



# **Consumer Satisfaction Services, Inc.**

## **Capital Region 3<sup>rd</sup> Quarter Report January-March 2017**

**PREPARED FOR:**

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

**Prepared By**

**Consumer Satisfaction Services**

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# **Consumer Satisfaction Services, Inc.**

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

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# Executive Summary

## Survey 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 and FBI clearances updated every 5 years.

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=392) 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 392 (n=392) respondents from the Capital Region including 168 adult consumers (42.9%) and 224 children/adolescents (57.1%).
- Sample: Of the 168 adult consumers, 167 (99.4%) responded for themselves, and 1 (0.6%) had a parent/guardian respond for them. Of the 224 child/adolescent consumers, 2 (0.9%) responded for themselves, 214 (95.5%) had a parent/guardian respond for them, and 8 (3.6%) responded for themselves with a parent/guardian present.
- Level of Care: In all, 4 treatment levels of care were accessed by the respondents. 120 (30.6%) received Peer Support services. 120 (30.6%) received After School Program (ASP) services. 104 (26.5%) received Summer Therapeutic Activities Program (STAP) services. 48 (12.2%) received Assertive Community Treatment (ACT) services.
- Methods: Data was collected by 7 interviewers.
- Treatment Facility: Data was collected from 9 Treatment Facilities in the Capital Region.
- Type: Overall, of the 392 interviews 353 (90.1%) were face-to-face, 37 (9.4%) were conducted by phone and 2 (0.5%) were conducted by Mail.

## 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 question:

- 88.3% Overall, I am satisfied with the services I am receiving Q29.
- 88.7% Child Consumers: I was given information on how to get additional resources that I needed Q14.
- 89.7% Child Consumers: I have the option to change my service provider should I choose to Q16.
- 90.6% Child Consumers: My service provider explained the limitations of my therapy or treatment Q28.
- 91.1% Child Consumers: My service provider spends adequate time with me Q19.
- 91.3% My service provider explained the advantages of my therapy or treatment Q27.
- 91.5% Child Consumers: I feel safe at this facility Q23.
- 91.6% I trust my service provider Q22.
- 92.9% Child Consumers: My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.

- 92.9% Child Consumers: My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 93.1% I feel comfortable in asking questions regarding my treatment Q18.
- 93.4% I am an important part of the treatment process Q26.
- 93.9% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 93.9% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 95.7% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 95.9% My provider asks my permission before sharing my personal information Q20.
- 73.2% Adult Consumers: I feel safe at this facility Q23. As noted, 19.6% of the respondents reported this question did not apply to them. When these cases are removed, 91.1% agree or strongly agree and 4.4% disagree or strongly disagree. These figures offer a more accurate representation of the results.

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

- 17.3% Adult Consumers: My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 20.8% Adult Consumers: My provider discussed other services that may benefit me in my treatment/recovery. Q15.
- 60.7% Adult Consumers: My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24. As noted, 17.9% of the respondents reported this question did not apply to them. When these cases are removed, 73.9% agree or strongly agree and 19.6% disagree or strongly disagree. These figures offer a more accurate representation of the results.

### **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, 42.9% to 76.3% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 17.1% to 32.9% of consumer's responses reflect that no change has resulted from involvement in services. Only 5.1% to 8.7% of consumer's responses reflect that things are worse as a result of services.

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

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

## Request for Assistance

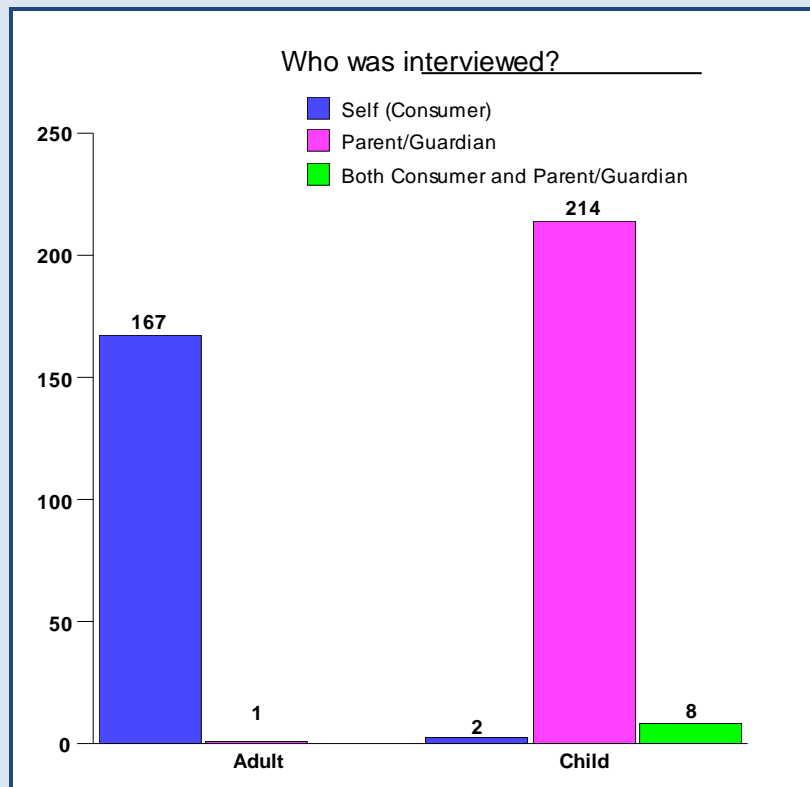
During the interview, if a Consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), Perform Care or any other part of the behavioral health system that can reasonably be addressed, the surveyor will ask the Consumer if 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 one Request for Assistance for the 3<sup>rd</sup> Quarter 16-17. The mother of a STAP consumer reported that she had problems with transportation to the program. The transportation company was a local organization and not affiliated with the program. The parent stated that she had problems with the bus driver falsely accusing her of yelling at him. She states that transportation was stopped due to this. The provider then offered transportation by a staff member to another child but not her child. She would like the transportation company to use a different driver and for the provider to be fair when offering transportation. A resolution to this request for assistance is pending.

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

## Survey Information

- Sample: The survey represents 392 ( $n=392$ ) respondents from the Capital Region including 168 adult consumers (42.9%) and 224 children/adolescents (57.1%).
- Sample: Of the 168 adult consumers, 167 (99.4%) responded for themselves, and 1 (0.6%) had a parent/guardian respond for them. Of the 224 child/adolescent consumers, 2 (0.9%) responded for themselves, 214 (95.5%) had a parent/guardian respond for them, and 8 (3.6%) responded for themselves with a parent/guardian present.



- Level of Care: In all, 4 treatment levels of care were accessed by the respondents. 120 (30.6%) received Peer Support services. 120 (30.6%) received After School Program (ASP) services. 104 (26.5%) received Summer Therapeutic Activities Program (STAP) services. 48 (12.2%) received Assertive Community Treatment (ACT) services.
- Methods: Data was collected by 7 interviewers.
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- Type: Overall, of the 392 interviews 353 (90.1%) were face-to-face, 37 (9.4%) were conducted by phone and 2 (0.5%) were conducted by Mail.



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

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Base	392	40 10.20%	123 31.40%	136 34.70%	92 23.50%	1 0.30%
<b>Adult- Method of Interview</b>						
In Person	155	19 12.30%	42 27.10%	52 33.50%	42 27.10%	0 0
Phone	13	0 0	2 15.40%	7 53.80%	4 30.80%	0 0
<b>Child- Method of Interview</b>						
In Person	198	20 10.10%	75 37.90%	61 30.80%	41 20.70%	1 0.50%
Phone	24	0 0	4 16.70%	15 62.50%	5 20.80%	0 0
Mail	2	1 50.00%	0 0	1 50.00%	0 0	0 0

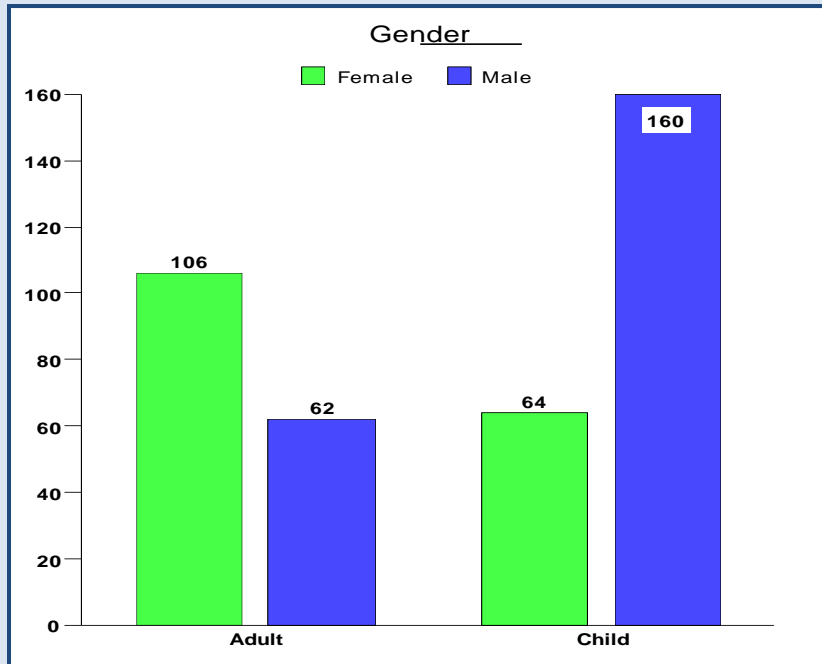
**County of Residence:**

The table below shows the county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster County (34.7%). The remaining respondents reported residence in Dauphin (31.4%), Lebanon (23.5%), Cumberland (10.2%), and Perry (0.3%).

	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	392	40 10.20%	123 31.40%	136 34.70%	92 23.50%	1 0.30%
Adult	168	19 11.30%	44 26.20%	59 35.10%	46 27.40%	0 0
Child	224	21 9.40%	79 35.30%	77 34.40%	46 20.50%	1 0.40%

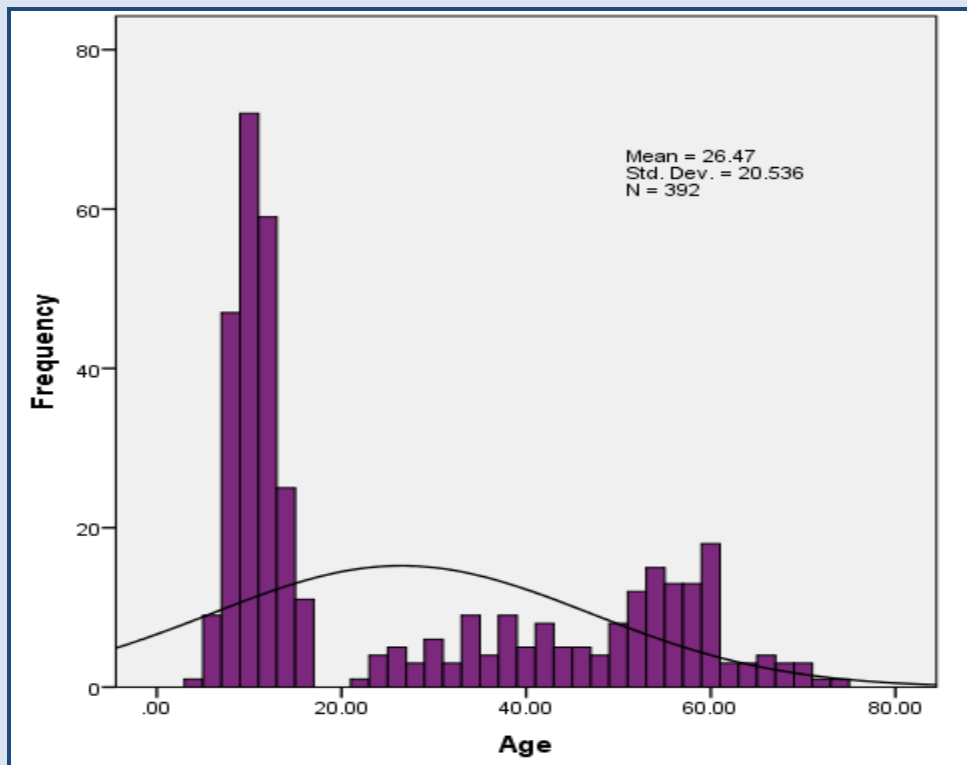
## Demographic Information

- Gender: Overall, the sample is 59.5% female (169) and 40.5% male (115). Of the 168 adult consumers, 63.1% female (106) and 36.9% male (62). Of the 224 child consumers, 28.6% female (64) and 71.4% male (160).



- Age: Age of all respondents ranged from 4-74 years, with a mean age of 26.47 (SD 20.536).

### Age of All Respondents



- Race: 234 respondents (59.7%) reported their race as White/Caucasian, 63 (16.1%) as African American, 45 (11.5%) as Hispanic/Latino, 35 (8.9%) as Multi-Racial, 5 (1.3%) as Asian/Pacific Islander, 5 (1.3%) Native American/American Indian, and 5 (1.3%) as Other.

	Base	Race						
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American / American Indian	White / Caucasian	Multi-Racial	Other
Total	392	63 16.10%	5 1.30%	45 11.50%	5 1.30%	234 59.70%	35 8.90%	5 1.30%
Adult	168	24 14.30%	2 1.20%	5 3.00%	4 2.40%	125 74.40%	4 2.40%	4 2.40%
Child	224	39 17.40%	3 1.30%	40 17.90%	1 0.40%	109 48.70%	31 13.80%	1 0.40%

## 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, 189 of the 392 respondents (48.2%) reported they had been interviewed by their provider within the last year, 163 (41.6%) reported they had not been interviewed, 40 (10.2%) were not sure.

	Base	Has your provider interviewed you on your satisfaction level with services during the last year?		
		Yes	No	Not sure
Total	392	189 48.20%	163 41.60%	40 10.20%
Adult	168	77 45.80%	72 42.90%	19 11.30%
Child	224	112 50.00%	91 40.60%	21 9.40%

Total Satisfaction Score				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Deviation
Adult	Yes	77	115.27	11.05
	No	72	106.10	15.99
	Not sure	19	106.91	15.14
	Total	168	110.39	14.47
Child	Yes	112	114.34	11.11
	No	91	110.19	14.72
	Not sure	21	116.32	12.02
	Total	224	112.84	12.93

Our analysis indicated that adult consumers who were not interviewed by their provider during the last year reported significantly lower satisfaction than those who were interviewed by their provider during last year.

- Service Delay:
  - Of the 392 consumers 77 (19.6%) reported that they experienced some delay before beginning treatment. 217 consumers (55.4%) reported no delay before beginning treatment, and 98 (25.0%) consumers felt that this question did not apply to them.

	Base	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	392	77 19.60%	217 55.40%	98 25.00%
Adult	168	34 20.20%	95 56.50%	39 23.20%
Child	224	43 19.20%	122 54.50%	59 26.30%

Total Satisfaction Score				
Q11 Were there delays before starting these services?		N	Mean	Std. Deviation
Adult	Yes	34	106.77	15.04
	No	95	112.91	13.31
	N/A	39	107.43	15.75
	Total	168	110.39	14.47
Child	Yes	43	111.39	16.34
	No	122	114.14	12.60
	N/A	59	111.21	10.50
	Total	224	112.84	12.93

Emergency Treatment: 59 of the 392 respondents (14.0%) indicated they needed emergency mental health or substance abuse service during the past year and 1 (0.3%) was not sure.

- Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.7 with standard deviation 1.422.

	Base	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
Total	55	8 14.50%	7 12.70%	0 0	21 38.20%	19 34.50%
Adult	36	3 8.30%	4 11.10%	0 0	14 38.90%	15 41.70%
Child	19	5 26.30%	3 15.80%	0 0	7 36.80%	4 21.10%

Total Satisfaction Score				
Is the interview for an ADULT or CHILD	Method of Interview	N	Mean	Std. Deviation
Adult	In Person	155	109.75	13.59
	Phone	13	118.07	21.70
	Mail			
	Total	168	110.39	14.47
Child	In Person	198	112.71	12.80
	Phone	24	114.31	14.53
	Mail	2	108.02	5.69
	Total	224	112.84	12.93

Our analysis indicates that adult consumers who completed their survey In Person reported significantly lower satisfaction than those who completed their survey over the Phone.

## Mean Satisfaction of Treatment Facilities

- Data was collected from 9 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. To help with interpretation, scores highlighted in **Green** (113-140) indicate a high level of satisfaction, scores highlighted in **Yellow** (85-112) indicate some level of satisfaction and scores highlighted in **Red** (below 84) indicate some level of dissatisfaction.

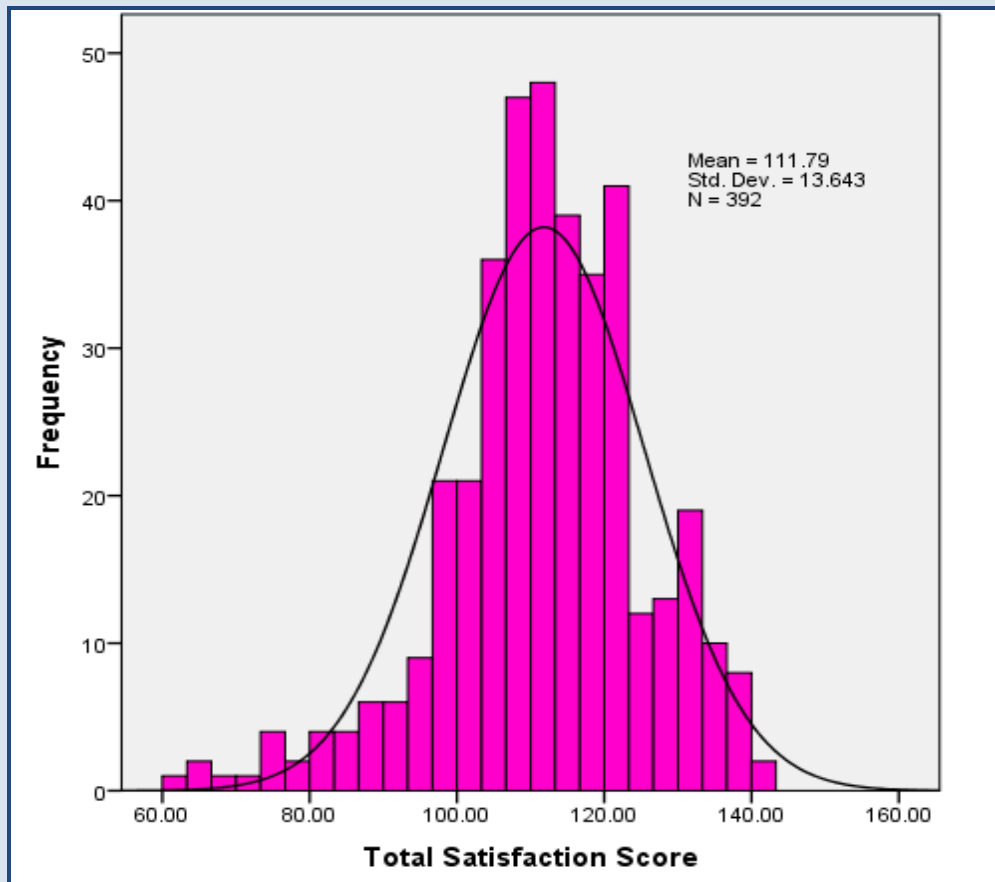
<b>Adult</b>			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
NHS PENNSYLVANIA	13	118.7737	11.88743
CMU DAUPHIN CO MH/MR	4	113.3829	19.26529
NORTHWESTERN-STEVENS CENTER	15	112.5521	14.26427
KEYSTONE SERVICE SYSTEMS	14	110.6030	16.33882
PHILHAVEN	85	109.3513	14.79789
RECOVERY INSIGHT	31	108.9744	13.36916
COMMUNITY SERVICES GROUP INC	6	106.4844	12.59028
Total	168	110.3946	14.46503

<b>Child</b>			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
TEAMCARE	26	113.51	18.07
PHILHAVEN	160	113.07	12.12
NHS PENNSYLVANIA	26	111.85	9.94
ADAMS-HANOVER	12	110.48	16.94
Total	224	112.84	12.93

## Total Satisfaction

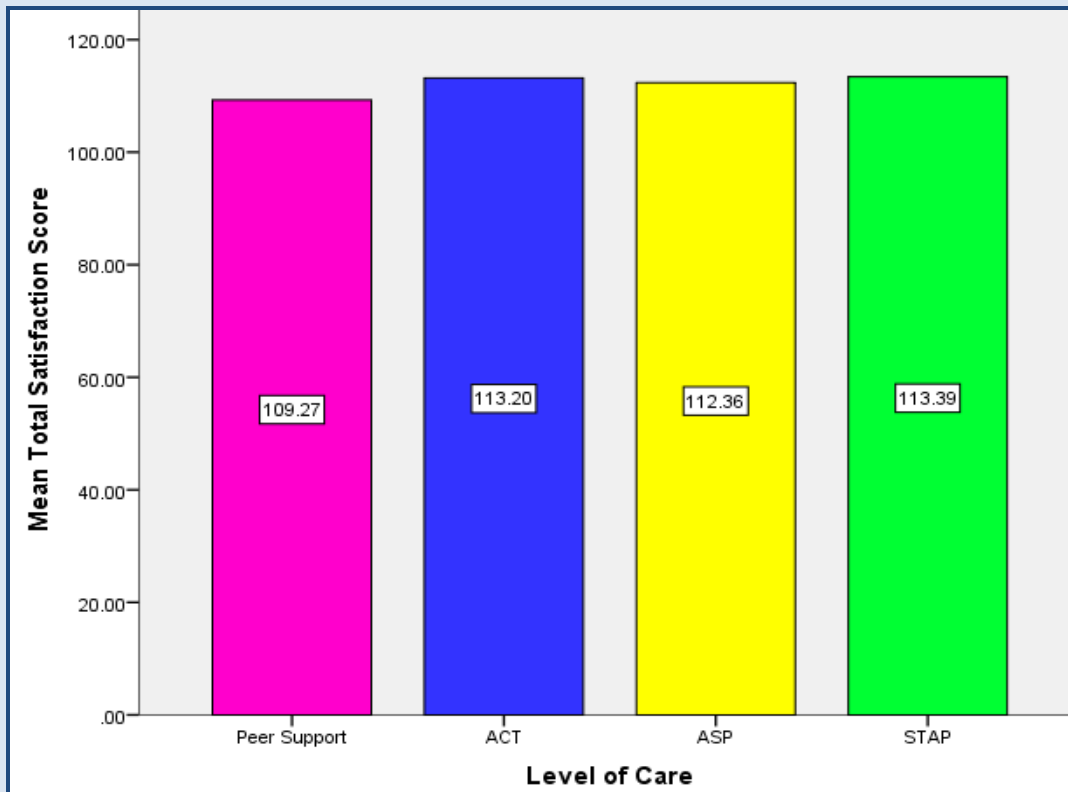
Overall Satisfaction: CSS includes 28 questions in the Total Satisfaction Score (TSS). These are questions 13-40 on the survey. Each question has 5 possible responses that are figured into the score. The responses ranged from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better). Higher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

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 111.79 with a standard deviation 13.643 indicating some level of satisfaction. The TSS scores ranged from 60 – 140. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.





## Mean Satisfaction by Level of Care



Adult			
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
Peer Support	120	109.27	14.79
ACT	48	113.20	13.35
Total	168	110.39	14.47

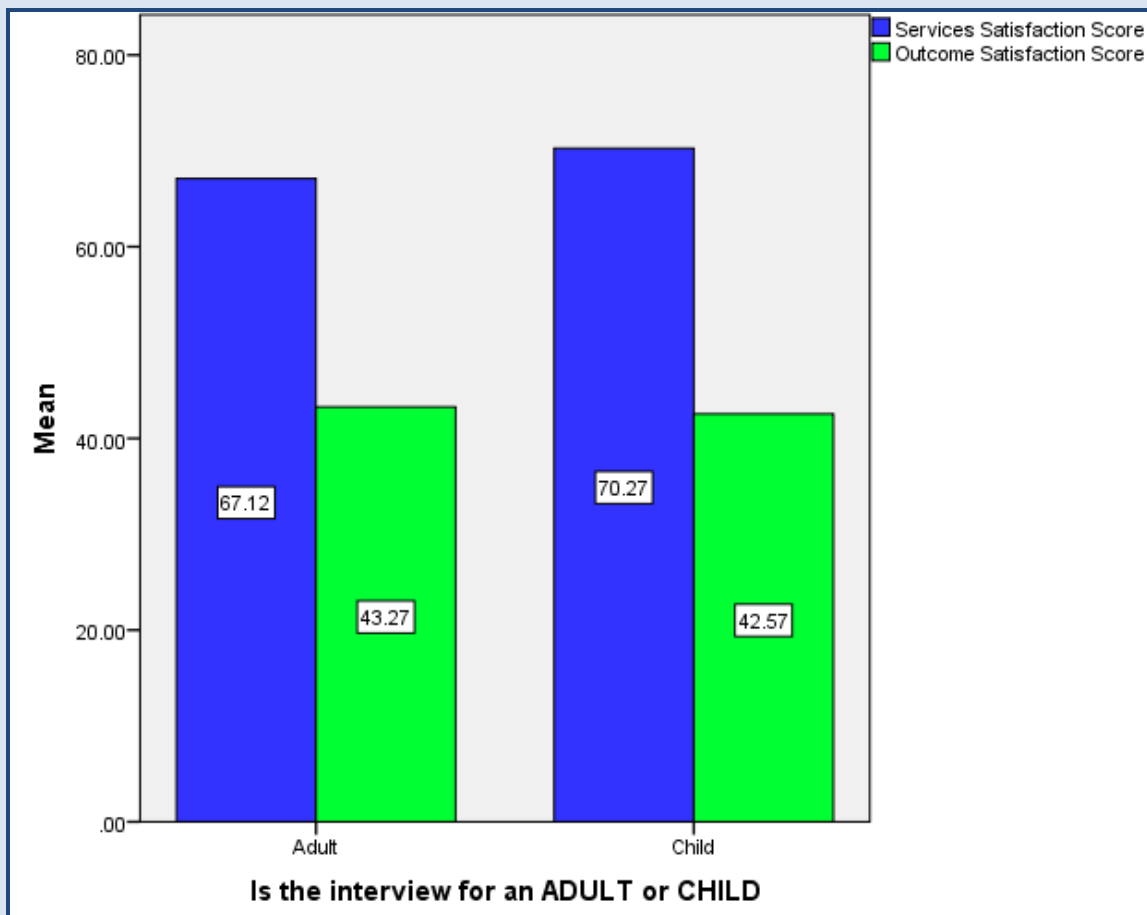
Child			
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
ASP	120	112.36	11.20
STAP	104	113.39	14.71
Total	224	112.84	12.93

## Mean Satisfaction with Services and Outcomes of Services

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

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

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



## Services

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 question:

- 88.3% Overall, I am satisfied with the services I am receiving Q29.
- 88.7% Child Consumers: I was given information on how to get additional resources that I needed Q14.
- 89.7% Child Consumers: I have the option to change my service provider should I choose to Q16.
- 90.6% Child Consumers: My service provider explained the limitations of my therapy or treatment Q28.
- 91.1% Child Consumers: My service provider spends adequate time with me Q19.
- 91.3% My service provider explained the advantages of my therapy or treatment Q27.
- 91.5% Child Consumers: I feel safe at this facility Q23.
- 91.6% I trust my service provider Q22.
- 92.9% Child Consumers: My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.
- 92.9% Child Consumers: My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 93.1% I feel comfortable in asking questions regarding my treatment Q18.
- 93.4% I am an important part of the treatment process Q26.
- 93.9% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 93.9% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 95.7% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 95.9% My provider asks my permission before sharing my personal information Q20.
- 73.2% Adult Consumers: I feel safe at this facility Q23. As noted, 19.6% of the respondents reported this question did not apply to them. When these cases are removed, 91.1% agree or strongly agree and 4.4% disagree or strongly disagree. These figures offer a more accurate representation of the results.

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

- 17.3% Adult Consumers: My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
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- 60.7% Adult Consumers: My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24. As noted, 17.9% of the respondents reported this question did not apply to them. When these cases are removed, 73.9% agree or strongly agree and 19.6% disagree or strongly disagree. These figures offer a more accurate representation of the results.

***Summary responses from the Total group of respondents (N=392) are presented in Table 1.  
Summary responses from the Total group Adult respondents (N=168) are presented in Table 2.  
Summary responses from the Total group Child/Adolescent of respondents (N=224) are presented in Table 3.***

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

N=392	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	85.7	9.2	2.8	0.7	1.5
14. I was given information on how to get additional resources that I needed (example: transportation, child care, employment training).	83.2	9.9	2.8	0.8	2.6
15. My provider discussed other services that may benefit me in my treatment/recovery.	75.0	17.1	2.7	0.9	1.8
16. I have the option to change my service provider should I choose to.	85.5	9.2	2.8	0.7	1.8
17. I was informed about my rights and responsibilities regarding the treatment I have received.	95.7	2.0	3.0	0.4	0.5
18. I feel comfortable in asking questions regarding my treatment.	93.1	4.1	2.9	0.5	0.5
19. My service provider spends adequate time with me.	88.3	7.1	2.8	0.6	0.5
20. My provider asks my permission before sharing my personal information.	95.9	1.3	3.0	0.3	0.5
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	93.9	2.3	3.0	0.5	1.3
22. I trust my service provider.	91.6	5.4	2.9	0.5	0.0
23. I feel safe at this facility.	83.7	4.8	3.1	1.0	8.4
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	79.1	9.7	3.0	1.1	8.2
25. I am included in the development of my treatment/recovery plan and goals for recovery.	93.9	3.6	2.9	0.5	0.5
26. I am an important part of the treatment process.	93.4	4.1	2.9	0.5	0.3
27. My service provider explained the advantages of my therapy or treatment.	91.3	5.1	2.9	0.6	1.0
28. My service provider explained the limitations of my therapy or treatment.	85.2	8.2	2.9	0.8	3.6
29. Overall, I am satisfied with the services I am receiving.	88.3	8.7	2.8	0.6	0.3

**Table 2 – Total Satisfaction – Services Questions-ADULT**

N=168	% 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.	76.2	17.3	2.7	0.9	3.0
14. I was given information on how to get additional resources that I needed (example: transportation, child care, employment training).	79.8	12.5	2.8	0.9	2.4
15. My provider discussed other services that may benefit me in my treatment/recovery.	73.8	20.8	2.6	0.9	1.2
16. I have the option to change my service provider should I choose to.	79.8	14.3	2.7	0.8	1.8
17. I was informed about my rights and responsibilities regarding the treatment I have received.	91.1	4.8	2.9	0.5	0.6
18. I feel comfortable in asking questions regarding my treatment.	88.1	8.3	2.8	0.6	0.0
19. My service provider spends adequate time with me.	84.5	10.7	2.7	0.6	0.0
20. My provider asks my permission before sharing my personal information.	91.7	2.4	2.9	0.4	0.6
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	90.5	4.8	2.9	0.5	0.6
22. I trust my service provider.	88.1	6.5	2.8	0.5	0.0
23. I feel safe at this facility.	73.2	3.6	3.5	1.3	19.6
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	60.7	16.1	3.2	1.5	17.9
25. I am included in the development of my treatment/recovery plan and goals for recovery.	92.9	4.8	2.9	0.4	0.0
26. I am an important part of the treatment process.	91.7	6.5	2.9	0.4	0.0
27. My service provider explained the advantages of my therapy or treatment.	86.9	7.7	2.9	0.7	1.8
28. My service provider explained the limitations of my therapy or treatment.	78.0	14.3	2.8	0.9	3.6
29. Overall, I am satisfied with the services I am receiving.	85.7	10.1	2.8	0.6	0.0

**Table 3 – Total Satisfaction – Services Questions –CHILD/ADOLESCENT**

N=224	% 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.	92.9	3.1	2.9	0.5	0.9
14. I was given information on how to get additional resources that I needed (example: transportation, child care, employment training).	85.7	8.0	2.9	0.7	2.2
15. My provider discussed other services that may benefit me in my treatment/recovery.	75.9	14.3	2.7	0.9	2.2
16. I have the option to change my service provider should I choose to.	89.7	5.4	2.9	0.6	1.8
17. I was informed about my rights and responsibilities regarding the treatment I have received.	99.1	0.0	3.0	0.2	0.4
18. I feel comfortable in asking questions regarding my treatment.	96.9	0.9	3.0	0.4	0.9
19. My service provider spends adequate time with me.	91.1	4.5	2.9	0.5	0.9
20. My provider asks my permission before sharing my personal information.	99.1	0.4	3.0	0.2	0.4
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	96.4	0.4	3.0	0.4	1.8
22. I trust my service provider.	94.2	4.5	2.9	0.4	0.0
23. I feel safe at this facility.	91.5	5.8	2.9	0.5	0.0
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	92.9	4.9	2.9	0.5	0.9
25. I am included in the development of my treatment/recovery plan and goals for recovery.	94.6	2.7	3.0	0.5	0.9
26. I am an important part of the treatment process.	94.6	2.2	2.9	0.4	0.4
27. My service provider explained the advantages of my therapy or treatment.	94.6	3.1	2.9	0.4	0.4
28. My service provider explained the limitations of my therapy or treatment.	90.6	3.6	3.0	0.7	3.6
29. Overall, I am satisfied with the services I am receiving.	90.2	7.6	2.8	0.6	0.4

## 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, 42.9% to 76.3% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 17.1% to 32.9% of consumer's responses reflect that no change has resulted from involvement in services. Only 5.1% to 8.7% of consumer's responses reflect that things are worse as a result of services.

*Summary responses from the Total group of respondents (N=392) are presented in Table 4. Summary responses from the Total group Adult respondents (N=168) are presented in Table 5. Summary responses from the Total group Child/Adolescent of respondents (N=224) are presented in Table 6.*

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

Total N=392	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	72.2	18.4	8.4	2.7	0.7	1.0
31. Feeling in control of my life.	63.8	26.0	7.7	2.7	0.8	2.6
32. Coping with personal crisis.	58.9	27.0	7.7	2.8	1.0	6.4
33. How I feel about myself.	68.1	23.7	7.1	2.7	0.7	1.0
34. Feeling good (hopeful) about the future.	70.2	20.9	5.4	2.8	0.8	3.6
35. Enjoying my free time.	76.3	17.1	5.1	2.8	0.7	1.5
36. Strengthening my social support network.	63.3	28.6	7.1	2.6	0.7	1.0
37. Being involved in community activities.	54.6	32.9	6.4	2.7	1.0	6.1
38. Participating with school or work activities.	42.9	21.4	6.1	3.6	1.7	29.6
39. Interacting with people in social situations.	64.3	27.3	6.9	2.6	0.7	1.5
40. Coping with specific problems or issue that led to seek services.	67.6	23.0	8.7	2.6	0.7	0.8



**Table 5 – Total Satisfaction – Outcomes of Services Questions-ADULT**

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
<b>Total N=168</b>						
30. Managing daily problems.	72.0	18.5	7.7	2.7	0.8	1.8
31. Feeling in control of my life.	67.3	21.4	9.5	2.6	0.8	1.8
32. Coping with personal crisis.	66.1	21.4	8.9	2.7	0.9	3.6
33. How I feel about myself.	73.2	19.0	7.7	2.7	0.6	0.0
34. Feeling good (hopeful) about the future.	75.6	17.3	6.5	2.7	0.6	0.6
35. Enjoying my free time.	73.2	17.9	7.1	2.7	0.7	1.8
36. Strengthening my social support network.	64.3	24.4	9.5	2.6	0.8	1.8
37. Being involved in community activities.	52.4	31.5	8.9	2.7	1.1	7.1
38. Participating with school or work activities.	17.9	13.7	3.0	4.8	1.7	65.5
39. Interacting with people in social situations.	67.3	22.6	7.1	2.7	0.8	3.0
40. Coping with specific problems or issue that led to seek services.	74.4	16.7	7.7	2.7	0.7	1.2

**Table 6 – Total Satisfaction – Outcomes of Services Questions-CHILD/ADOLESCENT**

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
<b>Total N=224</b>						
30. Managing daily problems.	72.3	18.3	8.9	2.7	0.7	0.4
31. Feeling in control of my life.	61.2	29.5	6.3	2.7	0.9	3.1
32. Coping with personal crisis.	53.6	31.3	6.7	2.8	1.1	8.5
33. How I feel about myself.	64.3	27.2	6.7	2.6	0.8	1.8
34. Feeling good (hopeful) about the future.	66.1	23.7	4.5	2.8	1.0	5.8
35. Enjoying my free time.	78.6	16.5	3.6	2.8	0.6	1.3
36. Strengthening my social support network.	62.5	31.7	5.4	2.6	0.6	0.4
37. Being involved in community activities.	56.3	33.9	4.5	2.7	1.0	5.4
38. Participating with school or work activities.	61.6	27.2	8.5	2.6	0.9	2.7
39. Interacting with people in social situations.	62.1	30.8	6.7	2.6	0.7	0.4
40. Coping with specific problems or issue that led to seek services.	62.5	27.7	9.4	2.5	0.7	0.4

## Satisfaction with the Managed Care Organization

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

- 58.2% of respondents (228 of the 392) reported that they had received a copy of the Perform Care member handbook, 20.7% (81) did not receive a member handbook, and 21.2% (83) were not sure.

	Base	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	392	228 58.20%	81 20.70%	83 21.20%	0 0
<b>Adult</b>					
Cumberland	19	5 26.30%	6 31.60%	8 42.10%	0 0
Dauphin	44	23 52.30%	11 25.00%	10 22.70%	0 0
Lancaster	59	23 39.00%	21 35.60%	15 25.40%	0 0
Lebanon	46	16 34.80%	22 47.80%	8 17.40%	0 0
Perry	0	0 0	0 0	0 0	0 0
<b>Child</b>					
Cumberland	21	11 52.40%	4 19.00%	6 28.60%	0 0
Dauphin	79	61 77.20%	3 3.80%	15 19.00%	0 0
Lancaster	77	56 72.70%	9 11.70%	12 15.60%	0 0
Lebanon	46	32 69.60%	5 10.90%	9 19.60%	0 0
Perry	1	1 100.00%	0 0	0 0	0 0

- 91.3% of respondents (358 of the 392) reported that they are aware of their right to file a complaint or grievance. 6.4% (25) were not aware of their right to file a complaint or grievance, 1.5% (6) were not sure, and 0.8% (3) 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	392	358 91.30%	25 6.40%	6 1.50%	3 0.80%
<b>Adult</b>					
Cumberland	19	18 94.70%	1 5.30%	0 0	0 0
Dauphin	44	37 84.10%	4 9.10%	1 2.30%	2 4.50%
Lancaster	59	53 89.80%	5 8.50%	1 1.70%	0 0
Lebanon	46	42 91.30%	4 8.70%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0
<b>Child</b>					
Cumberland	21	20 95.20%	1 4.80%	0 0	0 0
Dauphin	79	74 93.70%	3 3.80%	2 2.50%	0 0
Lancaster	77	69 89.60%	6 7.80%	1 1.30%	1 1.30%
Lebanon	46	44 95.70%	1 2.20%	1 2.20%	0 0
Perry	1	1 100.00%	0 0	0 0	0 0

- 70.2% of respondents (275 of the 392) reported that they knew who to call to file a complaint or grievance. 23.2% (91) reported that they did not know who to call, 4.6% (18) were not sure, and 2.0% (8) 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	392	275 70.20%	91 23.20%	18 4.60%	8 2.00%
<b>Adult</b>					
Cumberland	19	19 100.00%	0 0	0 0	0 0
Dauphin	44	29 65.90%	12 27.30%	2 4.50%	1 2.30%
Lancaster	59	29 49.20%	24 40.70%	4 6.80%	2 3.40%
Lebanon	46	23 50.00%	19 41.30%	2 4.30%	2 4.30%
Perry	0	0 0	0 0	0 0	0 0
<b>Child</b>					
Cumberland	21	20 95.20%	1 4.80%	0 0	0 0
Dauphin	79	63 79.70%	10 12.70%	6 7.60%	0 0
Lancaster	77	56 72.70%	15 19.50%	4 5.20%	2 2.60%
Lebanon	46	35 76.10%	10 21.70%	0 0	1 2.20%
Perry	1	1 100.00%	0 0	0 0	0 0

- 18.4% of respondents (72 of the 392) reported that they had called Perform Care in the last twelve months for information. 77.3% (303) did not call Perform Care within the last twelve months, 2.6% (10) were not sure, and 1.8% (7) 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)			
		Yes	No	Not Sure	Does Not Apply
Total	392	72 18.40%	303 77.30%	10 2.60%	7 1.80%
<b>Adult</b>					
Cumberland	19	4 21.10%	14 73.70%	0 0	1 5.30%
Dauphin	44	9 20.50%	32 72.70%	1 2.30%	2 4.50%
Lancaster	59	3 5.10%	51 86.40%	4 6.80%	1 1.70%
Lebanon	46	3 6.50%	40 87.00%	2 4.30%	1 2.20%
Perry	0	0 0	0 0	0 0	0 0
<b>Child</b>					
Cumberland	21	8 38.10%	12 57.10%	1 4.80%	0 0
Dauphin	79	13 16.50%	64 81.00%	2 2.50%	0 0
Lancaster	77	25 32.50%	51 66.20%	0 0	1 1.30%
Lebanon	46	7 15.20%	38 82.60%	0 0	1 2.20%
Perry	1	0 0	1 100.00%	0 0	0 0

- 76.2% of those that requested information from Perform Care (62 of the 81) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 22.2% (18) were not able to get information without delays, and 1.2% (1) was 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	81	62 76.50%	18 22.20%	1 1.20%
<b>Adult</b>				
Cumberland	2	2 100.00%	0 0	0 0
Dauphin	10	7 70.00%	3 30.00%	0 0
Lancaster	5	3 60.00%	2 40.00%	0 0
Lebanon	6	4 66.70%	2 33.30%	0 0
Perry	0	0 0	0 0	0 0
<b>Child</b>				
Cumberland	5	4 80.00%	0 0	1 20.00%
Dauphin	14	11 78.60%	3 21.40%	0 0
Lancaster	29	24 82.80%	5 17.20%	0 0
Lebanon	10	7 70.00%	3 30.00%	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.*

- 54.3% of respondents (213 of 392) were given a choice of at least 2 providers regarding the type of service they were seeking. 27.8% of respondents (109) reported that they were not given a choice, 8.2% (32) were not sure, and 9.7% (38) 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	392	213 54.30%	109 27.80%	32 8.20%	38 9.70%
<b>Adult</b>					
Cumberland	19	3 15.80%	7 36.80%	6 31.60%	3 15.80%
Dauphin	44	20 45.50%	13 29.50%	6 13.60%	5 11.40%
Lancaster	59	22 37.30%	26 44.10%	5 8.50%	6 10.20%
Lebanon	46	17 37.00%	21 45.70%	5 10.90%	3 6.50%
Perry	0	0 0	0 0	0 0	0 0
<b>Child</b>					
Cumberland	21	11 52.40%	2 9.50%	1 4.80%	7 33.30%
Dauphin	79	56 70.90%	16 20.30%	2 2.50%	5 6.30%
Lancaster	77	47 61.00%	17 22.10%	5 6.50%	8 10.40%
Lebanon	46	36 78.30%	7 15.20%	2 4.30%	1 2.20%
Perry	1	1 100.00%	0 0	0 0	0 0

- 78.8% of respondents (309 of 392) were informed of the time approved for their services. 12.0% of respondents (47) were not informed of the time approved for services, 3.8% (15) were not sure, and 5.4% (21) 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	392	309 78.80%	47 12.00%	15 3.80%	21 5.40%
<b>Adult</b>					
Cumberland	19	7 36.80%	6 31.60%	3 15.80%	3 15.80%
Dauphin	44	28 63.60%	7 15.90%	3 6.80%	6 13.60%
Lancaster	59	37 62.70%	14 23.70%	6 10.20%	2 3.40%
Lebanon	46	31 67.40%	11 23.90%	2 4.30%	2 4.30%
Perry	0	0 0	0 0	0 0	0 0
<b>Child</b>					
Cumberland	21	17 81.00%	0 0	0 0	4 19.00%
Dauphin	79	74 93.70%	4 5.10%	0 0	1 1.30%
Lancaster	77	71 92.20%	5 6.50%	1 1.30%	0 0
Lebanon	46	43 93.50%	0 0	0 0	3 6.50%
Perry	1	1 100.00%	0 0	0 0	0 0



- 91.8% of respondents (157 of the 171) report when they call Perform Care staff treats them courteously and with respect. 4.1% (7) reported that Perform Care staff did not treat them courteously and with respect, and 4.1% (7) were not sure.

	Base	Q7 When I call Perform Care staff treats me courteously and with respect.		
		Yes	No	Not Sure
Total	171	157 91.80%	7 4.10%	7 4.10%
<b>Adult</b>				
Cumberland	4	4 100.00%	0 0	0 0
Dauphin	17	16 94.10%	1 5.90%	0 0
Lancaster	28	26 92.90%	0 0	2 7.10%
Lebanon	2	2 100.00%	0 0	0 0
Perry	0	0 0	0 0	0 0
<b>Child</b>				
Cumberland	9	8 88.90%	1 11.10%	0 0
Dauphin	45	40 88.90%	3 6.70%	2 4.40%
Lancaster	57	53 93.00%	1 1.80%	3 5.30%
Lebanon	8	7 87.50%	1 12.50%	0 0
Perry	1	1 100.00%	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.*

- 97.6% of respondents (286 of 293) report overall they are satisfied with their interactions with Perform Care. 1.7% of respondents (5) report overall they are not satisfied with their interactions with Perform Care, and 0.7% (2) were not sure.

	Base	Q8 Overall, I am satisfied with the interactions I have had with Perform Care.		
		Yes	No	Not Sure
Total	293	286 97.60%	5 1.70%	2 0.70%
<b>Adult</b>				
Cumberland	6	6 100.00%	0 0	0 0
Dauphin	25	24 96.00%	1 4.00%	0 0
Lancaster	38	37 97.40%	1 2.60%	0 0
Lebanon	43	42 97.70%	1 2.30%	0 0
Perry	0	0 0	0 0	0 0
<b>Child</b>				
Cumberland	12	12 100.00%	0 0	0 0
Dauphin	62	60 96.80%	1 1.60%	1 1.60%
Lancaster	63	61 96.80%	1 1.60%	1 1.60%
Lebanon	43	43 100.00%	0 0	0 0
Perry	1	1 100.00%	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?**

- Get information from computer.
- Would like to receive one.

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

- Do have complaints about how I was treated.
- Don't have any now.
- I'm not someone who does easily.

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

- Two years ago had problems with Kidspeace.
- About medication.
- Called with information requested and left message, but never received a response.
- They call me for progress update.

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

- About family based services.
- I never knew about them.
- We call to schedule appointments.
- The doctor did it for us.

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

- Called Keystone about getting a case manager. Have not received a call back.
- I called because I needed the paperwork for SSI. When they did give the paperwork it was wrong and he got denied because it was wrong.
- Perform Care did not send information about the counselors.
- They gave me a number for ACT.
- They promised to call back and never did.

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

- But not for STAP.
- Got information from another source.
- His school recommended it.
- I picked what the school does.
- I was admitted to Philhaven and got the team there.
- Perform Care gave whoever was available at that time.
- Philhaven is the only provider around here.
- Referral.
- Requested Philhaven.
- They weren't very helpful for me getting providers.
- We have limited options in this area.
- We were referred to TeamCare directly.

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

- Do not remember.
- Yes, but I don't always agree.
- Once a week.
- They always send a letter.
- We keep coming up with new goals. I don't know if there is an end.

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

- Our case manager Michelle Bronea is fantastic.
- They call me and yes they are courteous.
- They were very helpful and called me.
- We never need to call.
- With one exception who was rude and nasty.

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

- Haven't needed to, everything is fine.
- I am happy with service.
- My case manager calls for me.
- Needed extended care.
- Not aware of the service.
- Requested a host home for RTF and felt that there was not enough effort put into the request.
- She is going to participate this summer. She learned to manage her anger.

**Additional Perform Care Comments**

- I have never had any problems. They are a fine outfit.