	Does Not Apply
Total	620	81 13.10%	13 2.10%	8 1.30%	518 83.50%
Adult					
Cumberland	73	5 6.80%	2 2.70%	0 0	66 90.40%
Dauphin	134	22 16.40%	4 3.00%	1 0.70%	107 79.90%
Lancaster	178	16 9.00%	7 3.90%	4 2.20%	151 84.80%
Lebanon	53	6 11.30%	0 0	2 3.80%	45 84.90%
Perry	13	2 15.40%	0 0	1 7.70%	10 76.90%
Child					
Cumberland	13	1 7.70%	0 0	0 0	12 92.30%
Dauphin	26	4 15.40%	0 0	0 0	22 84.60%
Lancaster	92	22 23.90%	0 0	0 0	70 76.10%
Lebanon	28	1 3.60%	0 0	0 0	27 96.40%
Perry	10	2 20.00%	0 0	0 0	8 80.00%

- 45.6% of respondents who had called Perform Care staff (283 of 620) felt they were given a choice of at least 2 providers. 40.3% of respondents (250) did not feel this was the case, and 9.5% (59) were not sure.

	Base	Q5 I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.			
		Yes	No	Not Sure	Does Not Apply
Total	620	283 45.60%	250 40.30%	59 9.50%	28 4.50%
Adult	451	167 37.00%	208 46.10%	51 11.30%	25 5.50%
Child	169	116 68.60%	42 24.90%	8 4.70%	3 1.80%

	Base	Q5 I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.			
		Yes	No	Not Sure	Does Not Apply
Total	620	283 45.60%	250 40.30%	59 9.50%	28 4.50%
Adult					
Cumberland	73	30 41.10%	34 46.60%	4 5.50%	5 6.80%
Dauphin	134	57 42.50%	60 44.80%	13 9.70%	4 3.00%
Lancaster	178	56 31.50%	86 48.30%	26 14.60%	10 5.60%
Lebanon	53	20 37.70%	21 39.60%	6 11.30%	6 11.30%
Perry	13	4 30.80%	7 53.80%	2 15.40%	0 0
Child					
Cumberland	13	5 38.50%	6 46.20%	2 15.40%	0 0
Dauphin	26	15 57.70%	11 42.30%	0 0	0 0
Lancaster	92	69 75.00%	18 19.60%	3 3.30%	2 2.20%
Lebanon	28	20 71.40%	6 21.40%	1 3.60%	1 3.60%
Perry	10	7 70.00%	1 10.00%	2 20.00%	0 0

- 52.4% (325 out of 620) of respondents reported that they were informed about the time approved for their services. 34.5% (214) reported that this was not the case and 8.2% (51) were not sure.

	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	620	325 52.40%	214 34.50%	51 8.20%	30 4.80%
Adult	451	206 45.70%	179 39.70%	42 9.30%	24 5.30%
Child	169	119 70.40%	35 20.70%	9 5.30%	6 3.60%

	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	620	325 52.40%	214 34.50%	51 8.20%	30 4.80%
Adult					
Cumberland	73	32 43.80%	34 46.60%	3 4.10%	4 5.50%
Dauphin	134	64 47.80%	52 38.80%	12 9.00%	6 4.50%
Lancaster	178	86 48.30%	66 37.10%	19 10.70%	7 3.90%
Lebanon	53	20 37.70%	20 37.70%	6 11.30%	7 13.20%
Perry	13	4 30.80%	7 53.80%	2 15.40%	0 0
Child					
Cumberland	13	6 46.20%	4 30.80%	1 7.70%	2 15.40%
Dauphin	26	19 73.10%	6 23.10%	1 3.80%	0 0
Lancaster	92	66 71.70%	20 21.70%	3 3.30%	3 3.30%
Lebanon	28	22 78.60%	3 10.70%	2 7.10%	1 3.60%
Perry	10	6 60.00%	2 20.00%	2 20.00%	0 0

- 75.6% of respondents who had called Perform Care staff (177 out of 234) felt they were treated with courtesy and respect when they called Perform Care. 8.5% of respondents (20) did not feel this was the case. *As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented.*

	Base	Q7 When I call CBHNP staff treats me courteously and with respect			
		Yes	No	Not Sure	Does Not Apply
Total	620	177 28.50%	20 3.20%	37 6.00%	386 62.30%
Adult	451	120 26.60%	16 3.50%	35 7.80%	280 62.10%
Child	169	57 33.70%	4 2.40%	2 1.20%	106 62.70%

	Base	Q7 When I call CBHNP staff treats me courteously and with respect			
		Yes	No	Not Sure	Does Not Apply
Total	620	177 28.50%	20 3.20%	37 6.00%	386 62.30%
Adult					
Cumberland	73	12 16.40%	2 2.70%	1 1.40%	58 79.50%
Dauphin	134	39 29.10%	6 4.50%	6 4.50%	83 61.90%
Lancaster	178	54 30.30%	6 3.40%	21 11.80%	97 54.50%
Lebanon	53	12 22.60%	2 3.80%	4 7.50%	35 66.00%
Perry	13	3 23.10%	0 0	3 23.10%	7 53.80%
Child					
Cumberland	13	2 15.40%	0 0	0 0	11 84.60%
Dauphin	26	9 34.60%	0 0	0 0	17 65.40%
Lancaster	92	43 46.70%	4 4.30%	2 2.20%	43 46.70%
Lebanon	28	2 7.10%	0 0	0 0	26 92.90%
Perry	10	1 10.00%	0 0	0 0	9 90.00%

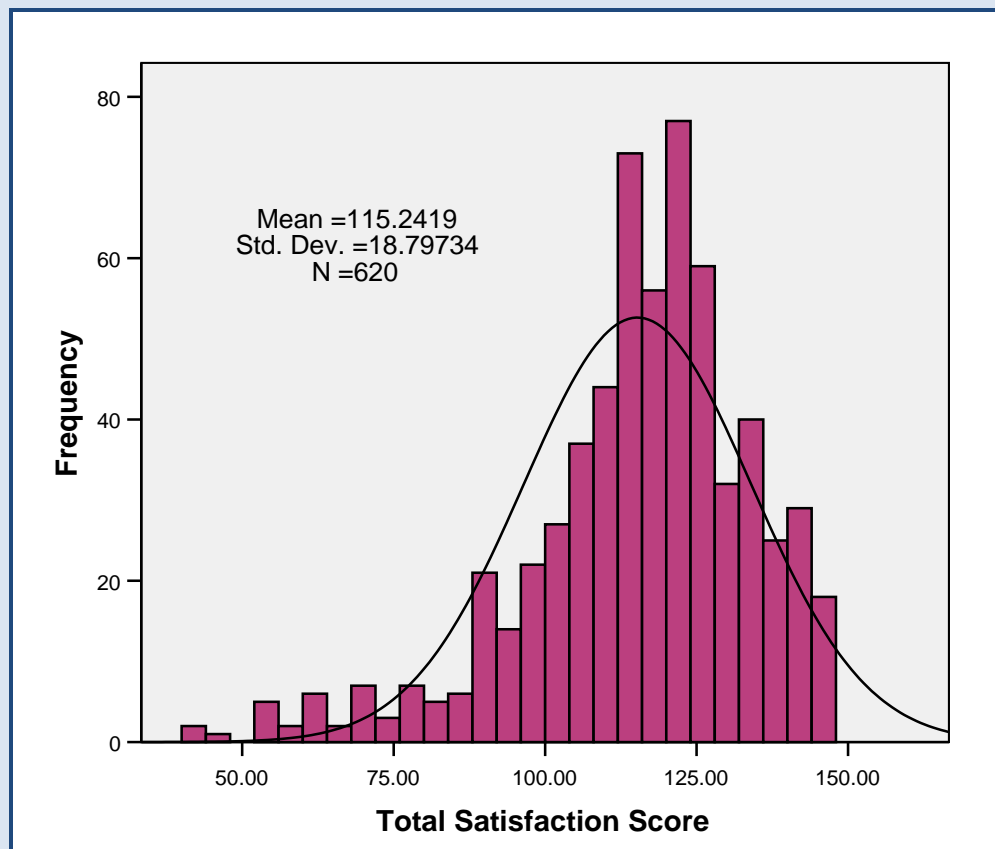
- 88.5% of respondents (408 out of 461) who stated that this question applies to them report they are satisfied with their interactions with Perform Care. 5.2% of respondents (24) did not feel this was the case. *As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented.*

	Base	Q8 Overall, I am satisfied with the interactions I have had with CBHNP.			
		Yes	No	Not Sure	Does Not Apply
Total	620	408 65.80%	24 3.90%	29 4.70%	159 25.60%
Adult	451	269 59.60%	19 4.20%	27 6.00%	136 30.20%
Child	169	139 82.20%	5 3.00%	2 1.20%	23 13.60%

	Base	Q8 Overall, I am satisfied with the interactions I have had with CBHNP.			
		Yes	No	Not Sure	Does Not Apply
Total	620	408 65.80%	24 3.90%	29 4.70%	159 25.60%
Adult					
Cumberland	73	46 63.00%	4 5.50%	2 2.70%	21 28.80%
Dauphin	134	75 56.00%	9 6.70%	3 2.20%	47 35.10%
Lancaster	178	110 61.80%	4 2.20%	15 8.40%	49 27.50%
Lebanon	53	32 60.40%	2 3.80%	4 7.50%	15 28.30%
Perry	13	6 46.20%	0 0	3 23.10%	4 30.80%
Child					
Cumberland	13	8 61.50%	1 7.70%	0 0	4 30.80%
Dauphin	26	21 80.80%	0 0	0 0	5 19.20%
Lancaster	92	76 82.60%	3 3.30%	2 2.20%	11 12.00%
Lebanon	28	25 89.30%	1 3.60%	0 0	2 7.10%
Perry	10	9 90.00%	0 0	0 0	1 10.00%

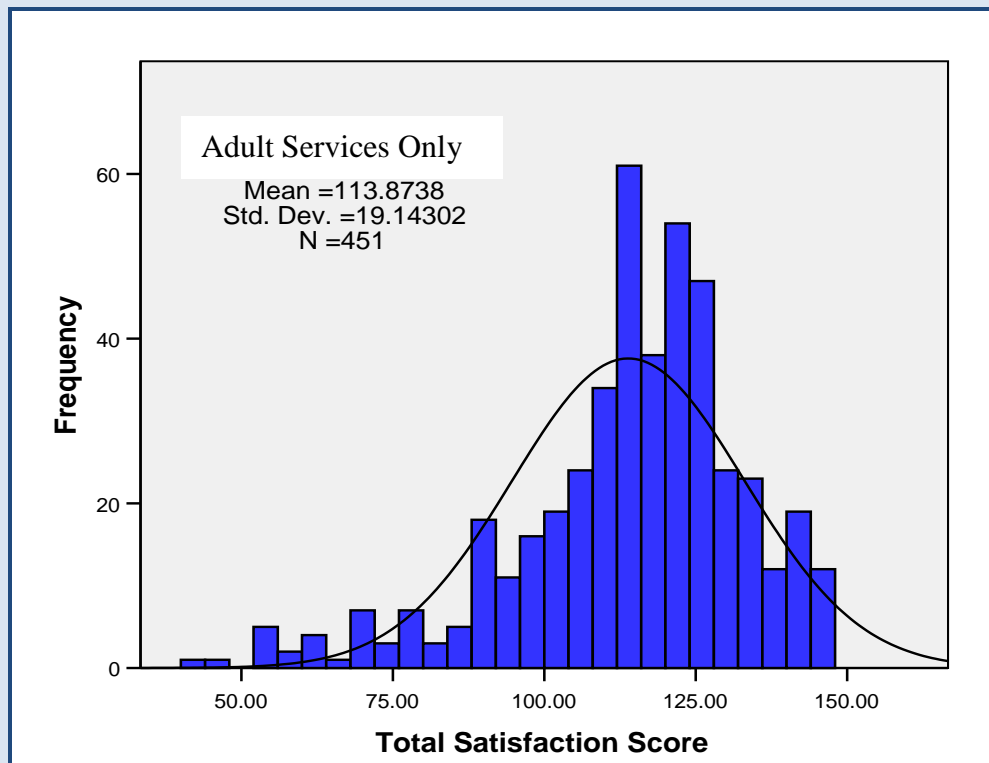
## Satisfaction

- Overall Satisfaction: All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 29 items that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale had a possible range of 29 - 145. Scores 116 -145 indicate a high level of satisfaction, scores 87-115 indicate some level of satisfaction and scores below 87 indicate some level of dissatisfaction.
- The overall mean for all respondents for Total Satisfaction Score (TSS) was 115.24 with a standard deviation 18.797 and median 117.93. The TSS scores ranged from 40 – 145. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.

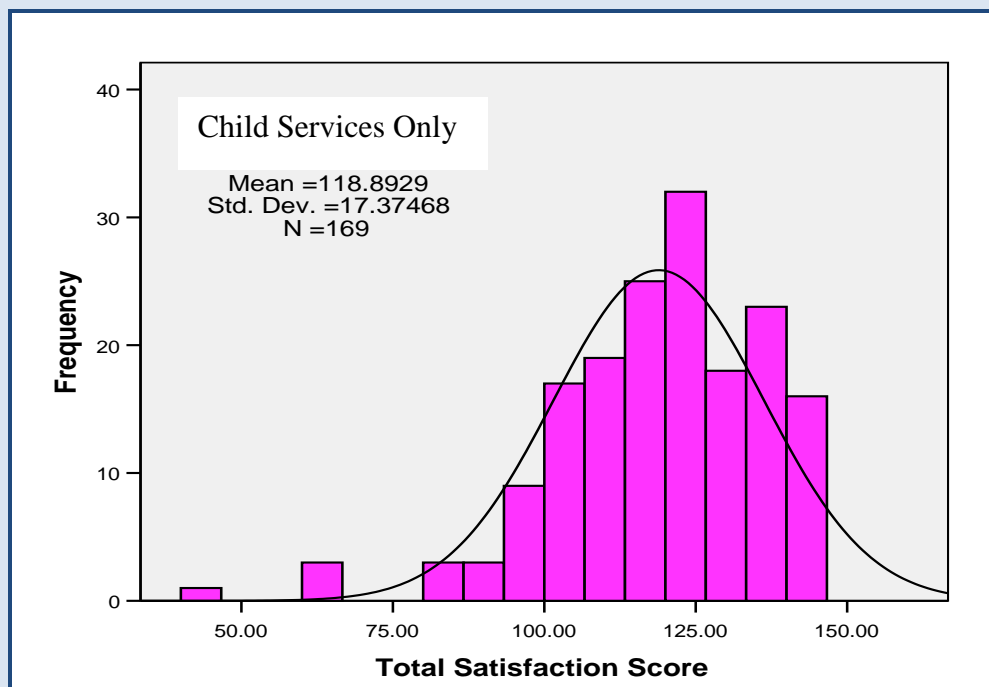




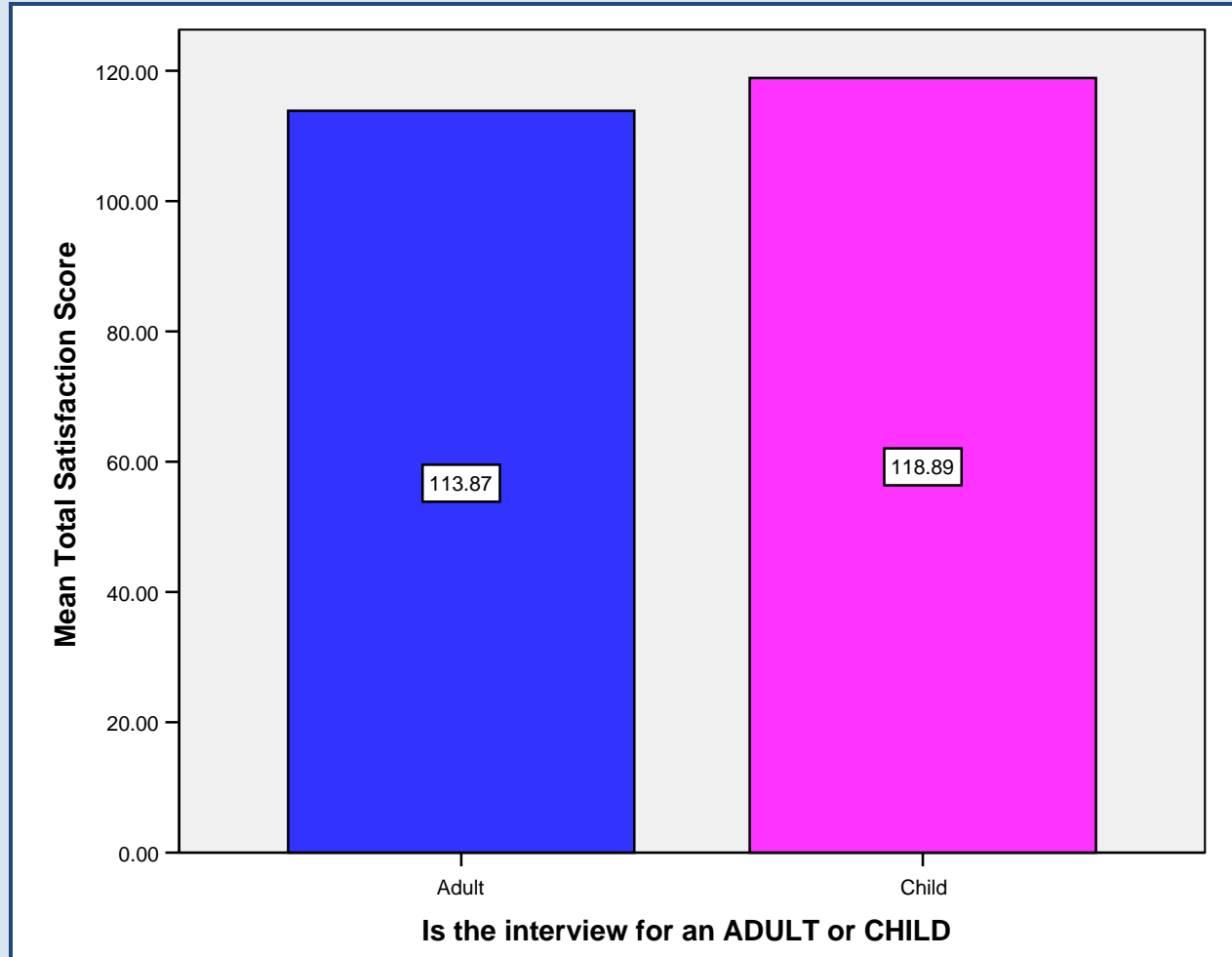
- The overall mean for Total Satisfaction Score (TSS) for respondents who received adult services was 113.87 with a standard deviation 19.14 and median 116.67. The TSS scores ranged from 40 – 145. Again, with a 5 point scale and 29 questions, scores above TSS= 87 ( $29 \times 3$ ) indicate satisfaction on some level.



- The overall mean for Total Satisfaction Score (TSS) for respondents who received child services was 118.89 with a standard deviation 17.37 and median 121.0. The TSS scores ranged from 43 – 145. Again, with a 5 point scale and 29 questions, scores above TSS= 87 ( $29 \times 3$ ) indicate satisfaction on some level.



Consumers who reported their age type as adult were significantly less satisfied with regard to Total Satisfaction than those who reported their age type as child.

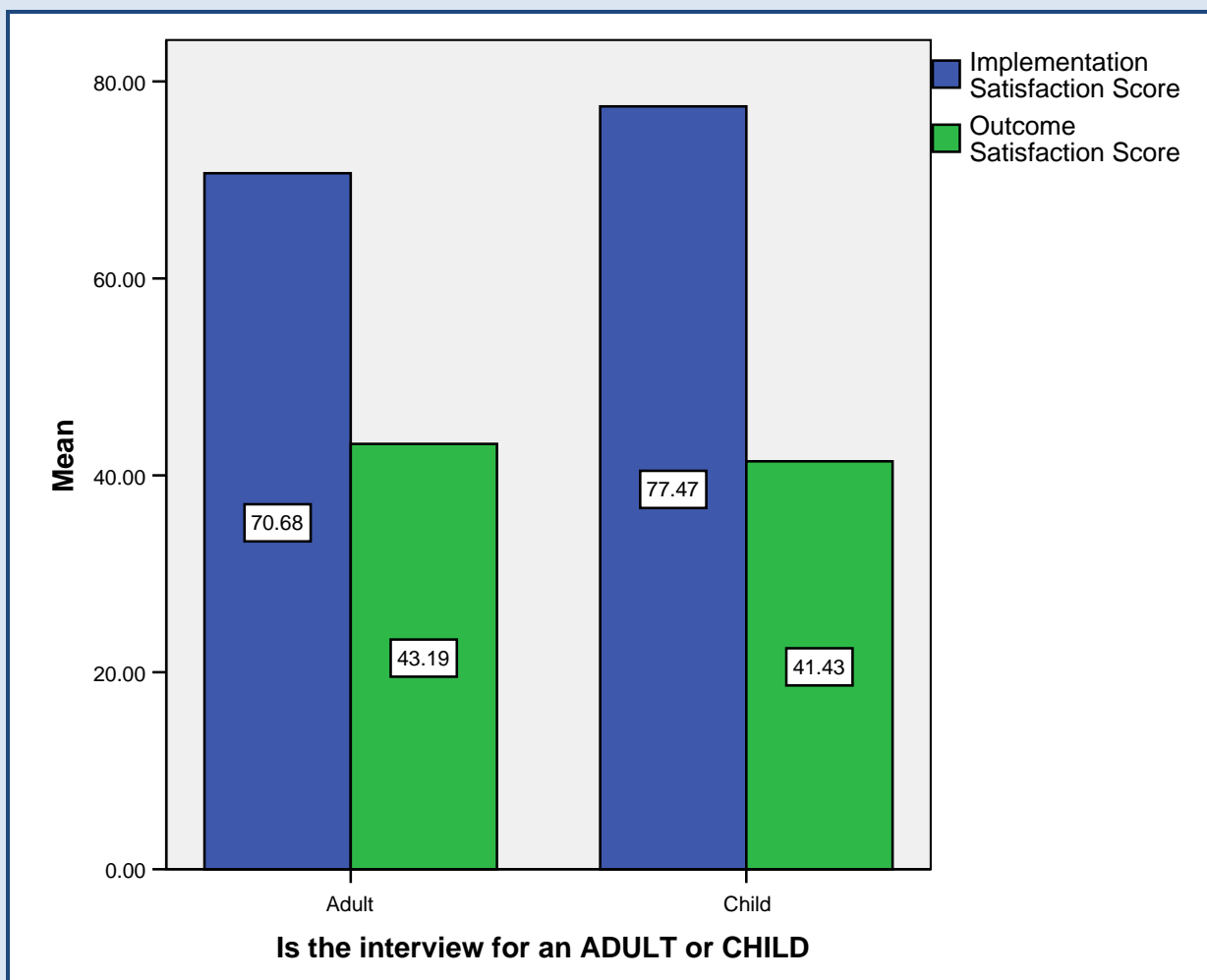


## Mean Satisfaction with Implementation and Outcomes

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

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

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



## Implementation

According to survey responses, consumers report some level of satisfaction with their services. This is reflected in an 79.5% satisfaction rate (Mean Satisfaction Level/Highest Possible Score) among the reports received from consumers as well as consumer responses to Question# 30, "Overall, I am satisfied with the services..." with 83.2% agreement (Responses of 4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 80.5% overall satisfaction and consumers of child services reporting high overall satisfaction 90.5%.

Respondents of reported high levels of satisfaction (85% or greater) for the following questions: (94.7%) child respondents reported that were informed about their rights and responsibilities regarding their treatment (Q18). (91.1%) of child consumers reports that their provider informed them who to call with questions (Q13). (90.2%) of all respondents felt comfortable asking questions about their treatment (Q19). Consumers, (88.5%) reported that they are included in the development of their treatment plan (Q26), (88.7%) of all consumers felt that they are an important part of the treatment process (Q27). (87.1%) of consumers feel that program staff respects their ethnic, cultural, and religious background (Q22). Additionally, consumers (85.6%) reported that they feel safe at the facility (Q24). Consumers of child services (90.5%) reported that their provider explained the advantages of their therapy (Q28), (89.3%) reported their provider asks before sharing personal information (Q21), (85.8%) trust their service provider, and (85.2%) felt they have the option to change their provider (Q17).

While satisfaction is generally high, further exploration is warranted regarding a few items:

- Approximately 1 in 3 of both child (29.0%) and adult (33.7%) respondents reported they did not have a choice when selecting their service provider (Q16).
- Additionally, about 1 in 4 consumers who received both adult services (25.1%) reported that they were not given information on how to get other needed services (Q14).
- Consumers who received adult services (24.2%) reported they were not given information on all the services available to them (Q15).
- Respondents who received adult services (20.0%) also reported that their provider did not inform them who to contact if they have questions about their services (Q13).
- Adult consumers (19.3%) did not feel they had the option to change their service provider (Q17).
- Respondents who received adult services (19.1%) also felt their provider did not explain the limitations of their treatment (Q29).
- Finally, consumers of adult services (18.2%) did not feel that their provider spends adequate time with them (Q20).

*Summary responses from the Total group of respondents from this fiscal year (N=620) are presented in Table 1. Summary responses from just the respondents who received Adult services (N=451) are presented in Table 2. Summary responses from the respondents who received Child services (N=169) are presented in Table 3.*

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

N=620	% 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.	74.2	16.0	2.7	0.9	2.9
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	67.3	21.5	2.6	1.1	4.5
15. When I came to this program I was given information on all the services that were available to me.	71.8	20.2	2.6	1.0	2.6
16. I had a choice when selecting my service provider.	56.3	32.4	2.4	1.2	3.7
17. I have the option to change my service provider should I choose to.	69.5	16.3	2.7	1.0	4.4
18. I was informed about my rights and responsibilities regarding the treatment I have received.	87.1	8.7	2.8	0.7	1.1
19. I feel comfortable in asking questions regarding my treatment.	90.2	7.9	2.8	0.6	0.2
20. My service provider spends adequate time with me.	75.8	16.6	2.7	0.9	2.6
21. My provider asks my permission before sharing my personal information.	84.4	7.9	2.9	0.8	2.9
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	87.1	5.2	3.0	0.8	4.5
23. I trust my service provider. (Facility as a whole)	83.7	9.2	2.8	0.7	1.8
24. I feel safe at this facility.	85.6	6.3	3.0	0.8	4.5
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	80.5	10.8	2.8	0.9	3.5
26. I am included in the development of my treatment/recovery plan and goals for recovery.	88.5	7.3	2.9	0.7	1.5
27. I am an important part of the treatment process.	88.4	6.9	2.8	0.6	0.6
28. My service provider explained the advantages of my therapy or treatment.	81.5	11.6	2.8	0.8	2.1
29. My service provider explained the limitations of my therapy or treatment.	73.7	16.5	2.7	0.9	2.3
30. Overall, I am satisfied with the services I am receiving.	83.2	10.8	2.8	0.7	1.0

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

N=451	% 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.	67.8	20.0	2.6	1.0	3.8
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	63.2	25.1	2.6	1.2	4.9
15. When I came to this program I was given information on all the services that were available to me.	67.0	24.2	2.5	1.0	2.7
16. I had a choice when selecting my service provider.	52.1	33.7	2.4	1.2	4.7
17. I have the option to change my service provider should I choose to.	63.6	19.3	2.6	1.1	5.1
18. I was informed about my rights and responsibilities regarding the treatment I have received.	84.3	10.9	2.8	0.7	1.1
19. I feel comfortable in asking questions regarding my treatment.	88.7	8.9	2.8	0.6	0.2
20. My service provider spends adequate time with me.	72.9	18.2	2.7	1.0	3.1
21. My provider asks my permission before sharing my personal information.	82.5	9.3	2.8	0.8	2.4
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	85.8	5.3	3.0	0.8	4.9
23. I trust my service provider. (Facility as a whole)	82.9	10.2	2.8	0.7	1.3
24. I feel safe at this facility.	85.6	7.1	2.9	0.8	3.5
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	79.4	11.5	2.8	0.9	3.3
26. I am included in the development of my treatment/recovery plan and goals for recovery.	86.7	9.1	2.8	0.7	1.3
27. I am an important part of the treatment process.	87.1	8.2	2.8	0.6	0.4
28. My service provider explained the advantages of my therapy or treatment.	78.0	13.5	2.7	0.9	2.4
29. My service provider explained the limitations of my therapy or treatment.	69.6	19.1	2.6	1.0	2.4
30. Overall, I am satisfied with the services I am receiving.	80.5	12.4	2.7	0.8	1.1

**Table 3 – Total Satisfaction – Implementation Child Services**

N=169	% 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.	91.1	5.3	2.9	0.5	0.6
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	78.1	11.8	2.8	0.9	3.6
15. When I came to this program I was given information on all the services that were available to me.	84.6	9.5	2.8	0.8	2.4
16. I had a choice when selecting my service provider.	67.5	29.0	2.4	1.0	1.2
17. I have the option to change my service provider should I choose to.	85.2	8.3	2.9	0.8	2.4
18. I was informed about my rights and responsibilities regarding the treatment I have received.	94.7	3.0	3.0	0.5	1.2
19. I feel comfortable in asking questions regarding my treatment.	94.1	5.3	2.9	0.5	0.0
20. My service provider spends adequate time with me.	83.4	12.4	2.8	0.8	1.2
21. My provider asks my permission before sharing my personal information.	89.3	4.1	3.0	0.8	4.1
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	90.5	4.7	3.0	0.7	3.6
23. I trust my service provider. (Facility as a whole)	85.8	6.5	2.9	0.8	3.0
24. I feel safe at this facility.	85.8	4.1	3.1	0.9	7.1
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	83.4	8.9	2.9	0.9	4.1
26. I am included in the development of my treatment/recovery plan and goals for recovery.	93.5	2.4	3.0	0.5	1.8
27. I am an important part of the treatment process.	91.7	3.6	2.9	0.5	1.2
28. My service provider explained the advantages of my therapy or treatment.	90.5	6.5	2.9	0.6	1.2
29. My service provider explained the limitations of my therapy or treatment.	84.6	9.5	2.8	0.7	1.8
30. Overall, I am satisfied with the services I am receiving.	90.5	6.5	2.9	0.6	0.6

## Outcomes

Consumers also describe their lives as being better as a result of their services in a majority of cases. In total, 52.1% to 72.3% of consumers believe services have improved their lives in each outcome area. Additionally 18.5% to 32.6% of consumers believe that no change has resulted from their services. Only 7.1% to 13.7% believes that things are worse as a result of services.

- Recipients of both adult child services (72.3%) gave high ratings about coping with the specific problems or issues that led them to seek services (Q41).
- Adult and child consumers also reported high levels of satisfaction (70.5%) with managing daily problems (Q31).
- Consumers of both services (70.3%) reported high ratings with enjoying their free time (Q36).
- Additionally, adult and child consumers (68.1%) reported high satisfaction for how they feel about themselves (Q34), and feeling good (hopeful) about the future (Q35).
- Recipients of adult services (27.3%) reported that things have improved with dealing with school or work (Q39) and (7.8%) reported it as worse than before. As noted, (45.2%) of the respondents reported this question did not apply to them. When these cases are removed, (49.8%) report they were better able to deal with school or work and (14.2%) reported it was worse. These figures represent a more accurate picture of the results.

*Summary responses from the Total group of respondents from this fiscal year (N=620) are presented in Table 4. Summary responses from just the consumers who received Adult services (N=451) are presented in Table 5. Summary responses from the consumers who received Child services (N=169) are presented in Table 6.*



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

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=620						
31. Managing daily problems.	70.5	22.3	7.1	2.6	0.6	0.2
32. Feeling in control of my life.	66.0	23.1	10.8	2.6	0.7	0.2
33. Coping with personal crisis.	64.4	22.6	10.0	2.7	0.9	3.1
34. How I feel about myself.	68.1	23.9	7.9	2.6	0.6	0.2
35. Feeling good (hopeful) about the future.	68.1	22.3	8.9	2.6	0.7	0.8
36. Enjoying my free time.	70.3	19.4	9.0	2.7	0.7	1.3
37. Strengthening my social support network.	64.2	27.3	7.1	2.6	0.7	1.5
38. Being involved in community activities.	52.1	32.6	8.9	2.7	1.1	6.5
39. Participating with school or work activities.	35.5	21.5	9.0	3.6	1.8	34.0
40. Interacting with people in social situations.	65.3	25.8	8.2	2.6	0.7	0.6
41. Coping with specific problems or issue that led to seek services.	72.3	18.5	8.1	2.7	0.7	1.1

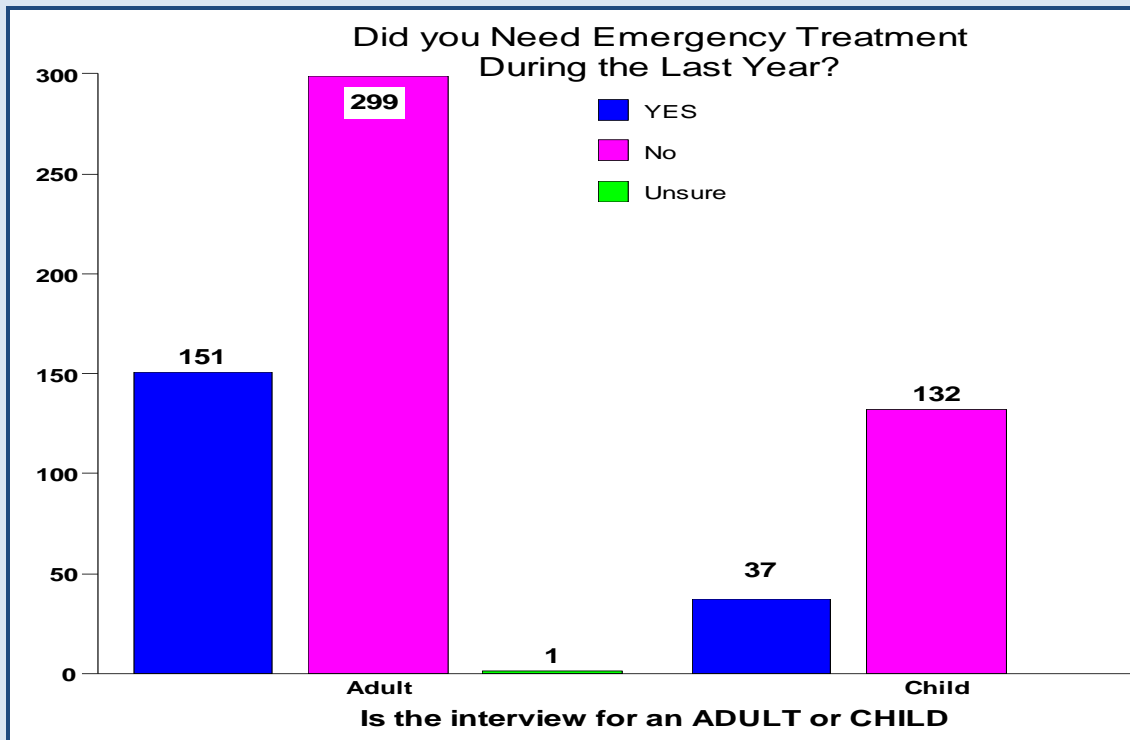
**Table 5 – Total Satisfaction – Outcome Questions Adult Services**

Total N=451	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
31. Managing daily problems.	73.6	20.0	6.2	2.7	0.6	0.2
32. Feeling in control of my life.	69.8	20.0	10.2	2.6	0.7	0.0
33. Coping with personal crisis.	67.2	20.6	9.8	2.7	0.8	2.4
34. How I feel about myself.	71.8	20.2	7.8	2.6	0.6	0.2
35. Feeling good (hopeful) about the future.	71.8	18.0	9.5	2.6	0.7	0.7
36. Enjoying my free time.	71.6	17.3	9.8	2.7	0.8	1.3
37. Strengthening my social support network.	64.7	26.6	7.1	2.6	0.7	1.6
38. Being involved in community activities.	50.8	32.8	8.4	2.7	1.1	8.0
39. Participating with school or work activities.	27.3	19.7	7.8	4.0	1.9	45.2
40. Interacting with people in social situations.	66.5	25.1	7.5	2.6	0.7	0.9
41. Coping with specific problems or issue that led to seek services.	76.7	14.6	7.3	2.7	0.7	1.3

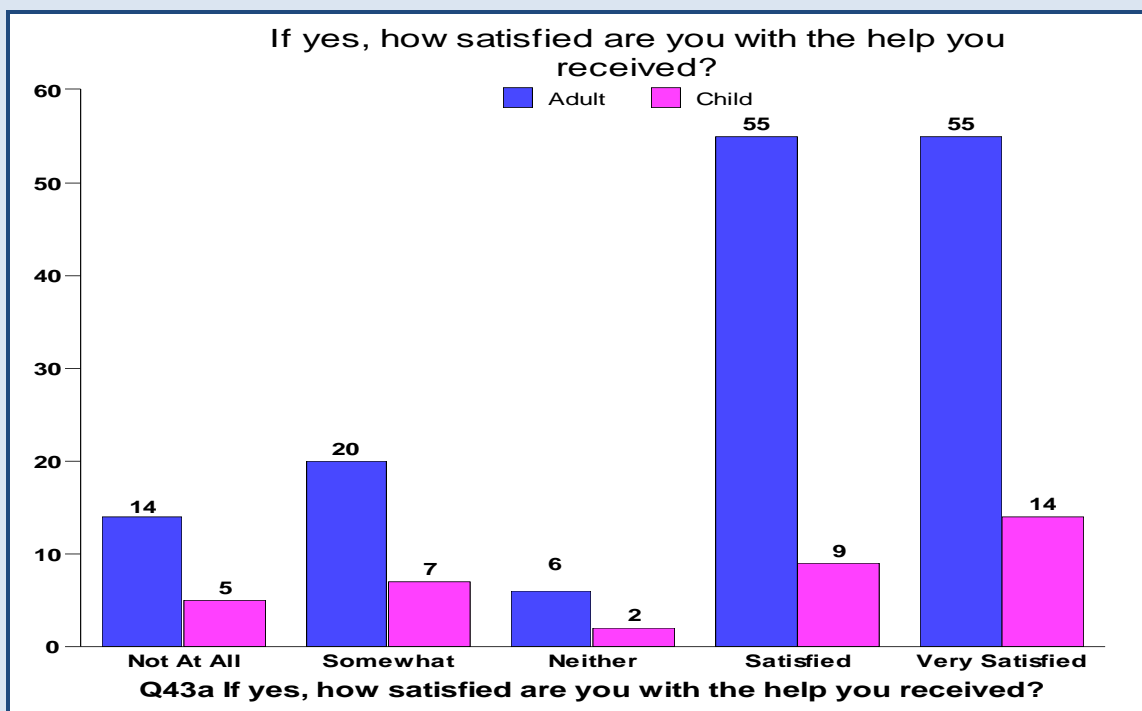
**Table 6 – Total Satisfaction – Outcome Questions Child Services**

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=169						
31. Managing daily problems.	62.1	28.4	9.5	2.5	0.7	0.0
32. Feeling in control of my life.	55.6	31.4	12.4	2.5	0.8	0.6
33. Coping with personal crisis.	65.8	27.8	10.7	2.7	1.0	4.7
34. How I feel about myself.	58.0	33.7	8.3	2.5	0.6	0.0
35. Feeling good (hopeful) about the future.	58.0	33.7	7.1	2.6	0.7	1.2
36. Enjoying my free time.	66.9	24.9	7.1	2.6	0.7	1.2
37. Strengthening my social support network.	62.7	29.0	7.1	2.6	0.7	1.2
38. Being involved in community activities.	55.6	32.0	10.1	2.6	0.9	2.4
39. Participating with school or work activities.	57.4	26.0	12.4	2.6	1.0	4.1
40. Interacting with people in social situations.	62.1	27.8	10.1	2.5	0.7	0.0
41. Coping with specific problems or issue that led to seek services.	60.4	29.0	10.1	2.5	0.7	0.6

Emergency Treatment: 188 of the 620 respondents (30.3%) indicated they needed emergency mental health or substance abuse service during the past year. 431 (69.5%) consumers reported they did not need emergency service during the past year.

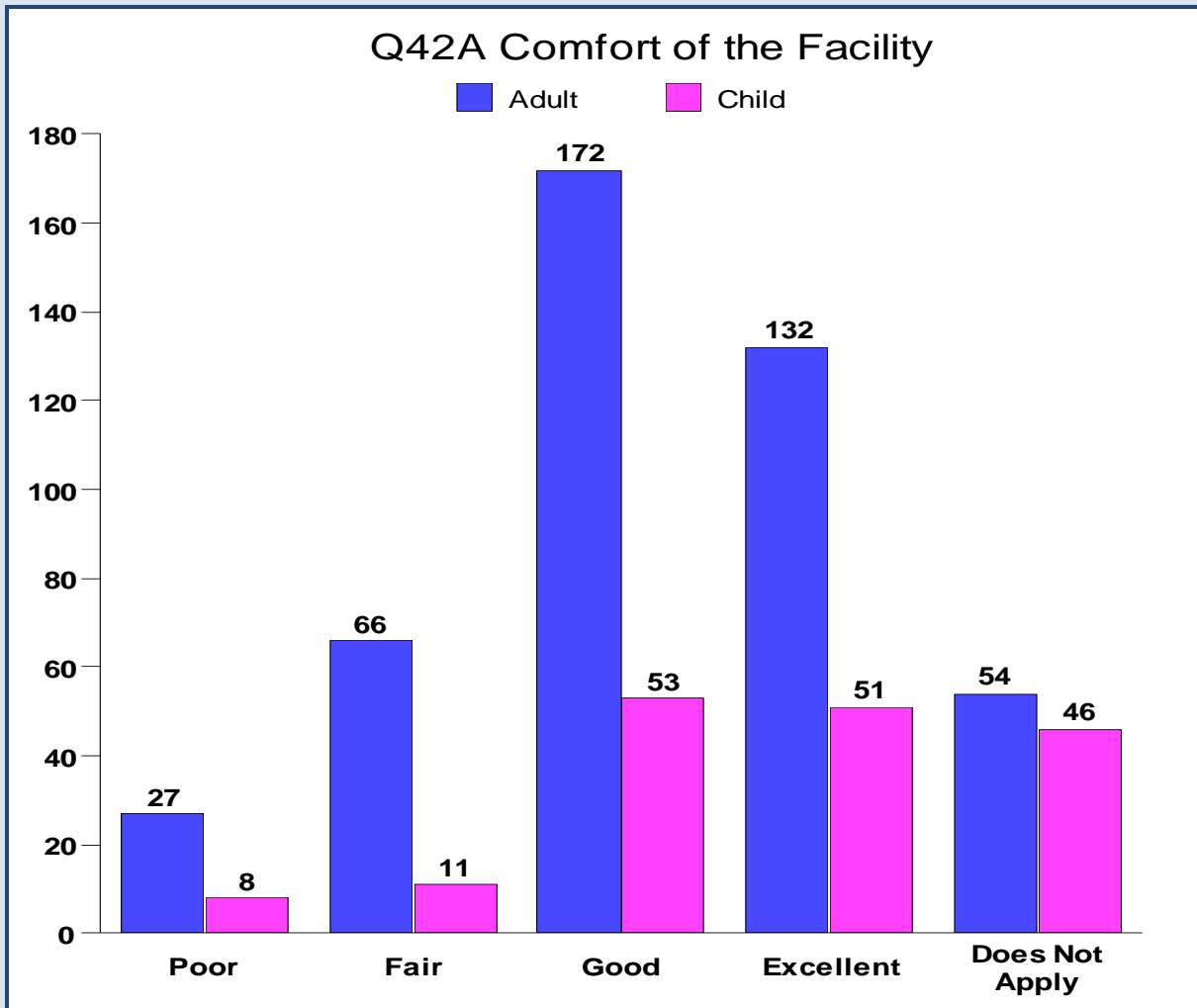


Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.73 with standard deviation 1.357. Of the consumers who felt that this question pertained to them 71.1% (133 of the 187) reported they were either Very Satisfied, or Satisfied, 24.6% (46 of 187), Somewhat or Not at all Satisfied.



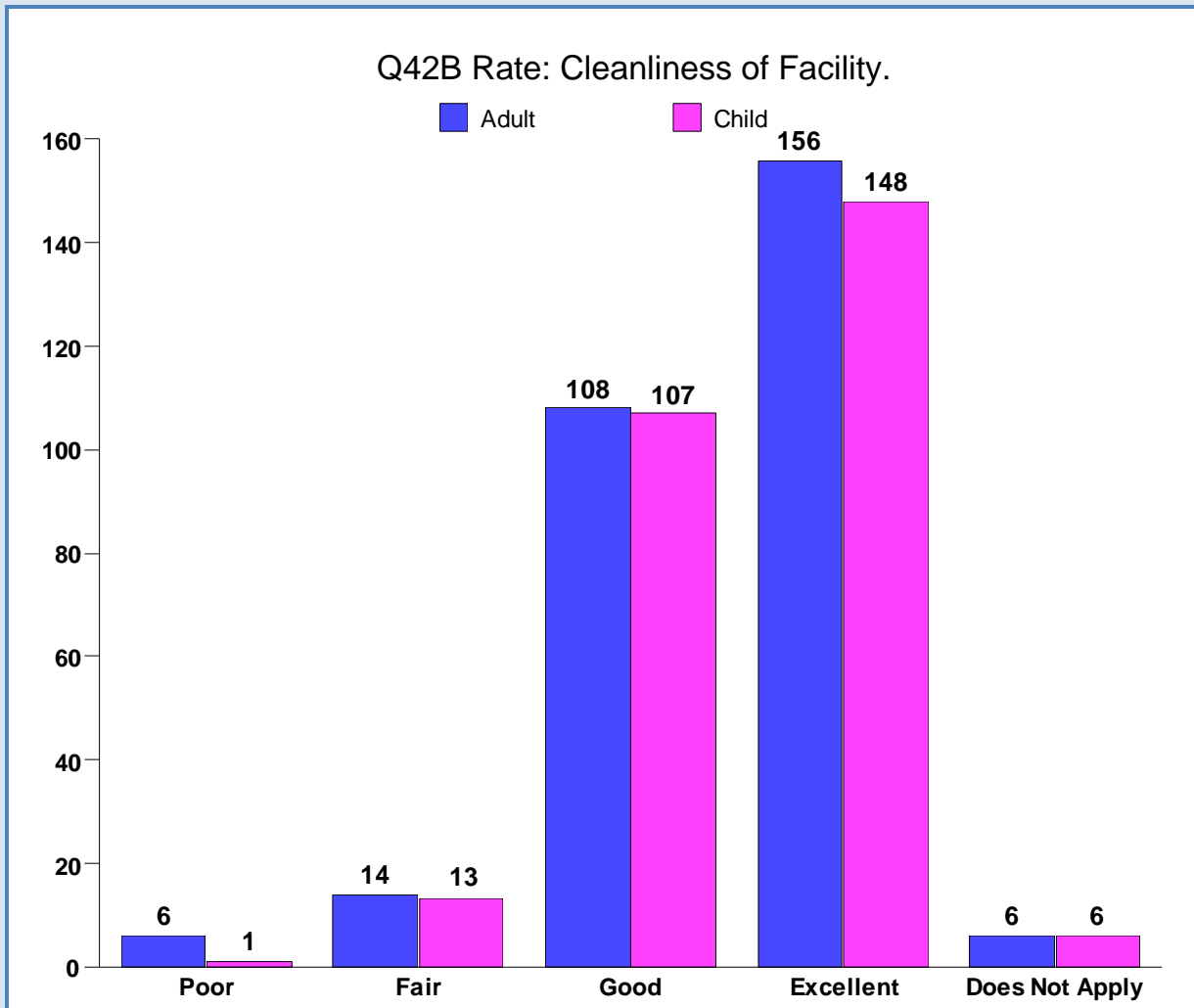
## Questions Regarding Treatment Environment

Comfort of Facility: 65.8% of all respondents rated the comfort of their treatment facility as Excellent or Good. 18.0% of all respondents rated the comfort of their treatment facility as Fair or Poor. 16.1% of consumers felt this question did not apply to them.



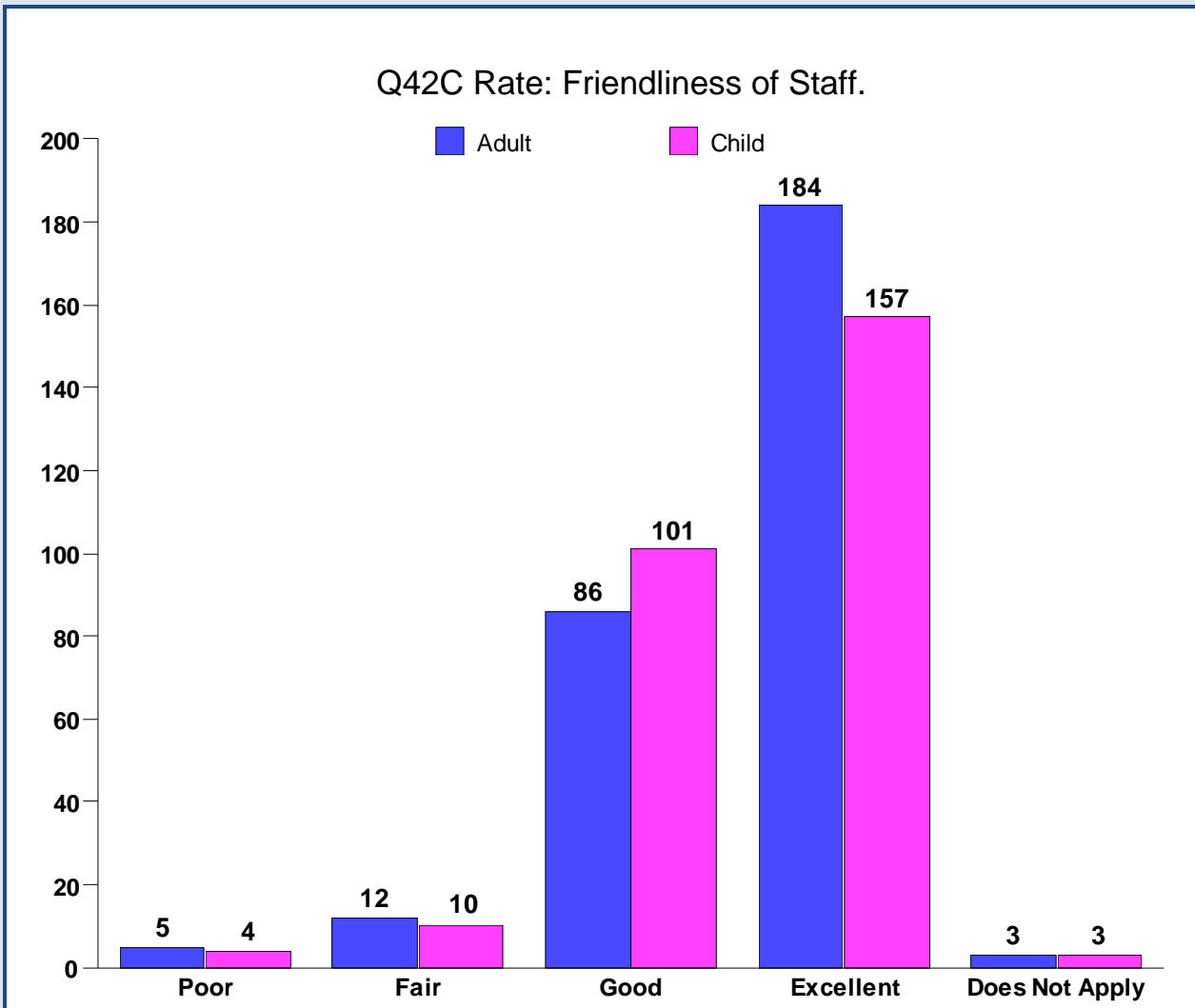
	Base	Q42A Rate: Comfort of Facility.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	620	35 5.60%	77 12.40%	225 36.30%	183 29.50%	100 16.10%
Adult	451	27 6.00%	66 14.60%	172 38.10%	132 29.30%	54 12.00%
Child	169	8 4.70%	11 6.50%	53 31.40%	51 30.20%	46 27.20%

Cleanliness of Facility: 69.1% of all respondents reported the cleanliness of their treatment facility as Excellent or Good. 14.7% of respondents reported the cleanliness of their treatment facility as Fair or Poor. 16.1% of consumers felt that this question did not apply to them.



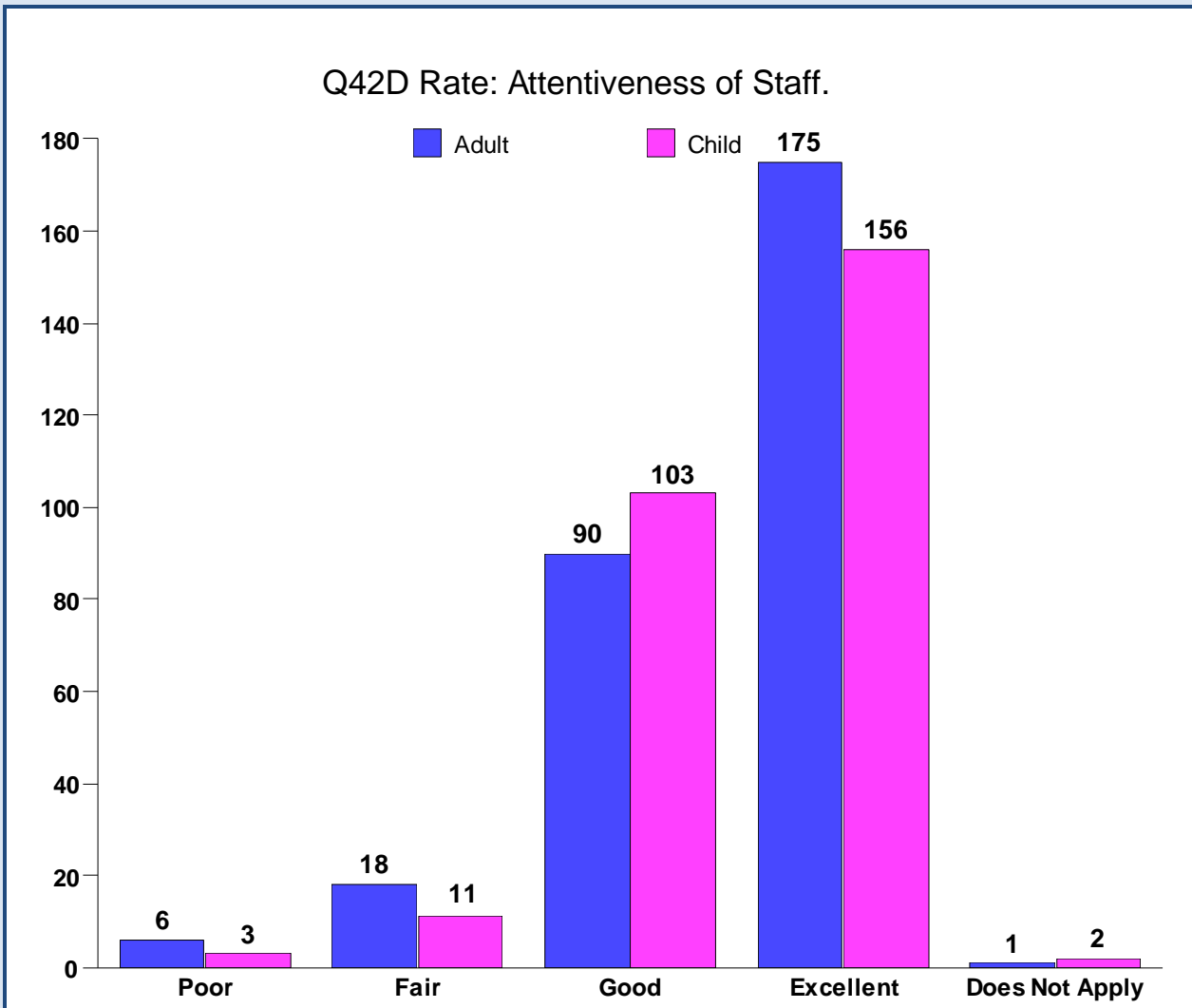
	Base	Q42B Rate: Cleanliness of Facility.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	620	36 5.80%	55 8.90%	239 38.50%	190 30.60%	100 16.10%
Adult	451	29 6.40%	51 11.30%	179 39.70%	138 30.60%	54 12.00%
Child	169	7 4.10%	4 2.40%	60 35.50%	52 30.80%	46 27.20%

Friendliness of Staff: 68.3% of all respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 16.9% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor. 14.8% of consumers felt that this question did not apply to them.



	Base	Q42C Rate: Friendliness of Staff.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	620	31 5.00%	74 11.90%	187 30.20%	236 38.10%	92 14.80%
Adult	451	29 6.40%	61 13.50%	139 30.80%	171 37.90%	51 11.30%
Child	169	2 1.20%	13 7.70%	48 28.40%	65 38.50%	41 24.30%

Attentiveness of Staff: 67.9% of all respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 17.2% of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor. 14.8% of consumers felt that this question did not apply to them.



	Base	Q42D Rate: Attentiveness of Staff.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	620	35 5.60%	72 11.60%	205 33.10%	216 34.80%	92 14.80%
Adult	451	31 6.90%	58 12.90%	158 35.00%	152 33.70%	52 11.50%
Child	169	4 2.40%	14 8.30%	47 27.80%	64 37.90%	40 23.70%



## Survey Tables by County of Residence and Age Group

The following tables show the Cross tabulation of the 29 questions by Age Group and County of residence for all respondents (N=620).

	Base	Q13 I know whom to call if I have questions about MH or SA services.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	620	40 6.50%	59 9.50%	43 6.90%	236 38.10%	224 36.10%	18 2.90%
<b>Adult</b>							
Cumberland	73	3 4.10%	5 6.80%	4 5.50%	37 50.70%	21 28.80%	3 4.10%
Dauphin	134	11 8.20%	18 13.40%	10 7.50%	46 34.30%	47 35.10%	2 1.50%
Lancaster	178	17 9.60%	25 14.00%	19 10.70%	67 37.60%	42 23.60%	8 4.50%
Lebanon	53	5 9.40%	5 9.40%	5 9.40%	14 26.40%	21 39.60%	3 5.70%
Perry	13	0 0	1 7.70%	0 0	4 30.80%	7 53.80%	1 7.70%
<b>Child</b>							
Cumberland	13	2 15.40%	1 7.70%	1 7.70%	6 46.20%	3 23.10%	0 0
Dauphin	26	0 0	0 0	0 0	10 38.50%	16 61.50%	0 0
Lancaster	92	0 0	4 4.30%	1 1.10%	40 43.50%	46 50.00%	1 1.10%
Lebanon	28	1 3.60%	0 0	1 3.60%	10 35.70%	16 57.10%	0 0
Perry	10	1 10.00%	0 0	2 20.00%	2 20.00%	5 50.00%	0 0

	Base	Q14 I was given information on how to get other services that I needed (example: transportation, child care, employment training).					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	620	46 7.40%	87 14.00%	42 6.80%	203 32.70%	214 34.50%	28 4.50%
Adult							
Cumberland	73	4 5.50%	12 16.40%	3 4.10%	31 42.50%	22 30.10%	1 1.40%
Dauphin	134	9 6.70%	26 19.40%	7 5.20%	46 34.30%	41 30.60%	5 3.70%
Lancaster	178	20 11.20%	28 15.70%	17 9.60%	62 34.80%	42 23.60%	9 5.10%
Lebanon	53	4 7.50%	6 11.30%	4 7.50%	12 22.60%	20 37.70%	7 13.20%
Perry	13	0 0	4 30.80%	0 0	3 23.10%	6 46.20%	0 0
Child							
Cumberland	13	3 23.10%	0 0	3 23.10%	5 38.50%	2 15.40%	0 0
Dauphin	26	3 11.50%	0 0	2 7.70%	8 30.80%	13 50.00%	0 0
Lancaster	92	1 1.10%	10 10.90%	4 4.30%	28 30.40%	44 47.80%	5 5.40%
Lebanon	28	1 3.60%	1 3.60%	1 3.60%	8 28.60%	16 57.10%	1 3.60%
Perry	10	1 10.00%	0 0	1 10.00%	0 0	8 80.00%	0 0

	Base	Q15 When I came to this program I was given information on all the services that were available to me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	620	51 8.20%	74 11.90%	34 5.50%	227 36.60%	218 35.20%	16 2.60%
Adult							
Cumberland	73	7 9.60%	8 11.00%	4 5.50%	30 41.10%	23 31.50%	1 1.40%
Dauphin	134	15 11.20%	21 15.70%	9 6.70%	43 32.10%	45 33.60%	1 0.70%
Lancaster	178	16 9.00%	26 14.60%	12 6.70%	74 41.60%	43 24.20%	7 3.90%
Lebanon	53	6 11.30%	7 13.20%	2 3.80%	16 30.20%	19 35.80%	3 5.70%
Perry	13	0 0	3 23.10%	1 7.70%	2 15.40%	7 53.80%	0 0
Child							
Cumberland	13	0 0	1 7.70%	1 7.70%	7 53.80%	4 30.80%	0 0
Dauphin	26	3 11.50%	0 0	2 7.70%	8 30.80%	13 50.00%	0 0
Lancaster	92	1 1.10%	7 7.60%	3 3.30%	34 37.00%	43 46.70%	4 4.30%
Lebanon	28	2 7.10%	0 0	0 0	12 42.90%	14 50.00%	0 0
Perry	10	1 10.00%	1 10.00%	0 0	1 10.00%	7 70.00%	0 0

	Base	Q16 I had a choice when selecting my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	620	61 9.80%	140 22.60%	47 7.60%	146 23.50%	203 32.70%	23 3.70%
Adult							
Cumberland	73	5 6.80%	26 35.60%	6 8.20%	19 26.00%	16 21.90%	1 1.40%
Dauphin	134	13 9.70%	33 24.60%	11 8.20%	29 21.60%	47 35.10%	1 0.70%
Lancaster	178	19 10.70%	36 20.20%	17 9.60%	55 30.90%	38 21.30%	13 7.30%
Lebanon	53	8 15.10%	8 15.10%	8 15.10%	8 15.10%	16 30.20%	5 9.40%
Perry	13	0 0	4 30.80%	1 7.70%	2 15.40%	5 38.50%	1 7.70%
Child							
Cumberland	13	3 23.10%	5 38.50%	0 0	2 15.40%	3 23.10%	0 0
Dauphin	26	5 19.20%	4 15.40%	1 3.80%	4 15.40%	11 42.30%	1 3.80%
Lancaster	92	4 4.30%	20 21.70%	3 3.30%	23 25.00%	42 45.70%	0 0
Lebanon	28	3 10.70%	4 14.30%	0 0	2 7.10%	18 64.30%	1 3.60%
Perry	10	1 10.00%	0 0	0 0	2 20.00%	7 70.00%	0 0

	Base	Q17 I have the option to change my service provider should I choose to.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	620	47 7.60%	54 8.70%	61 9.80%	231 37.30%	200 32.30%	27 4.40%
<b>Adult</b>							
Cumberland	73	4 5.50%	9 12.30%	9 12.30%	32 43.80%	18 24.70%	1 1.40%
Dauphin	134	10 7.50%	21 15.70%	13 9.70%	40 29.90%	44 32.80%	6 4.50%
Lancaster	178	13 7.30%	18 10.10%	23 12.90%	77 43.30%	35 19.70%	12 6.70%
Lebanon	53	9 17.00%	2 3.80%	6 11.30%	17 32.10%	16 30.20%	3 5.70%
Perry	13	1 7.70%	0 0	3 23.10%	5 38.50%	3 23.10%	1 7.70%
<b>Child</b>							
Cumberland	13	2 15.40%	0 0	1 7.70%	7 53.80%	2 15.40%	1 7.70%
Dauphin	26	3 11.50%	0 0	2 7.70%	5 19.20%	15 57.70%	1 3.80%
Lancaster	92	1 1.10%	3 3.30%	4 4.30%	40 43.50%	43 46.70%	1 1.10%
Lebanon	28	2 7.10%	0 0	0 0	6 21.40%	19 67.90%	1 3.60%
Perry	10	2 20.00%	1 10.00%	0 0	2 20.00%	5 50.00%	0 0

	Base	Q18 I was informed about my rights and responsibilities regarding treatment					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	620	22 3.50%	32 5.20%	19 3.10%	294 47.40%	246 39.70%	7 1.10%
<b>Adult</b>							
Cumberland	73	2 2.70%	3 4.10%	2 2.70%	43 58.90%	23 31.50%	0 0
Dauphin	134	5 3.70%	5 3.70%	7 5.20%	64 47.80%	53 39.60%	0 0
Lancaster	178	7 3.90%	19 10.70%	5 2.80%	95 53.40%	48 27.00%	4 2.20%
Lebanon	53	4 7.50%	3 5.70%	3 5.70%	21 39.60%	22 41.50%	0 0
Perry	13	0 0	1 7.70%	0 0	5 38.50%	6 46.20%	1 7.70%
<b>Child</b>							
Cumberland	13	2 15.40%	0 0	1 7.70%	6 46.20%	4 30.80%	0 0
Dauphin	26	0 0	0 0	0 0	8 30.80%	18 69.20%	0 0
Lancaster	92	1 1.10%	1 1.10%	0 0	45 48.90%	44 47.80%	1 1.10%
Lebanon	28	0 0	0 0	1 3.60%	6 21.40%	20 71.40%	1 3.60%
Perry	10	1 10.00%	0 0	0 0	1 10.00%	8 80.00%	0 0

	Base	Q19 I feel comfortable in asking questions regarding my treatment					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	620	24 3.90%	25 4.00%	11 1.80%	274 44.20%	285 46.00%	1 0.20%
Adult							
Cumberland	73	3 4.10%	3 4.10%	2 2.70%	38 52.10%	27 37.00%	0 0
Dauphin	134	6 4.50%	4 3.00%	3 2.20%	58 43.30%	63 47.00%	0 0
Lancaster	178	8 4.50%	12 6.70%	3 1.70%	91 51.10%	63 35.40%	1 0.60%
Lebanon	53	2 3.80%	2 3.80%	1 1.90%	23 43.40%	25 47.20%	0 0
Perry	13	0 0	0 0	1 7.70%	5 38.50%	7 53.80%	0 0
Child							
Cumberland	13	1 7.70%	1 7.70%	0 0	8 61.50%	3 23.10%	0 0
Dauphin	26	1 3.80%	0 0	0 0	7 26.90%	18 69.20%	0 0
Lancaster	92	1 1.10%	3 3.30%	1 1.10%	36 39.10%	51 55.40%	0 0
Lebanon	28	1 3.60%	0 0	0 0	6 21.40%	21 75.00%	0 0
Perry	10	1 10.00%	0 0	0 0	2 20.00%	7 70.00%	0 0

	Base	Q20 My service provider spends adequate time with me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	620	39 6.30%	64 10.30%	31 5.00%	249 40.20%	221 35.60%	16 2.60%
<b>Adult</b>							
Cumberland	73	2 2.70%	7 9.60%	4 5.50%	33 45.20%	25 34.20%	2 2.70%
Dauphin	134	14 10.40%	14 10.40%	7 5.20%	53 39.60%	42 31.30%	4 3.00%
Lancaster	178	11 6.20%	19 10.70%	14 7.90%	79 44.40%	48 27.00%	7 3.90%
Lebanon	53	4 7.50%	9 17.00%	0 0	20 37.70%	19 35.80%	1 1.90%
Perry	13	0 0	2 15.40%	1 7.70%	3 23.10%	7 53.80%	0 0
<b>Child</b>							
Cumberland	13	1 7.70%	0 0	2 15.40%	6 46.20%	4 30.80%	0 0
Dauphin	26	2 7.70%	4 15.40%	0 0	7 26.90%	13 50.00%	0 0
Lancaster	92	3 3.30%	6 6.50%	2 2.20%	37 40.20%	42 45.70%	2 2.20%
Lebanon	28	0 0	3 10.70%	0 0	9 32.10%	16 57.10%	0 0
Perry	10	2 20.00%	0 0	1 10.00%	2 20.00%	5 50.00%	0 0



	Base	Q21 My provider does not share my personal MH and/or SFI information with others without my permission.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	620	22 3.50%	27 4.40%	30 4.80%	267 43.10%	256 41.30%	18 2.90%
Adult							
Cumberland	73	0 0	3 4.10%	1 1.40%	44 60.30%	25 34.20%	0 0
Dauphin	134	8 6.00%	7 5.20%	5 3.70%	51 38.10%	59 44.00%	4 3.00%
Lancaster	178	8 4.50%	10 5.60%	13 7.30%	86 48.30%	54 30.30%	7 3.90%
Lebanon	53	3 5.70%	1 1.90%	6 11.30%	22 41.50%	21 39.60%	0 0
Perry	13	0 0	2 15.40%	1 7.70%	2 15.40%	8 61.50%	0 0
Child							
Cumberland	13	1 7.70%	0 0	1 7.70%	8 61.50%	2 15.40%	1 7.70%
Dauphin	26	0 0	0 0	0 0	8 30.80%	16 61.50%	2 7.70%
Lancaster	92	1 1.10%	3 3.30%	3 3.30%	38 41.30%	45 48.90%	2 2.20%
Lebanon	28	0 0	1 3.60%	0 0	7 25.00%	18 64.30%	2 7.10%
Perry	10	1 10.00%	0 0	0 0	1 10.00%	8 80.00%	0 0

	Base	Q22 Program staff respects the role of my ethnic, cultural, religious background.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	620	14 2.30%	18 2.90%	20 3.20%	284 45.80%	256 41.30%	28 4.50%
Adult							
Cumberland	73	0 0	0 0	0 0	43 58.90%	25 34.20%	5 6.80%
Dauphin	134	5 3.70%	2 1.50%	7 5.20%	60 44.80%	52 38.80%	8 6.00%
Lancaster	178	3 1.70%	9 5.10%	10 5.60%	90 50.60%	62 34.80%	4 2.20%
Lebanon	53	2 3.80%	3 5.70%	1 1.90%	20 37.70%	22 41.50%	5 9.40%
Perry	13	0 0	0 0	0 0	6 46.20%	7 53.80%	0 0
Child							
Cumberland	13	1 7.70%	0 0	1 7.70%	8 61.50%	1 7.70%	2 15.40%
Dauphin	26	0 0	0 0	1 3.80%	7 26.90%	18 69.20%	0 0
Lancaster	92	1 1.10%	2 2.20%	0 0	44 47.80%	43 46.70%	2 2.20%
Lebanon	28	1 3.60%	1 3.60%	0 0	5 17.90%	19 67.90%	2 7.10%
Perry	10	1 10.00%	1 10.00%	0 0	1 10.00%	7 70.00%	0 0

	Base	Q23 I trust my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	620	30 4.80%	27 4.40%	33 5.30%	268 43.20%	251 40.50%	11 1.80%
Adult							
Cumberland	73	1 1.40%	5 6.80%	7 9.60%	37 50.70%	22 30.10%	1 1.40%
Dauphin	134	7 5.20%	8 6.00%	10 7.50%	56 41.80%	51 38.10%	2 1.50%
Lancaster	178	12 6.70%	8 4.50%	6 3.40%	98 55.10%	52 29.20%	2 1.10%
Lebanon	53	4 7.50%	1 1.90%	1 1.90%	20 37.70%	26 49.10%	1 1.90%
Perry	13	0	0	1	4	8	0
		0	0	7.70%	30.80%	61.50%	0
Child							
Cumberland	13	2 15.40%	0 0	1 7.70%	7 53.80%	2 15.40%	1 7.70%
Dauphin	26	0 0	0 0	1 3.80%	7 26.90%	18 69.20%	0 0
Lancaster	92	3 3.30%	3 3.30%	5 5.40%	34 37.00%	44 47.80%	3 3.30%
Lebanon	28	0 0	2 7.10%	1 3.60%	4 14.30%	21 75.00%	0 0
Perry	10	1 10.00%	0 0	0 0	1 10.00%	7 70.00%	1 10.00%

	Base	Q24 I feel safe at this facility.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	620	19 3.10%	20 3.20%	22 3.50%	274 44.20%	257 41.50%	28 4.50%
Adult							
Cumberland	73	2 2.70%	3 4.10%	2 2.70%	37 50.70%	28 38.40%	1 1.40%
Dauphin	134	8 6.00%	2 1.50%	4 3.00%	64 47.80%	51 38.10%	5 3.70%
Lancaster	178	5 2.80%	9 5.10%	8 4.50%	87 48.90%	62 34.80%	7 3.90%
Lebanon	53	0 0	3 5.70%	3 5.70%	19 35.80%	27 50.90%	1 1.90%
Perry	13	0 0	0 0	0 0	5 38.50%	6 46.20%	2 15.40%
Child							
Cumberland	13	1 7.70%	0 0	1 7.70%	7 53.80%	1 7.70%	3 23.10%
Dauphin	26	0 0	0 0	1 3.80%	6 23.10%	17 65.40%	2 7.70%
Lancaster	92	2 2.20%	2 2.20%	0 0	39 42.40%	44 47.80%	5 5.40%
Lebanon	28	0 0	1 3.60%	2 7.10%	9 32.10%	16 57.10%	0 0
Perry	10	1 10.00%	0 0	1 10.00%	1 10.00%	5 50.00%	2 20.00%

	Base	Q25 My service provider offered me the opportunity to involve my family, significant others and friends.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	620	32 5.20%	35 5.60%	32 5.20%	252 40.60%	247 39.80%	22 3.50%
<b>Adult</b>							
Cumberland	73	2 2.70%	5 6.80%	4 5.50%	34 46.60%	27 37.00%	1 1.40%
Dauphin	134	13 9.70%	9 6.70%	9 6.70%	40 29.90%	57 42.50%	6 4.50%
Lancaster	178	8 4.50%	9 5.10%	11 6.20%	90 50.60%	53 29.80%	7 3.90%
Lebanon	53	3 5.70%	2 3.80%	2 3.80%	26 49.10%	20 37.70%	0 0
Perry	13	1 7.70%	0 0	0 0	4 30.80%	7 53.80%	1 7.70%
<b>Child</b>							
Cumberland	13	2 15.40%	0 0	1 7.70%	8 61.50%	1 7.70%	1 7.70%
Dauphin	26	1 3.80%	2 7.70%	2 7.70%	7 26.90%	12 46.20%	2 7.70%
Lancaster	92	1 1.10%	5 5.40%	1 1.10%	36 39.10%	46 50.00%	3 3.30%
Lebanon	28	0 0	2 7.10%	2 7.10%	5 17.90%	18 64.30%	1 3.60%
Perry	10	1 10.00%	1 10.00%	0 0	2 20.00%	6 60.00%	0 0

	Base	Q26 I am included in all meetings regarding my treatment plan & goals for recovery.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	620	21 3.40%	24 3.90%	17 2.70%	280 45.20%	269 43.40%	9 1.50%
<b>Adult</b>							
Cumberland	73	1 1.40%	1 1.40%	3 4.10%	42 57.50%	26 35.60%	0 0
Dauphin	134	8 6.00%	7 5.20%	2 1.50%	54 40.30%	60 44.80%	3 2.20%
Lancaster	178	7 3.90%	12 6.70%	8 4.50%	92 51.70%	57 32.00%	2 1.10%
Lebanon	53	3 5.70%	1 1.90%	0 0	23 43.40%	26 49.10%	0 0
Perry	13	0 0	1 7.70%	0 0	4 30.80%	7 53.80%	1 7.70%
<b>Child</b>							
Cumberland	13	1 7.70%	1 7.70%	1 7.70%	7 53.80%	3 23.10%	0 0
Dauphin	26	0 0	0 0	1 3.80%	6 23.10%	19 73.10%	0 0
Lancaster	92	0 0	1 1.10%	2 2.20%	40 43.50%	46 50.00%	3 3.30%
Lebanon	28	0 0	0 0	0 0	10 35.70%	18 64.30%	0 0
Perry	10	1 10.00%	0 0	0 0	2 20.00%	7 70.00%	0 0

	Base	Q27 I am an important part of the treatment process.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	620	25 4.00%	18 2.90%	25 4.00%	260 41.90%	288 46.50%	4 0.60%
Adult							
Cumberland	73	2 2.70%	2 2.70%	3 4.10%	38 52.10%	28 38.40%	0 0
Dauphin	134	8 6.00%	4 3.00%	4 3.00%	57 42.50%	60 44.80%	1 0.70%
Lancaster	178	10 5.60%	8 4.50%	10 5.60%	89 50.00%	60 33.70%	1 0.60%
Lebanon	53	1 1.90%	2 3.80%	2 3.80%	20 37.70%	28 52.80%	0 0
Perry	13	0 0	0 0	0 0	6 46.20%	7 53.80%	0 0
Child							
Cumberland	13	1 7.70%	0 0	2 15.40%	6 46.20%	4 30.80%	0 0
Dauphin	26	0 0	0 0	2 7.70%	4 15.40%	19 73.10%	1 3.80%
Lancaster	92	2 2.20%	1 1.10%	2 2.20%	31 33.70%	55 59.80%	1 1.10%
Lebanon	28	0 0	1 3.60%	0 0	8 28.60%	19 67.90%	0 0
Perry	10	1 10.00%	0 0	0 0	1 10.00%	8 80.00%	0 0

	Base	Q28 My service provider explained the advantages of my therapy or treatment					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	620	27 4.40%	45 7.30%	30 4.80%	262 42.30%	243 39.20%	13 2.10%
Adult							
Cumberland	73	2 2.70%	8 11.00%	3 4.10%	38 52.10%	22 30.10%	0 0
Dauphin	134	9 6.70%	8 6.00%	3 2.20%	58 43.30%	55 41.00%	1 0.70%
Lancaster	178	9 5.10%	16 9.00%	12 6.70%	85 47.80%	49 27.50%	7 3.90%
Lebanon	53	3 5.70%	4 7.50%	8 15.10%	15 28.30%	22 41.50%	1 1.90%
Perry	13	0 0	2 15.40%	1 7.70%	2 15.40%	6 46.20%	2 15.40%
Child							
Cumberland	13	1 7.70%	1 7.70%	1 7.70%	7 53.80%	3 23.10%	0 0
Dauphin	26	1 3.80%	0 0	0 0	8 30.80%	17 65.40%	0 0
Lancaster	92	0 0	5 5.40%	1 1.10%	39 42.40%	46 50.00%	1 1.10%
Lebanon	28	1 3.60%	0 0	1 3.60%	8 28.60%	17 60.70%	1 3.60%
Perry	10	1 10.00%	1 10.00%	0 0	2 20.00%	6 60.00%	0 0



	Base	Q29 My service provider explained the limitations of my therapy or treatment					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	620	32 5.20%	70 11.30%	47 7.60%	234 37.70%	223 36.00%	14 2.30%
<b>Adult</b>							
Cumberland	73	3 4.10%	11 15.10%	4 5.50%	34 46.60%	21 28.80%	0 0
Dauphin	134	9 6.70%	17 12.70%	8 6.00%	51 38.10%	47 35.10%	2 1.50%
Lancaster	178	12 6.70%	24 13.50%	18 10.10%	73 41.00%	45 25.30%	6 3.40%
Lebanon	53	3 5.70%	4 7.50%	8 15.10%	15 28.30%	22 41.50%	1 1.90%
Perry	13	0 0	3 23.10%	2 15.40%	2 15.40%	4 30.80%	2 15.40%
<b>Child</b>							
Cumberland	13	1 7.70%	2 15.40%	2 15.40%	5 38.50%	3 23.10%	0 0
Dauphin	26	1 3.80%	2 7.70%	1 3.80%	7 26.90%	15 57.70%	0 0
Lancaster	92	1 1.10%	6 6.50%	3 3.30%	36 39.10%	44 47.80%	2 2.20%
Lebanon	28	1 3.60%	0 0	1 3.60%	8 28.60%	17 60.70%	1 3.60%
Perry	10	1 10.00%	1 10.00%	0 0	3 30.00%	5 50.00%	0 0

	Base	Q30 Overall, I am satisfied with the services I am receiving.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	620	39 6.30%	28 4.50%	31 5.00%	240 38.70%	276 44.50%	6 1.00%
Adult							
Cumberland	73	4 5.50%	5 6.80%	4 5.50%	30 41.10%	30 41.10%	0 0
Dauphin	134	13 9.70%	10 7.50%	9 6.70%	46 34.30%	54 40.30%	2 1.50%
Lancaster	178	12 6.70%	8 4.50%	11 6.20%	88 49.40%	57 32.00%	2 1.10%
Lebanon	53	2 3.80%	1 1.90%	1 1.90%	20 37.70%	28 52.80%	1 1.90%
Perry	13	0 0	1 7.70%	2 15.40%	4 30.80%	6 46.20%	0 0
Child							
Cumberland	13	2 15.40%	1 7.70%	2 15.40%	4 30.80%	4 30.80%	0 0
Dauphin	26	1 3.80%	0 0	1 3.80%	7 26.90%	17 65.40%	0 0
Lancaster	92	2 2.20%	2 2.20%	0 0	35 38.00%	52 56.50%	1 1.10%
Lebanon	28	2 7.10%	0 0	1 3.60%	6 21.40%	19 67.90%	0 0
Perry	10	1 10.00%	0 0	0 0	0 0	9 90.00%	0 0

	Base	Q31 Managing daily problems.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	620	21 3.40%	23 3.70%	138 22.30%	210 33.90%	227 36.60%	1 0.20%
Adult							
Cumberland	73	3 4.10%	1 1.40%	10 13.70%	29 39.70%	30 41.10%	0 0
Dauphin	134	2 1.50%	6 4.50%	36 26.90%	42 31.30%	48 35.80%	0 0
Lancaster	178	5 2.80%	5 2.80%	35 19.70%	54 30.30%	78 43.80%	1 0.60%
Lebanon	53	3 5.70%	3 5.70%	5 9.40%	25 47.20%	17 32.10%	0 0
Perry	13	0 0	0 0	4 30.80%	6 46.20%	3 23.10%	0 0
Child							
Cumberland	13	2 15.40%	0 0	7 53.80%	3 23.10%	1 7.70%	0 0
Dauphin	26	0 0	3 11.50%	11 42.30%	5 19.20%	7 26.90%	0 0
Lancaster	92	4 4.30%	2 2.20%	19 20.70%	32 34.80%	35 38.00%	0 0
Lebanon	28	2 7.10%	2 7.10%	9 32.10%	10 35.70%	5 17.90%	0 0
Perry	10	0 0	1 10.00%	2 20.00%	4 40.00%	3 30.00%	0 0

	Base	Q32 Feeling in control of my life.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	620	22 3.50%	45 7.30%	143 23.10%	213 34.40%	196 31.60%	1 0.20%
Adult							
Cumberland	73	2 2.70%	4 5.50%	15 20.50%	24 32.90%	28 38.40%	0 0
Dauphin	134	3 2.20%	12 9.00%	30 22.40%	37 27.60%	52 38.80%	0 0
Lancaster	178	9 5.10%	9 5.10%	31 17.40%	64 36.00%	65 36.50%	0 0
Lebanon	53	3 5.70%	4 7.50%	8 15.10%	22 41.50%	16 30.20%	0 0
Perry	13	0 0	0 0	6 46.20%	5 38.50%	2 15.40%	0 0
Child							
Cumberland	13	1 7.70%	1 7.70%	6 46.20%	4 30.80%	1 7.70%	0 0
Dauphin	26	0 0	4 15.40%	12 46.20%	3 11.50%	6 23.10%	1 3.80%
Lancaster	92	2 2.20%	5 5.40%	24 26.10%	41 44.60%	20 21.70%	0 0
Lebanon	28	2 7.10%	5 17.90%	9 32.10%	7 25.00%	5 17.90%	0 0
Perry	10	0 0	1 10.00%	2 20.00%	6 60.00%	1 10.00%	0 0

	Base	Q33 Coping with personal crisis (example: relapse, serious health problems, death or illness of a loved one or friend, job loss, accident, etc.)					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	620	20 3.20%	42 6.80%	140 22.60%	200 32.30%	199 32.10%	19 3.10%
Adult							
Cumberland	73	3 4.10%	8 11.00%	12 16.40%	23 31.50%	25 34.20%	2 2.70%
Dauphin	134	5 3.70%	9 6.70%	27 20.10%	44 32.80%	45 33.60%	4 3.00%
Lancaster	178	6 3.40%	6 3.40%	38 21.30%	55 30.90%	68 38.20%	5 2.80%
Lebanon	53	2 3.80%	4 7.50%	13 24.50%	17 32.10%	17 32.10%	0 0
Perry	13	0 0	1 7.70%	3 23.10%	5 38.50%	4 30.80%	0 0
Child							
Cumberland	13	1 7.70%	1 7.70%	6 46.20%	4 30.80%	1 7.70%	0 0
Dauphin	26	0 0	3 11.50%	10 38.50%	2 7.70%	9 34.60%	2 7.70%
Lancaster	92	2 2.20%	5 5.40%	19 20.70%	42 45.70%	23 25.00%	1 1.10%
Lebanon	28	1 3.60%	4 14.30%	8 28.60%	5 17.90%	5 17.90%	5 17.90%
Perry	10	0 0	1 10.00%	4 40.00%	3 30.00%	2 20.00%	0 0

	Base	Q34 How I feel about myself.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	620	17 2.70%	32 5.20%	148 23.90%	196 31.60%	226 36.50%	1 0.20%
Adult							
Cumberland	73	2 2.70%	1 1.40%	12 16.40%	27 37.00%	31 42.50%	0 0
Dauphin	134	5 3.70%	9 6.70%	27 20.10%	34 25.40%	58 43.30%	1 0.70%
Lancaster	178	4 2.20%	5 2.80%	41 23.00%	56 31.50%	72 40.40%	0 0
Lebanon	53	2 3.80%	6 11.30%	8 15.10%	19 35.80%	18 34.00%	0 0
Perry	13	0 0	1 7.70%	3 23.10%	4 30.80%	5 38.50%	0 0
Child							
Cumberland	13	1 7.70%	2 15.40%	7 53.80%	3 23.10%	0 0	0 0
Dauphin	26	0 0	2 7.70%	10 38.50%	5 19.20%	9 34.60%	0 0
Lancaster	92	3 3.30%	2 2.20%	21 22.80%	41 44.60%	25 27.20%	0 0
Lebanon	28	0 0	4 14.30%	15 53.60%	4 14.30%	5 17.90%	0 0
Perry	10	0 0	0 0	4 40.00%	3 30.00%	3 30.00%	0 0

	Base	Q35 Feeling good (hopeful) about the future.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	620	14 2.30%	41 6.60%	138 22.30%	183 29.50%	239 38.50%	5 0.80%
Adult							
Cumberland	73	1 1.40%	7 9.60%	9 12.30%	22 30.10%	34 46.60%	0 0
Dauphin	134	3 2.20%	11 8.20%	32 23.90%	29 21.60%	59 44.00%	0 0
Lancaster	178	6 3.40%	8 4.50%	31 17.40%	53 29.80%	78 43.80%	2 1.10%
Lebanon	53	1 1.90%	5 9.40%	8 15.10%	18 34.00%	21 39.60%	0 0
Perry	13	0 0	1 7.70%	1 7.70%	6 46.20%	4 30.80%	1 7.70%
Child							
Cumberland	13	1 7.70%	1 7.70%	6 46.20%	3 23.10%	2 15.40%	0 0
Dauphin	26	0 0	2 7.70%	9 34.60%	7 26.90%	8 30.80%	0 0
Lancaster	92	1 1.10%	3 3.30%	27 29.30%	32 34.80%	27 29.30%	2 2.20%
Lebanon	28	1 3.60%	3 10.70%	13 46.40%	7 25.00%	4 14.30%	0 0
Perry	10	0 0	0 0	2 20.00%	6 60.00%	2 20.00%	0 0

	Base	Q36 Enjoying my free time.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	620	29 4.70%	27 4.40%	120 19.40%	183 29.50%	253 40.80%	8 1.30%
<b>Adult</b>							
Cumberland	73	4 5.50%	3 4.10%	10 13.70%	31 42.50%	25 34.20%	0 0
Dauphin	134	7 5.20%	8 6.00%	28 20.90%	36 26.90%	53 39.60%	2 1.50%
Lancaster	178	9 5.10%	6 3.40%	31 17.40%	53 29.80%	75 42.10%	4 2.20%
Lebanon	53	2 3.80%	4 7.50%	3 5.70%	21 39.60%	23 43.40%	0 0
Perry	13	0 0	1 7.70%	6 46.20%	2 15.40%	4 30.80%	0 0
<b>Child</b>							
Cumberland	13	3 23.10%	0 0	3 23.10%	3 23.10%	4 30.80%	0 0
Dauphin	26	0 0	2 7.70%	10 38.50%	7 26.90%	7 26.90%	0 0
Lancaster	92	2 2.20%	2 2.20%	20 21.70%	19 20.70%	47 51.10%	2 2.20%
Lebanon	28	2 7.10%	1 3.60%	9 32.10%	7 25.00%	9 32.10%	0 0
Perry	10	0 0	0 0	0 0	4 40.00%	6 60.00%	0 0



	Base	Q37 Strengthening my social support network					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	620	17 2.70%	27 4.40%	169 27.30%	197 31.80%	201 32.40%	9 1.50%
Adult							
Cumberland	73	3 4.10%	4 5.50%	16 21.90%	21 28.80%	29 39.70%	0 0
Dauphin	134	3 2.20%	5 3.70%	44 32.80%	36 26.90%	44 32.80%	2 1.50%
Lancaster	178	6 3.40%	4 2.20%	45 25.30%	62 34.80%	57 32.00%	4 2.20%
Lebanon	53	3 5.70%	3 5.70%	11 20.80%	16 30.20%	19 35.80%	1 1.90%
Perry	13	0 0	1 7.70%	4 30.80%	3 23.10%	5 38.50%	0 0
Child							
Cumberland	13	2 15.40%	1 7.70%	5 38.50%	3 23.10%	2 15.40%	0 0
Dauphin	26	0 0	1 3.80%	13 50.00%	3 11.50%	9 34.60%	0 0
Lancaster	92	0 0	6 6.50%	17 18.50%	41 44.60%	27 29.30%	1 1.10%
Lebanon	28	0 0	1 3.60%	12 42.90%	8 28.60%	6 21.40%	1 3.60%
Perry	10	0 0	1 10.00%	2 20.00%	4 40.00%	3 30.00%	0 0

	Base	Q38 Being involved in the community or in organizations outside of MH or SA activities.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	620	22 3.50%	33 5.30%	202 32.60%	160 25.80%	163 26.30%	40 6.50%
Adult							
Cumberland	73	3 4.10%	2 2.70%	31 42.50%	16 21.90%	17 23.30%	4 5.50%
Dauphin	134	3 2.20%	6 4.50%	49 36.60%	29 21.60%	33 24.60%	14 10.40%
Lancaster	178	9 5.10%	7 3.90%	52 29.20%	45 25.30%	55 30.90%	10 5.60%
Lebanon	53	4 7.50%	3 5.70%	9 17.00%	14 26.40%	18 34.00%	5 9.40%
Perry	13	0 0	1 7.70%	7 53.80%	1 7.70%	1 7.70%	3 23.10%
Child							
Cumberland	13	2 15.40%	0 0	7 53.80%	3 23.10%	1 7.70%	0 0
Dauphin	26	0 0	3 11.50%	8 30.80%	6 23.10%	9 34.60%	0 0
Lancaster	92	1 1.10%	8 8.70%	25 27.20%	33 35.90%	21 22.80%	4 4.30%
Lebanon	28	0 0	2 7.10%	12 42.90%	8 28.60%	6 21.40%	0 0
Perry	10	0 0	1 10.00%	2 20.00%	5 50.00%	2 20.00%	0 0

	Base	Q39 Participation in school and/or work activities.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	620	22 3.50%	34 5.50%	133 21.50%	88 14.20%	132 21.30%	211 34.00%
<b>Adult</b>							
Cumberland	73	3 4.10%	3 4.10%	9 12.30%	3 4.10%	12 16.40%	43 58.90%
Dauphin	134	3 2.20%	6 4.50%	33 24.60%	8 6.00%	25 18.70%	59 44.00%
Lancaster	178	7 3.90%	7 3.90%	38 21.30%	22 12.40%	30 16.90%	74 41.60%
Lebanon	53	3 5.70%	1 1.90%	6 11.30%	9 17.00%	11 20.80%	23 43.40%
Perry	13	0 0	2 15.40%	3 23.10%	1 7.70%	2 15.40%	5 38.50%
<b>Child</b>							
Cumberland	13	2 15.40%	1 7.70%	7 53.80%	2 15.40%	1 7.70%	0 0
Dauphin	26	0 0	2 7.70%	9 34.60%	3 11.50%	9 34.60%	3 11.50%
Lancaster	92	3 3.30%	10 10.90%	19 20.70%	28 30.40%	29 31.50%	3 3.30%
Lebanon	28	1 3.60%	2 7.10%	8 28.60%	9 32.10%	8 28.60%	0 0
Perry	10	0 0	0 0	1 10.00%	3 30.00%	5 50.00%	1 10.00%

	Base	Q40 Interacting with people in social situations.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	620	10 1.60%	41 6.60%	160 25.80%	207 33.40%	198 31.90%	4 0.60%
Adult							
Cumberland	73	1 1.40%	5 6.80%	12 16.40%	29 39.70%	26 35.60%	0 0
Dauphin	134	2 1.50%	7 5.20%	39 29.10%	39 29.10%	44 32.80%	3 2.20%
Lancaster	178	3 1.70%	9 5.10%	52 29.20%	53 29.80%	60 33.70%	1 0.60%
Lebanon	53	3 5.70%	4 7.50%	7 13.20%	21 39.60%	18 34.00%	0 0
Perry	13	0 0	0 0	3 23.10%	5 38.50%	5 38.50%	0 0
Child							
Cumberland	13	1 7.70%	0 0	5 38.50%	7 53.80%	0 0	0 0
Dauphin	26	0 0	4 15.40%	8 30.80%	5 19.20%	9 34.60%	0 0
Lancaster	92	0 0	8 8.70%	21 22.80%	36 39.10%	27 29.30%	0 0
Lebanon	28	0 0	3 10.70%	11 39.30%	8 28.60%	6 21.40%	0 0
Perry	10	0 0	1 10.00%	2 20.00%	4 40.00%	3 30.00%	0 0

	Base	Q41 Dealing with specific problems or issues that led me to seek services.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	620	18 2.90%	32 5.20%	115 18.50%	214 34.50%	234 37.70%	7 1.10%
Adult							
Cumberland	73	4 5.50%	3 4.10%	2 2.70%	36 49.30%	28 38.40%	0 0
Dauphin	134	3 2.20%	6 4.50%	29 21.60%	37 27.60%	56 41.80%	3 2.20%
Lancaster	178	6 3.40%	7 3.90%	25 14.00%	65 36.50%	72 40.40%	3 1.70%
Lebanon	53	2 3.80%	2 3.80%	6 11.30%	20 37.70%	23 43.40%	0 0
Perry	13	0 0	0 0	4 30.80%	4 30.80%	5 38.50%	0 0
Child							
Cumberland	13	1 7.70%	0 0	6 46.20%	4 30.80%	2 15.40%	0 0
Dauphin	26	0 0	5 19.20%	9 34.60%	6 23.10%	6 23.10%	0 0
Lancaster	92	1 1.10%	6 6.50%	23 25.00%	26 28.30%	35 38.00%	1 1.10%
Lebanon	28	1 3.60%	3 10.70%	10 35.70%	8 28.60%	6 21.40%	0 0
Perry	10	0 0	0 0	1 10.00%	8 80.00%	1 10.00%	0 0

# Perform Care Comments

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

- Didn't receive any info on it.
- I would like a copy.
- It was offered if I call them and ask.
- Someone else handles insurance.

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

- A grievance doesn't do any good usually.
- I am complaining that I haven't received any info.
- I found out in rehab.
- I was not told that I could or how to go about doing that or who to talk to.
- Now ya tell me.
- Someone else handles insurance.

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

- Call case manager.
- Case manager would help.
- I can get it from my case manager.
- I would have called Joan White.
- No information was given.

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

- Counselor from White Deer Run called I signed a consent form.
- My counselor called.

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

- Excessive wait for answers.
- Not sure who they are....
- Very helpful.

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

- Believes they did, but it was so long ago.
- I asked to come here.
- I never knew I had a separate benefit for substance abuse.
- I was real sick at the time. Living on the street.

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

- 111 Days.
- 60 days.
- 90 days?
- I think it was for about an hour.
- I was received right away.
- Overheard conversation.
- Sometimes the forms are hard to read.

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

- Girlfriend spoke to staff.

- I've never called them (3).
- I don't really call them.
- I haven't called them.

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

- As long as they paid the bill I am good with Perform care.
- Determination for services was decided based on time previous services received not on consumer's needs.
- Doesn't know who they are.
- Has never dealt with them.
- Has never interacted with them.
- Have to wait longer than 30 days to fill scripts.
- Husband had power of attorney and handles the insurance.
- I haven't had any.
- I really like Jo Hampton. She goes out of her way to try to help with any situation possible.
- In a group home the facility deals with insurance.
- Is not familiar with them.
- Never dealt with them didn't know who they were until today.
- Not much interaction.
- Someone else handles all the insurance work.
- They don't pay for enough of my medications.