



# **Consumer Satisfaction Services, Inc.**

**Capital Region  
2<sup>nd</sup> Quarter 2024**

**PREPARED FOR:**

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

**Prepared By**

**Consumer Satisfaction Services**

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# **Consumer Satisfaction Services, Inc.**

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

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# Executive Summary

## Survey Protocol

Consumer Satisfaction Services (CSS) is a consumer operated, non-profit organization. CSS gives a voice to consumers, by giving them the opportunity to express their opinion of services received as well as their treatment wants and needs. CSS also helps to identify trends and institute change for future consumers. Half of the CSS Board of Directors and all staff are self-identified as being in mental health and/or substance use recovery or identify as a family member.

All Consumer/Family Satisfaction Team (C/FST) surveyors have their criminal background check, child abuse history clearances and confidentiality statements updated on an annual basis and FBI clearances updated every 5 years.

Typically, surveyors are present at the CSS office to schedule face-to-face appointments and occasional telephonic interviews. The surveyors schedule appointments using member names provided by Capital Area Behavioral Health Collaborative. In addition, CSS may at times schedule site visits at facility locations. CSS is always looking for ways to assure goals are met in hopes of gathering more valuable feedback for providers and also in line with the Health Choices Programs Standards and Requirements. We value provider feedback.

The survey consists of 45 questions that cover topics including satisfaction with PerformCare, satisfaction with services being received, and the impact of services on over-all life improvement.

Individuals are given the opportunity to decline a survey and are free to end the survey at any point. They have the option to skip or refuse to answer any question if they choose. The confidentiality of each respondent is protected, and any identifying information will be removed to ensure that protection.

## Statistical Analysis

Consumer Satisfaction Services utilizes the data analysis programs SNAP and SPSS. The Mean Satisfaction Score is calculated for each individual based on responses to 28 of the survey questions. These 28 questions focus on satisfaction with services received and the perceived effects (outcomes) of services.

Each question has 5 possible responses that are included in the Mean Satisfaction Score. The responses range from 1 (Strongly Disagree) to 5 (Strongly Agree), this is called a Likert Scale. Higher scores represent higher satisfaction. All of these numbers are combined (added up) and that number is divided by the total number of questions (28) and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score is 140 ( $5 \times 28$ ) and the lowest possible score is 28 ( $1 \times 28$ ). The mean scores of each survey are then combined to find the Total Satisfaction Score or the average score based on all responses.

Total Satisfaction Score is compared with other demographic information in an attempt to identify statistically significant differences.

The use of the word 'significant' in this document indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05. A significant trend indicates a probability level which approaches significance i.e., the probability level is between .05 and 1.0. Significance at 5% (.05) level means that there is a 95% confidence level that it can be repeated with a different population or that there is a 5% chance that the findings are due to chance.

CSS has set a benchmark for consumer responses in the Services and Outcomes of Services sections of this report. Strongly Agree and Agree scores of 85% or above indicate high satisfaction, and Strongly Disagree and Disagree scores of 15% or above indicate low levels of satisfaction requiring further exploration.

Frequencies may not sum to total ( $n=1429$ ) 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 1429 ( $n=1429$ ) respondents from the Capital Region including 789 adult consumers (55.2%) and 640 child/adolescent (44.8%) consumers.
- Sample: Of the 789 adult consumers, 743 (94.2%) responded for themselves, 34 (4.3%) had a parent/guardian respond for them and 12 (1.5%) responded for themselves with the additional input of a parent/guardian. Of the 640 child/adolescent consumers, 7 (1.1%) responded for themselves, 617 (69.4%) had a parent/guardian respond for them, and 16 (2.5%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 2 treatment levels of care were utilized by respondents and are included in this reporting period, 1315 (92.0%) Mental Health Outpatient and 114 (8.0%) Methadone Maintenance.
- Methods: Data was collected by 9 interviewers.
- Treatment Facility: Data was collected pertaining to 31 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 1429 interviews, 808 (56.5%) were conducted in person and 621 (43.5%) were conducted by phone.

## Services

The standard survey has 17 questions that asks respondents about their satisfaction with the services they receive. According to survey responses, individuals report some level of satisfaction with their services.

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

- 97.0% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 96.9% You are an important part of the treatment process Q26.
- 96.1% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 95.7% You feel comfortable in asking questions regarding your treatment Q18.
- 95.3% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 94.4% Your provider asks your permission before sharing your personal information Q20.
- 94.0% You trust your service provider Q22.
- 93.0% Overall, you are satisfied with the services received/are receiving Q29.
- 92.4% Your service provider spends adequate time with you Q19.
- 91.5% Your service provider explained the advantages of therapy or treatment Q27.
- 90.0% You have the option to change your service provider should you choose to Q16.
- 87.5% You feel safe at this facility Q23.

- 87.1% Your provider informed you who to call if you have questions about your mental health or substance use services Q13.
- 86.3% Your service provider explained the limitations of therapy or treatment Q28.
- 85.0% Your provider discussed other services that may benefit you in your treatment/recovery Q15.

## **Outcomes of Services**

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

Respondents describe their lives as being better as a result of their services in the majority of cases. In total, 55.2% to 79.8% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 16.2% to 29.6% of responses reflect that no change has resulted from involvement in services. Finally, 3.3% to 7.3% of responses reflect things are worse as a result of services.

*\*Participating with school or work activities Q38. A high number of respondents reported that this question did not apply to them. With these cases removed, 71.2% reported that participating with school or work is better or much better, 25.1% reported no change, and 3.7% reported this as worse or much worse. This is a more accurate representation of the data.*

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

**Abby Robinson  
Deputy Director  
4775 Linglestown Road  
Harrisburg PA, 17112  
(717) 651-1070**

## Request for Assistance

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

- CSS had two Requests for Assistance for the 2nd Quarter 2024.
  - A member reported that they have trouble contacting the provider with regards to changing, cancelling, or scheduling appointments. The provider was contacted and stated that the facility does employ full time front desk staff. The provider offered the solution that moving forward the individual should leave a message. The provider policy is that calls are returned within 48 hours. In the event calls are not returned in a timely manner the provider gave further directions that the individual should contact the assistant director.
  - A member requested an appointment with a new psychiatrist within a specific provider's office. The provider was contacted and offered the member the option to return and receive psychiatric services; however, to date the member has not responded to the numerous attempts made to contact them to discuss this resolution.

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

## Survey Information

- **Sample:** The survey represents 1429 ( $n=1429$ ) respondents from the Capital Region including 789 adult consumers (55.2%) and 640 child/adolescent (44.8%) consumers.
- **Sample:** Of the 789 adult consumers, 743 (94.2%) responded for themselves, 34 (4.3%) had a parent/guardian respond for them and 12 (1.5%) responded for themselves with the additional input of a parent/guardian. Of the 640 child/adolescent consumers, 7 (1.1%) responded for themselves, 617 (69.4%) had a parent/guardian respond for them, and 16 (2.5%) responded for themselves with the additional input of a parent/guardian.
- **Level of Care:** In all, 2 treatment levels of care were utilized by respondents and are included in this reporting period, 1315 (92.0%) Mental Health Outpatient and 114 (8.0%) Methadone Maintenance.
- **Methods:** Data was collected by 9 interviewers.
- **Treatment Facility:** Data was collected pertaining to 31 Treatment Facilities that served members from the Capital Region.
- **Type:** Overall, of the 1429 interviews, 808 (56.5%) were conducted in person and 621 (43.5%) were conducted by phone.

### County of Residence:

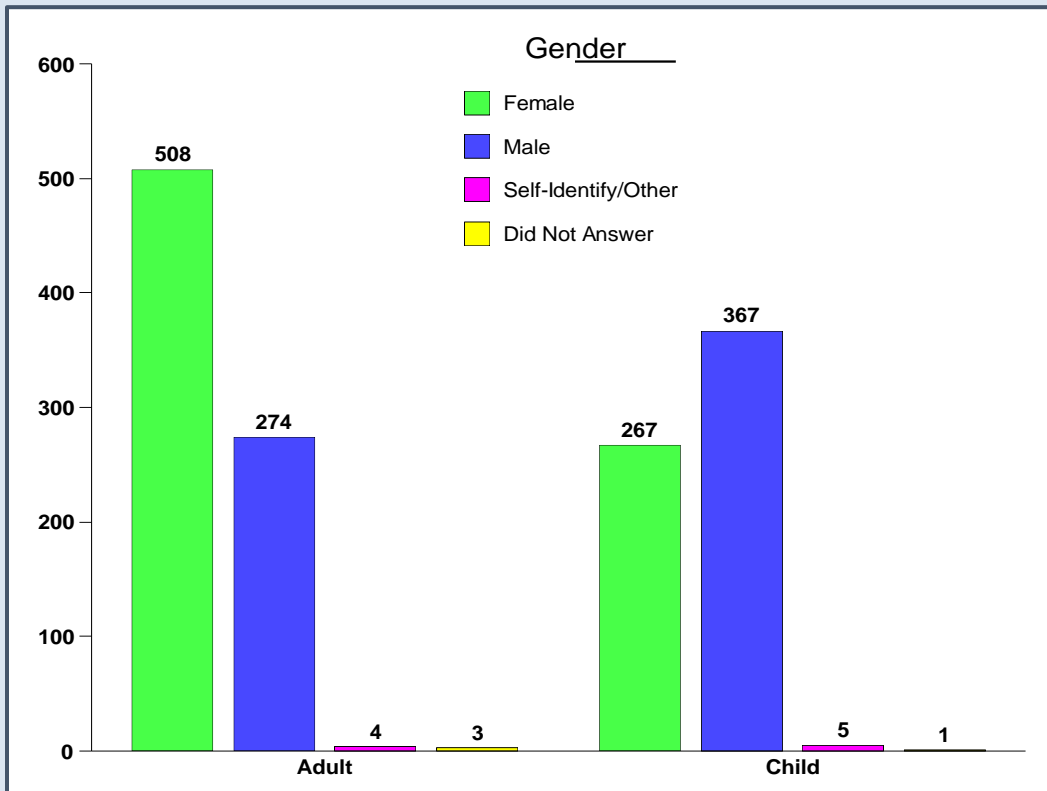
The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster (33.9%). The remaining respondents reported residence in Dauphin (27.5%), Lebanon (19.2%), Cumberland (16.3%), and Perry County (3.1%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
<b>Total</b>	1429	233 16.30%	393 27.50%	485 33.90%	274 19.20%	44 3.10%
<b>Age Type</b>						
<b>Adult</b>	789	135 17.10%	230 29.20%	239 30.30%	162 20.50%	23 2.90%
<b>Child</b>	640	98 15.30%	163 25.50%	246 38.40%	112 17.50%	21 3.30%



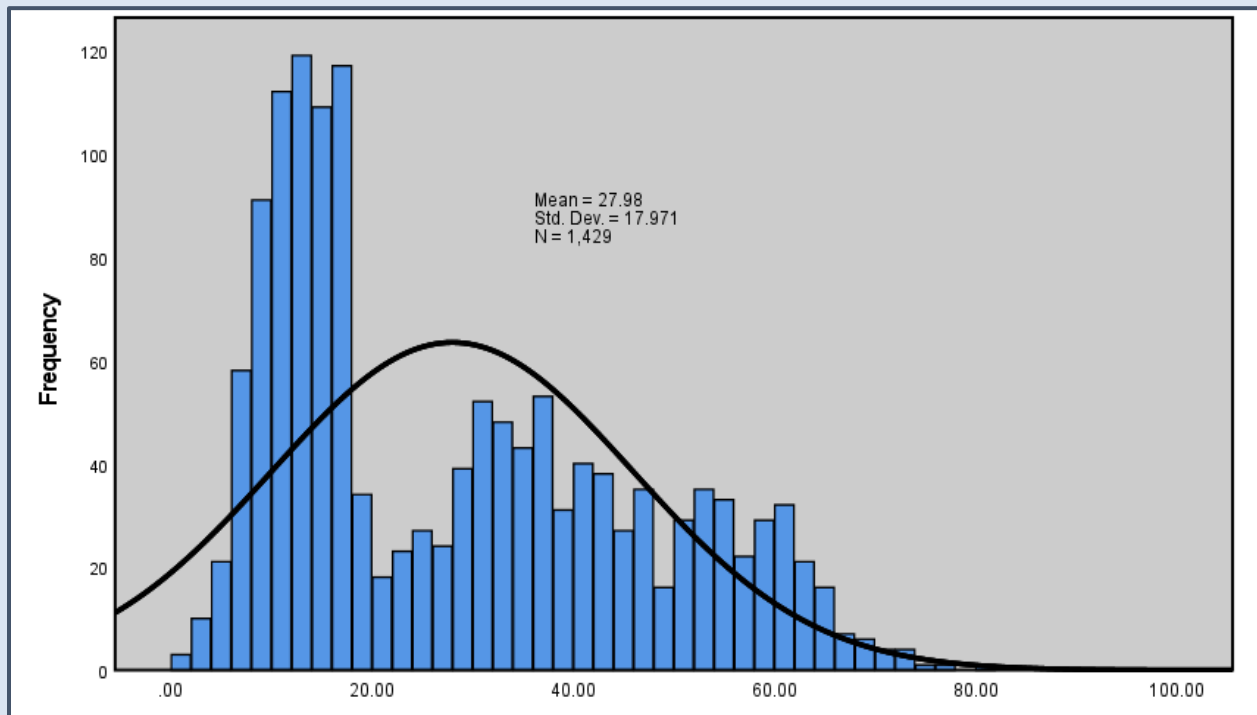
## Demographic Information

**Gender:** Overall, the sample is 54.2% Female (775), 44.9% Male (641), 0.9% Self-Identify Other (9), and 0.3% Did Not Answer (4).



**Age:** Age of all respondents ranged from 1-80 years, with a mean age of 27.98 (SD 17.971).

### Age of All Respondents



**Race:** 842 respondents (58.9%) reported their race as White/Caucasian, 303 (21.2%) as Hispanic/Latino, 140 (9.8%) as African American, 111 (7.8%) as Multi-Racial, 17 (1.2%) as Asian/ Pacific Islander, 8 (0.6%) as Other, 5 (0.3%) as Native American/American Indian, and 3 (0.2%) Did Not Answer.

	Total	Race							
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American/American Indian	White/Caucasian	Multi-Racial	Other	Did Not Answer
<b>Total</b>	1429	140 9.80%	17 1.20%	303 21.20%	5 0.30%	842 58.90%	111 7.80%	8 0.60%	3 0.20%
<b>Age Type</b>									
<b>Adult</b>	789	76 9.60%	6 0.80%	143 18.10%	4 0.50%	512 64.90%	44 5.60%	2 0.30%	2 0.30%
<b>Child</b>	640	64 10.00%	11 1.70%	160 25.00%	1 0.20%	330 51.60%	67 10.50%	6 0.90%	1 0.20%

## Consumer Satisfaction

This section of the report looks at different dimensions of consumer satisfaction with services and also reports on any statistically significant differences in total satisfaction. Satisfaction scores are calculated using a mean score.

Each question has 5 possible responses that are included in the Mean Satisfaction Score. The responses range from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better), this is called a Likert Scale. Higher scores represent higher satisfaction. All of these numbers are combined (added up) and that number is divided by the total number of questions (28) and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score is 140 (5\*28) and the lowest possible score is 28 (1\*28). The mean scores of each survey are then combined to find the Total Satisfaction Score or the average score based on all responses.

Total Satisfaction Score is compared with other demographic information in an attempt to identify statistically significant differences.

The use of the word 'significant' in this document indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05. A significant trend indicates a probability level which approaches significance i.e., the probability level is between .05 and 1.0. Significance at 5% (.05) level means that there is a 95% confidence level that it can be repeated with a different population or that there is a 5% chance that the findings are due to chance.

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

**Survey Information:** Overall, 631 of the 1429 respondents (44.2%) reported they had been interviewed by their provider within the last year, 677 (47.4%) reported they had not been interviewed, 119 (8.3%) were not sure, and 2 (0.1%) reported that this question did not apply.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
<b>Total</b>	1429	631 44.20%	677 47.40%	119 8.30%	2 0.10%
<b>Age Type</b>					
<b>Adult</b>	789	352 44.60%	372 47.10%	65 8.20%	0 0
<b>Child</b>	640	279 43.60%	305 47.70%	54 8.40%	2 0.30%

Total Satisfaction Score				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Deviation
Adult	Yes	352	117.19	9.93
	No	372	112.16	13.25
	Not sure	65	113.51	10.65
	N/A			
	Total	789	114.52	11.90
Child	Yes	279	117.90	9.74
	No	305	110.91	12.22
	Not sure	54	114.32	10.07
	N/A	2	114.40	0.00
	Total	640	114.26	11.49

*Our analysis indicates that adult and child/adolescent respondents who stated they had not been interviewed by their provider during the last year reported significantly lower total satisfaction than those who were interviewed during the last year.*

**Service Delay:** Of the 1429 respondents, 193 (13.5%) reported that they experienced some delay before beginning treatment. 1123 respondents (78.6%) reported no delay before beginning treatment, and 113 (7.9%) reported that this question did not apply to them.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
<b>Total</b>	1429	193 13.50%	1123 78.60%	113 7.90%
<b>Age Type</b>				
<b>Adult</b>	789	81 10.30%	628 79.60%	80 10.10%
<b>Child</b>	640	112 17.50%	495 77.30%	33 5.20%

**Emergency Treatment:** 111 of the 1429 respondents (7.8%) indicated they needed emergency mental health or substance use service during the past year, 1310 respondents (91.7%) reported that they did not need emergency service, and 8 respondent (0.6%) were unsure.

- Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.54 with a standard deviation of 1.432.

	Total	Q42a If yes, how satisfied are you with the help you received?					
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied	Does Not Apply
Total	111	16 14.40%	17 15.30%	3 2.70%	41 36.90%	34 30.60%	0 0
<b>Age Type</b>							
Adult	63	11 17.50%	6 9.50%	3 4.80%	20 31.70%	23 36.50%	0 0
Child	48	5 10.40%	11 22.90%	0 0	21 43.80%	11 22.90%	0 0

## Mean Satisfaction of Treatment Facilities

- Data was collected from 31 Treatment Providers in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed separately for Adult and Child/Adolescent Services for each facility. To help with interpretation, scores highlighted in **Green** (113-140) indicate a high level of satisfaction, scores highlighted in **Yellow** (85-112) indicate some level of satisfaction and scores highlighted in **Red** (below 84) indicate some level of dissatisfaction.

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
CATHOLIC CHARITIES OF THE DIOCESE OF HARRISBURG PA	11	128.38	10.84
PA PSYCHIATRIC INSTITUTE-SA OP	10	121.74	10.63
ESPERANZA HOPE FOR THE FUTURE COUNSELING SERVICES	16	121.43	8.78
SPANISH AMERICAN CIVIC	1	121.00	.
ST JOSEPH HEALTH MINISTRIES	17	120.52	9.76
ARS OF EPHRATA	10	117.50	8.53
CENTER FOR BEHAVIORAL HEALTH HA SA-OP	24	116.59	6.42
ARS OF LANCASTER LP SA-OP	25	116.24	14.85
NEW HORIZONS COUNSELING SERVICES, INC.	11	116.08	11.14
TRUENORTH WELLNESS SERVICES	27	115.84	12.81
HOLY SPIRIT HOSPITAL	34	115.71	9.54
WELLSPAN PHILHAVEN	233	115.44	12.11
PENNSYLVANIA COUNSELING SERVICES INC	231	115.14	11.31
YOUTH ADVOCATE PROGRAMS	40	115.00	9.01
LAUREL LIFE SERVICES	46	114.63	12.58
T W PONESSA	140	114.59	11.68
DIAKON CHILD, FAMILY & COMMUNITY MINISTRIES	22	113.66	9.18
LEBANON TREATMENT CENTER SA-OP	25	113.12	7.69
PENNSYLVANIA PSYCHIATRIC INSTITUTE	63	113.11	11.65
MERAKEY STEVENS CENTER	22	113.03	7.14
MERAKEY CAPITAL	17	112.98	10.80
COMMONWEALTH CLINICAL GROUP INC	35	112.70	15.28
COMMUNITY SERVICES GROUP INC	109	112.68	13.24
DISCOVERY HOUSE CC, LLC SA-OP	6	112.54	17.29
FRANKLIN FAMILY SERVICES INC	30	111.91	8.40
THE MILTON S HERSHEY MEDICAL CENTER	51	111.90	12.07
PA COMPREHENSIVE BEHAVIORAL HEALTH SVC	12	111.71	9.59
TEAMCARE BEHAVIORAL HEALTH LLC	139	111.62	12.16
ARS OF PENNSYLVANIA, LLC SA-OP	14	111.18	10.10
BEHAVIORAL HEALTHCARE CORPORATION	7	109.15	5.73
REDCO GROUP MH-CLINIC	1	101.00	.
<b>Total</b>	<b>1429</b>	<b>114.40</b>	<b>11.71</b>

<b>Adult</b>			
<b>Total Satisfaction Score</b>			
<b>Name of Treatment Facility</b>	<b>N</b>	<b>Mean</b>	<b>Std. Deviation</b>
CATHOLIC CHARITIES OF THE DIOCESE OF HARRISBURG PA	8	130.76	10.85
ESPERANZA HOPE FOR THE FUTURE COUNSELING SERVICES	15	122.03	8.74
PA PSYCHIATRIC INSTITUTE-SA OP	10	121.74	10.63
SPANISH AMERICAN CIVIC	1	121.00	.
TRUENORTH WELLNESS SERVICES	6	118.63	7.22
HOLY SPIRIT HOSPITAL	13	118.61	10.87
LAUREL LIFE SERVICES	14	118.29	14.21
ARS OF EPHRATA	10	117.50	8.53
CENTER FOR BEHAVIORAL HEALTH HA SA-OP	24	116.59	6.42
PENNSYLVANIA COUNSELING SERVICES INC	102	116.51	11.27
YOUTH ADVOCATE PROGRAMS	27	116.40	7.84
ARS OF LANCASTER LP SA-OP	25	116.24	14.85
WELLSPAN PHILHAVEN	136	115.50	12.70
NEW HORIZONS COUNSELING SERVICES, INC.	8	113.87	12.48
MERAKEY STEVENS CENTER	20	113.79	6.95
PENNSYLVANIA PSYCHIATRIC INSTITUTE	45	113.51	11.76
T W PONESSA	69	113.32	9.78
LEBANON TREATMENT CENTER SA-OP	25	113.12	7.69
MERAKEY CAPITAL	16	112.54	11.00
DISCOVERY HOUSE CC, LLC SA-OP	6	112.54	17.29
DIAKON CHILD, FAMILY & COMMUNITY MINISTRIES	12	112.43	8.83
PA COMPREHENSIVE BEHAVIORAL HEALTH SVC	4	112.38	12.41
COMMONWEALTH CLINICAL GROUP INC	31	112.02	15.38
COMMUNITY SERVICES GROUP INC	42	111.45	16.55
TEAMCARE BEHAVIORAL HEALTH LLC	61	111.42	11.11
ARS OF PENNSYLVANIA, LLC SA-OP	14	111.18	10.10
FRANKLIN FAMILY SERVICES INC	19	110.60	9.17
BEHAVIORAL HEALTHCARE CORPORATION	7	109.15	5.73
THE MILTON S HERSHEY MEDICAL CENTER	19	106.58	14.11
<b>Total</b>	<b>789</b>	<b>114.52</b>	<b>11.90</b>

<b>Child/Adolescent</b>			
<b>Total Satisfaction Score</b>			
<b>Name of Treatment Facility</b>	<b>N</b>	<b>Mean</b>	<b>Std. Deviation</b>
CATHOLIC CHARITIES OF THE DIOCESE OF HARRISBURG PA	3	122.03	9.59
NEW HORIZONS COUNSELING SERVICES, INC.	3	121.97	1.75
ST JOSEPH HEALTH MINISTRIES	17	120.52	9.76
MERAKEY CAPITAL	1	120.00	.
COMMONWEALTH CLINICAL GROUP INC	4	117.95	15.45
T W PONESSA	71	115.83	13.22
WELLSPAN PHILHAVEN	97	115.37	11.28
DIAKON CHILD, FAMILY & COMMUNITY MINISTRIES	10	115.14	9.83
THE MILTON S HERSHEY MEDICAL CENTER	32	115.06	9.58
TRUENORTH WELLNESS SERVICES	21	115.04	14.05
FRANKLIN FAMILY SERVICES INC	11	114.18	6.64
PENNSYLVANIA COUNSELING SERVICES INC	129	114.05	11.26
HOLY SPIRIT HOSPITAL	21	113.91	8.40
COMMUNITY SERVICES GROUP INC	67	113.46	10.74
LAUREL LIFE SERVICES	32	113.02	11.67
ESPERANZA HOPE FOR THE FUTURE COUNSELING SERVICES	1	112.43	.
PENNSYLVANIA PSYCHIATRIC INSTITUTE	18	112.08	11.64
YOUTH ADVOCATE PROGRAMS	13	112.08	10.82
TEAMCARE BEHAVIORAL HEALTH LLC	78	111.77	13.00
PA COMPREHENSIVE BEHAVIORAL HEALTH SVC	8	111.38	8.83
MERAKEY STEVENS CENTER	2	105.39	4.85
REDCO GROUP MH-CLINIC	1	101.00	.
<b>Total</b>	<b>640</b>	<b>114.26</b>	<b>11.49</b>



## Mean Satisfaction Level of Care

Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
METHADONE MAINTENANCE	114	115.41	10.76
MENTAL HEALTH OUTPATIENT	1315	114.31	11.79
Total	1429	114.40	11.71

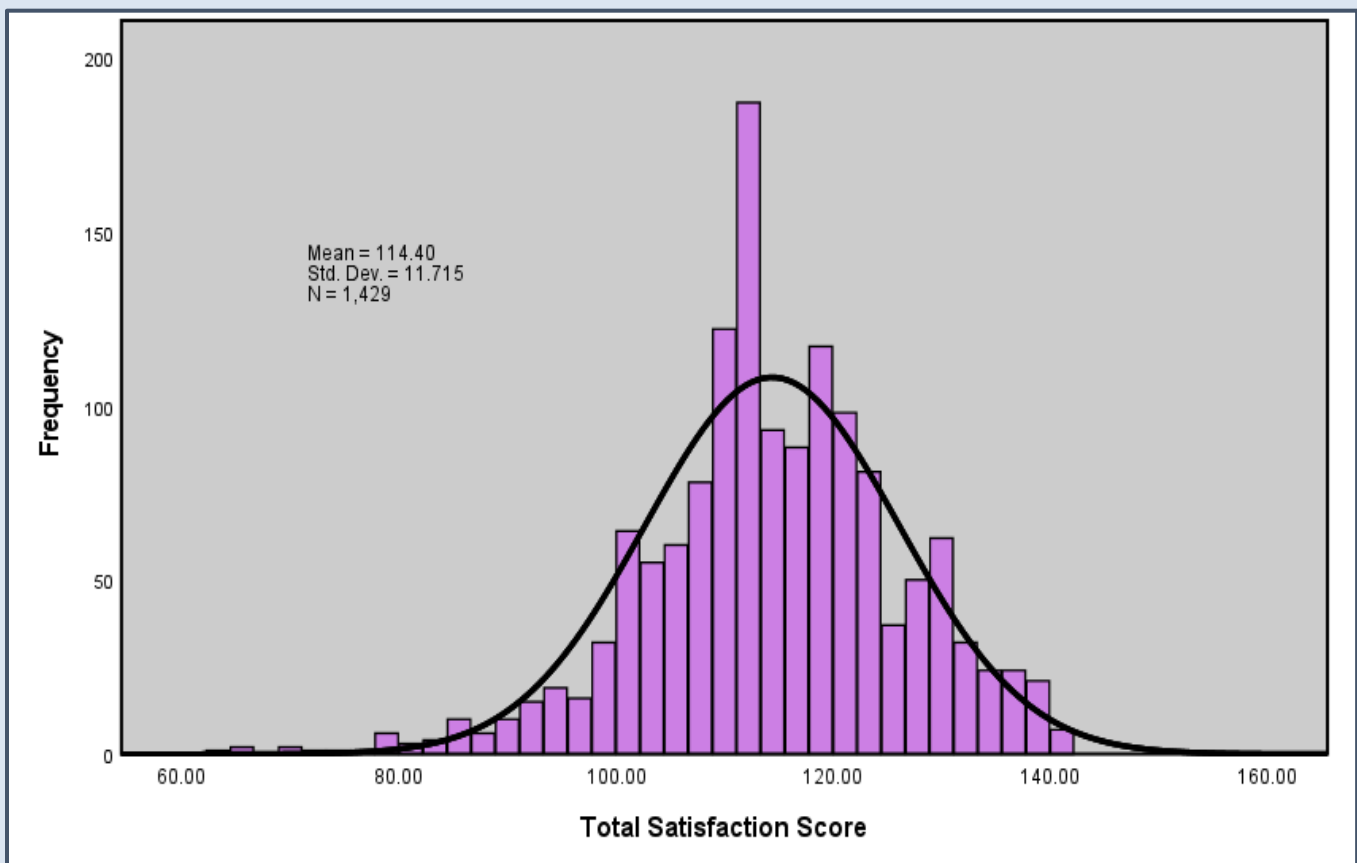
Adult Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
METHADONE MAINTENANCE	114	115.41	10.76
MENTAL HEALTH OUTPATIENT	675	114.36	12.09
Total	789	114.52	11.90

Child/Adolescent Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
MENTAL HEALTH OUTPATIENT	640	114.2556	11.48696
Total	640	114.2556	11.48696

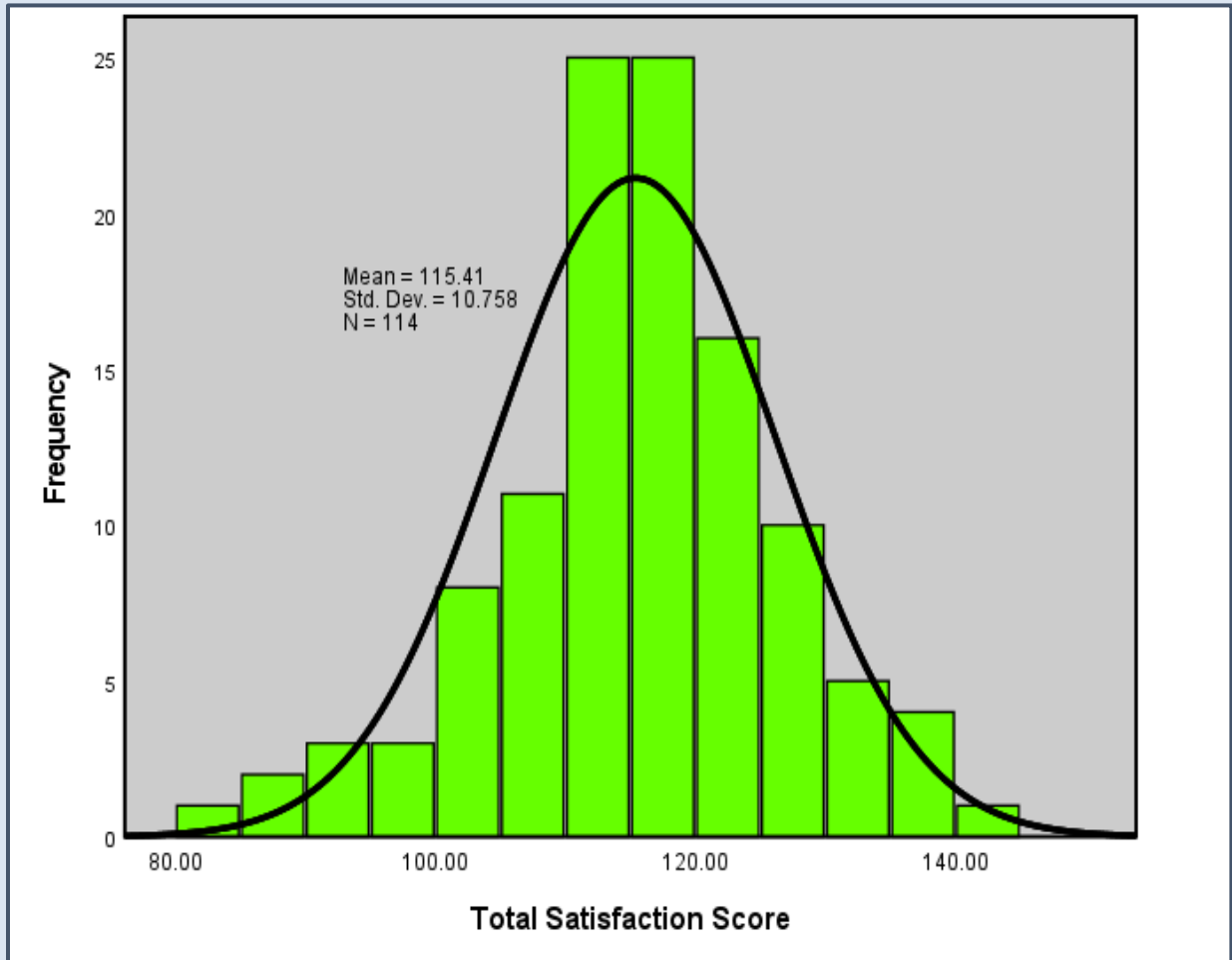
## Total Satisfaction

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

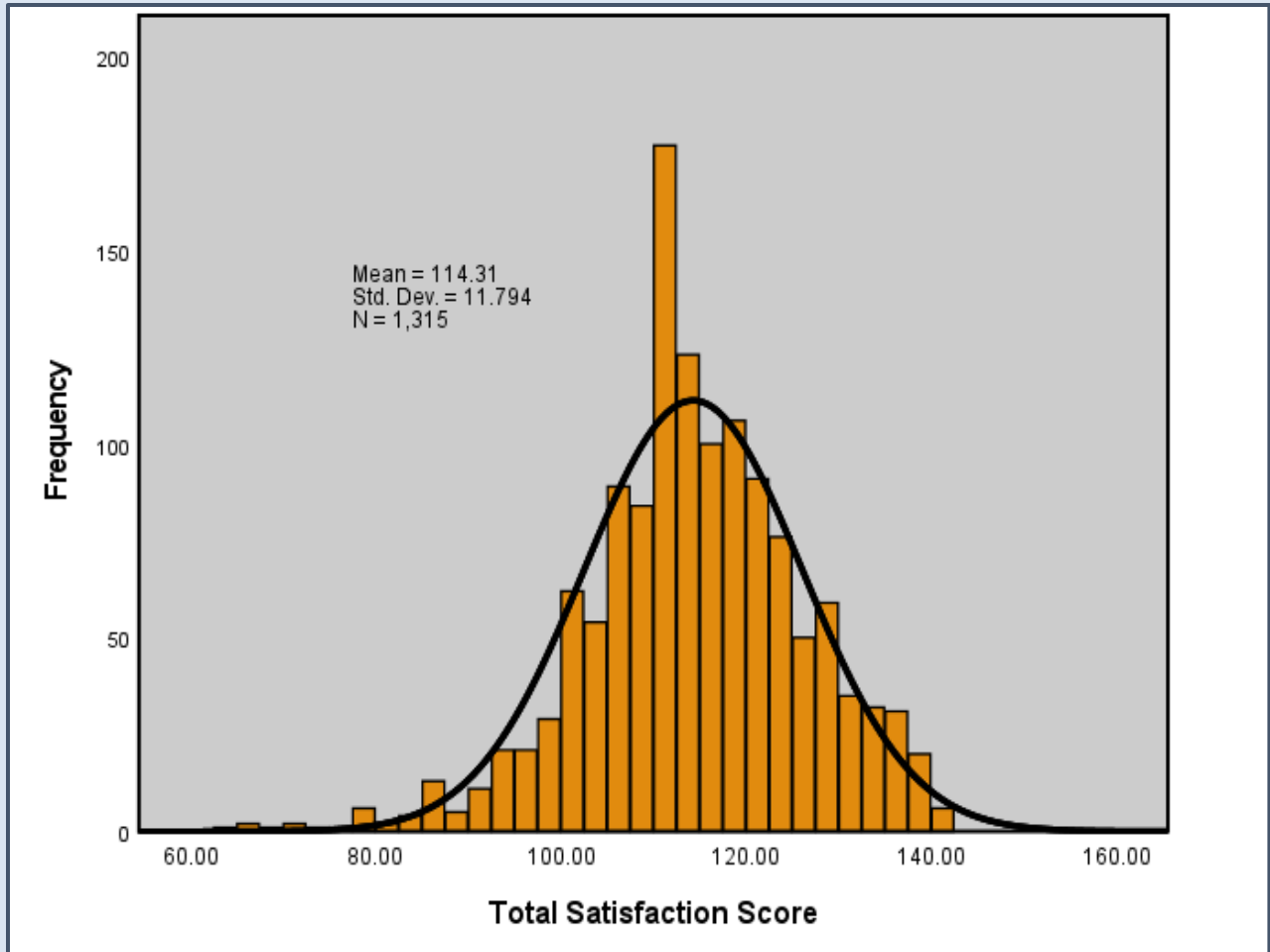
- The overall mean for all respondents for Total Satisfaction Score (TSS) was 114.40 with a standard deviation of 11.715 indicating a high level of satisfaction. The TSS scores ranged from 63.75–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all Methadone Maintenance respondents for Total Satisfaction Score (TSS) was 115.41 with a standard deviation of 10.758 indicating a high level of satisfaction. The TSS scores ranged from 80.81–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for Mental Health Outpatient respondents for Total Satisfaction Score (TSS) was 114.31 with a standard deviation of 11.794 indicating a high level of satisfaction. The TSS scores ranged from 63.75–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

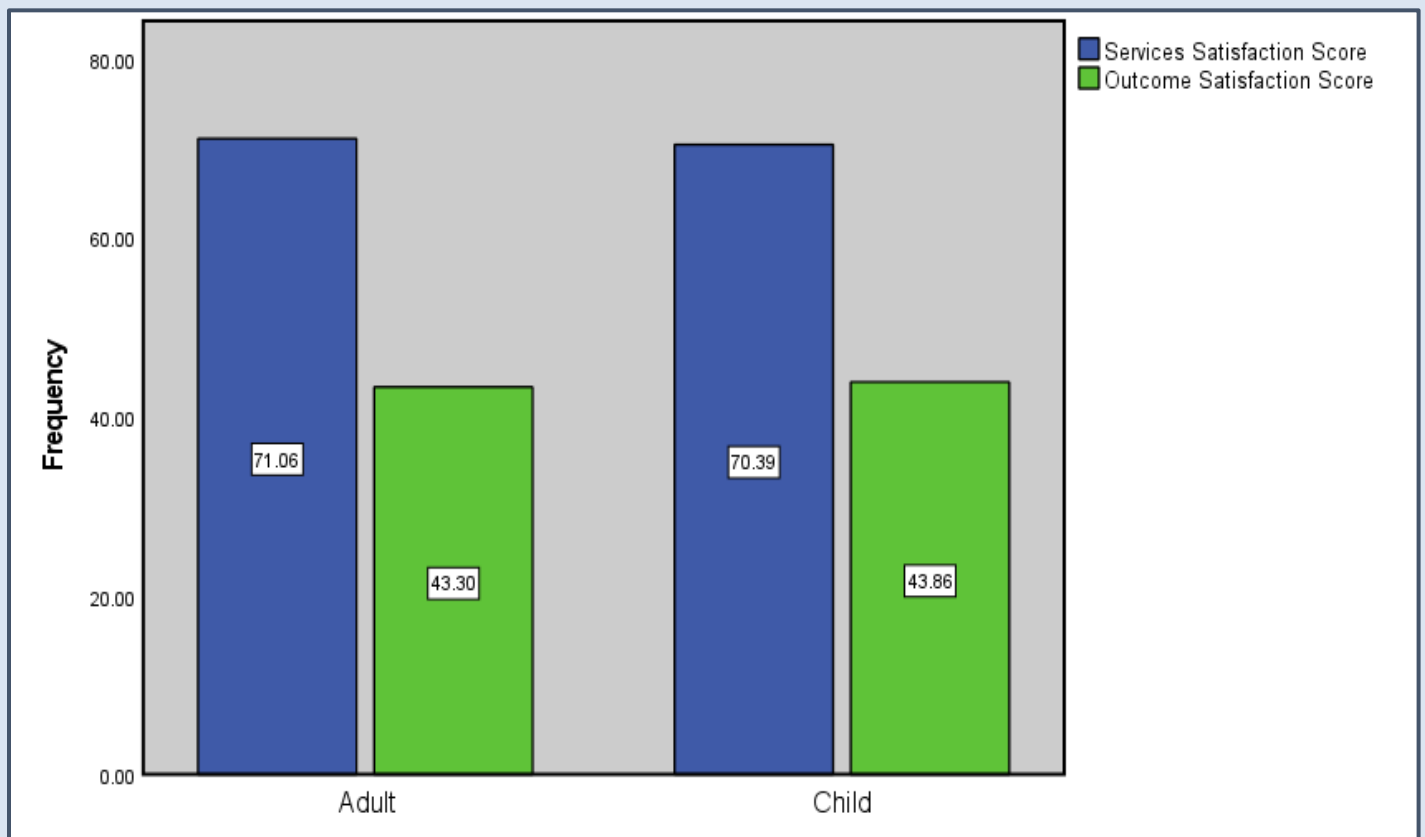


## Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 17-85. Scores 68-85 indicate a high level of satisfaction, scores 51-67 indicate some level of satisfaction and scores below 50 indicate some level of dissatisfaction with services.

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

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



## Services

The standard survey has 17 questions that asks respondents about their satisfaction with the services they receive. According to survey responses, individuals report some level of satisfaction with their services.

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

- 97.0% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 96.9% You are an important part of the treatment process Q26.
- 96.1% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 95.7% You feel comfortable in asking questions regarding your treatment Q18.
- 95.3% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 94.4% Your provider asks your permission before sharing your personal information Q20.
- 94.0% You trust your service provider Q22.
- 93.0% Overall, you are satisfied with the services received/are receiving Q29.
- 92.4% Your service provider spends adequate time with you Q19.
- 91.5% Your service provider explained the advantages of therapy or treatment Q27.
- 90.0% You have the option to change your service provider should you choose to Q16.
- 87.5% You feel safe at this facility Q23.
- 87.1% Your provider informed you who to call if you have questions about your mental health or substance use services Q13.
- 86.3% Your service provider explained the limitations of therapy or treatment Q28.
- 85.0% Your provider discussed other services that may benefit you in your treatment/recovery Q15.

***Summary responses from the Total group of respondents (N=1429) are presented in Table 1.***

***Summary responses from the Adult group of respondents (N=789) are presented in Table 2.***

***Summary responses from the Child/Adolescent group of respondents (N=640) are presented in Table 3.***

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

N=1429	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
13. Your provider informed you who to call if you have questions about your mental health or substance use services.	87.1	8.1	2.8	0.6	0.6
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	76.6	9.3	3.0	1.1	9.3
15. Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.).	85.0	8.9	2.8	0.7	1.5
16. You have the option to change your service provider should you choose to.	90.0	5.2	2.9	0.6	1.8
17. You were informed about your rights and responsibilities regarding the treatment you received.	96.1	1.9	3.0	0.3	0.3
18. You feel comfortable in asking questions regarding your treatment.	95.7	1.5	3.0	0.3	0.4
19. Your service provider spends adequate time with you.	92.4	4.2	2.9	0.5	0.6
20. Your provider asks your permission before sharing your personal information.	94.4	0.8	3.0	0.5	2.4
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	97.0	0.6	3.0	0.4	1.2
22. You trust your service provider.	94.0	2.4	2.9	0.4	0.4
23. You feel safe at this facility.	87.5	1.2	3.3	0.9	9.9
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	83.8	7.6	2.9	0.8	2.8
25. You are included in the development of your treatment/recovery plan and goals for recovery.	95.3	2.1	3.0	0.4	0.6
26. You are an important part of the treatment process.	96.9	1.1	3.0	0.3	0.4
27. Your service provider explained the advantages of therapy or treatment.	91.5	3.8	2.9	0.5	1.0
28. Your service provider explained the limitations of therapy or treatment.	86.3	6.1	2.9	0.7	1.7
29. Overall, you are satisfied with the services received/are receiving.	93.0	3.8	2.9	0.5	0.6

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

N=789	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
13. Your provider informed you who to call if you have questions about your mental health or substance use services.	86.3	8.6	2.8	0.6	0.3
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	77.3	9.5	3.0	1.1	8.7
15. Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.).	87.3	7.6	2.9	0.7	1.6
16. You have the option to change your service provider should you choose to.	91.0	4.9	2.9	0.5	0.6
17. You were informed about your rights and responsibilities regarding the treatment you received.	96.1	1.6	2.9	0.3	0.1
18. You feel comfortable in asking questions regarding your treatment.	95.4	1.9	2.9	0.3	0.3
19. Your service provider spends adequate time with you.	93.3	4.2	2.9	0.5	0.4
20. Your provider asks your permission before sharing your personal information.	94.7	1.1	3.0	0.5	1.9
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	97.1	0.8	3.0	0.4	1.1
22. You trust your service provider.	93.8	2.5	2.9	0.4	0.3
23. You feel safe at this facility.	89.6	1.1	3.2	0.8	7.2
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	81.6	7.9	2.9	0.8	3.5
25. You are included in the development of your treatment/recovery plan and goals for recovery.	95.4	2.2	3.0	0.4	0.6
26. You are an important part of the treatment process.	97.1	1.5	3.0	0.3	0.1
27. Your service provider explained the advantages of therapy or treatment.	92.4	3.7	2.9	0.5	1.1
28. Your service provider explained the limitations of therapy or treatment.	85.9	5.8	2.9	0.7	2.0
29. Overall, you are satisfied with the services received/are receiving.	92.8	3.9	2.9	0.5	0.4



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

N=640	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
13. Your provider informed you who to call if you have questions about your mental health or substance use services.	88.1	7.5	2.8	0.6	0.9
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	75.6	9.1	3.1	1.1	10.0
15. Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.).	82.0	10.5	2.8	0.7	1.3
16. You have the option to change your service provider should you choose to.	88.8	5.5	3.0	0.7	3.3
17. You were informed about your rights and responsibilities regarding the treatment you received.	96.1	2.2	3.0	0.4	0.6
18. You feel comfortable in asking questions regarding your treatment.	96.1	1.1	3.0	0.3	0.6
19. Your service provider spends adequate time with you.	91.3	4.2	2.9	0.5	0.8
20. Your provider asks your permission before sharing your personal information.	94.1	0.3	3.1	0.6	3.0
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	96.9	0.3	3.0	0.4	1.3
22. You trust your service provider.	94.2	2.3	2.9	0.4	0.6
23. You feel safe at this facility.	84.3	1.3	3.4	1.1	13.3
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	86.6	7.2	2.9	0.7	1.9
25. You are included in the development of your treatment/recovery plan and goals for recovery.	95.4	2.0	3.0	0.4	0.6
26. You are an important part of the treatment process.	96.6	0.6	3.0	0.3	0.8
27. Your service provider explained the advantages of therapy or treatment.	90.5	3.9	2.9	0.5	0.8
28. Your service provider explained the limitations of therapy or treatment.	86.7	6.4	2.9	0.6	1.3
29. Overall, you are satisfied with the services received/are receiving.	93.3	3.8	2.9	0.5	0.9

## Outcomes of Services

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

Respondents describe their lives as being better as a result of their services in the majority of cases. In total, 55.2% to 79.8% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 16.2% to 29.6% of responses reflect that no change has resulted from involvement in services. Finally, 3.3% to 7.3% of responses reflect things are worse as a result of services.

*\*Participating with school or work activities Q38. A high number of respondents reported that this question did not apply to them. With these cases removed, 71.2% reported that participating with school or work is better or much better, 25.1% reported no change, and 3.7% reported this as worse or much worse. This is a more accurate representation of the data.*

**Summary responses from the Total group of respondents (N=1429) are presented in Table 4.**  
**Summary responses from the Adult group of respondents (N=789) are presented in Table 5.**  
**Summary responses from the Child/Adolescent group of respondents (N=640) are presented in Table 6.**

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

Total N=1429	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	77.4	17.1	4.7	2.8	0.6	0.8
31. Feeling in control of your life.	69.3	23.3	5.8	2.7	0.7	1.6
32. Coping with personal crisis.	62.6	25.6	7.3	2.7	0.9	4.5
33. How you feel about yourself.	72.9	20.5	5.4	2.7	0.7	1.2
34. Feeling good (hopeful) about the future.	74.3	19.1	4.1	2.8	0.7	2.5
35. Enjoying your free time.	79.8	16.2	3.3	2.8	0.6	0.7
36. Strengthening your social support network.	69.1	25.0	5.0	2.7	0.7	0.9
37. Being involved in community activities.	55.2	29.6	4.8	2.9	1.2	10.4
38. Participating with school or work activities.	53.4	18.8	2.8	2.5	1.5	25.0
39. Interacting with people in social situations.	69.2	23.9	5.6	2.7	0.7	1.3
40. Coping with the specific problems or issues that led you to seek services.	75.5	18.8	4.7	2.7	0.6	1.0

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

Total N=789	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	79.2	15.7	4.3	2.8	0.6	0.8
31. Feeling in control of your life.	72.1	20.5	6.7	2.7	0.7	0.6
32. Coping with personal crisis.	67.8	22.1	8.4	2.7	0.8	1.8
33. How you feel about yourself.	73.0	20.4	6.0	2.7	0.6	0.6
34. Feeling good (hopeful) about the future.	75.8	18.0	5.3	2.7	0.6	0.9
35. Enjoying your free time.	75.9	18.6	4.8	2.7	0.6	0.6
36. Strengthening your social support network.	65.7	27.2	6.1	2.6	0.7	1.0
37. Being involved in community activities.	49.3	32.2	6.3	2.9	1.3	12.2
38. Participating with school or work activities.	40.2	14.2	2.4	4.1	1.7	43.2
39. Interacting with people in social situations.	65.8	26.2	6.8	2.6	0.7	1.1
40. Coping with the specific problems or issues that led you to seek services.	78.2	16.7	4.3	2.8	0.6	0.8

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

	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
Total N=640						
30. Managing daily problems.	75.2	18.8	5.2	2.7	0.6	0.9
31. Feeling in control of your life.	65.8	26.7	4.7	2.7	0.8	2.8
32. Coping with personal crisis.	56.1	30.0	6.1	2.8	1.1	7.8
33. How you feel about yourself.	72.8	20.6	4.7	2.8	0.7	1.9
34. Feeling good (hopeful) about the future.	72.5	20.5	2.5	2.9	0.8	4.5
35. Enjoying your free time.	84.7	13.1	1.4	2.9	0.5	0.8
36. Strengthening your social support network.	73.3	22.2	3.8	2.7	0.6	0.8
37. Being involved in community activities.	62.5	26.4	3.0	2.9	1.1	8.1
38. Participating with school or work activities.	69.7	24.5	3.3	2.8	0.7	2.5
39. Interacting with people in social situations.	73.4	21.1	4.1	2.8	0.7	1.4
40. Coping with the specific problems or issues that led you to seek services.	72.2	21.4	5.2	2.7	0.7	1.3

## Satisfaction with the Managed Care Organization

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

- 44.6% of respondents (638 of the 1429) reported that they had received a copy of the PerformCare member handbook, 33.0% (471) reported that they had not received a copy of the member handbook, 22.0% (314) were not sure, and 0.4% (6) reported that this question did not apply.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	1429	638 44.60%	471 33.00%	314 22.00%	6 0.40%
<b>Adult</b>					
<b>Cumberland</b>	135	69 51.10%	36 26.70%	29 21.50%	1 0.70%
<b>Dauphin</b>	230	94 40.90%	81 35.20%	54 23.50%	1 0.40%
<b>Lancaster</b>	239	69 28.90%	113 47.30%	57 23.80%	0 0
<b>Lebanon</b>	162	59 36.40%	60 37.00%	42 25.90%	1 0.60%
<b>Perry</b>	23	15 65.20%	4 17.40%	4 17.40%	0 0
<b>Child</b>					
<b>Cumberland</b>	98	59 60.20%	21 21.40%	18 18.40%	0 0
<b>Dauphin</b>	163	69 42.30%	52 31.90%	39 23.90%	3 1.80%
<b>Lancaster</b>	246	134 54.50%	63 25.60%	49 19.90%	0 0
<b>Lebanon</b>	112	56 50.00%	37 33.00%	19 17.00%	0 0
<b>Perry</b>	21	14 66.70%	4 19.00%	3 14.30%	0 0

- 84.9% of respondents (1213 of the 1429) reported that they were aware of their right to file a complaint or grievance, 9.7% (138) reported that they were not aware of their right to file a complaint or grievance, 3.5% (50) reported that they were not sure, and 2.0% (28) reported that this question did not apply.

	Total	Q2 Are you aware of your right to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	1429	1213 84.90%	138 9.70%	50 3.50%	28 2.00%
<b>Adult</b>					
<b>Cumberland</b>	135	127 94.10%	5 3.70%	3 2.20%	0 0
<b>Dauphin</b>	230	183 79.60%	27 11.70%	15 6.50%	5 2.20%
<b>Lancaster</b>	239	195 81.60%	34 14.20%	7 2.90%	3 1.30%
<b>Lebanon</b>	162	134 82.70%	20 12.30%	6 3.70%	2 1.20%
<b>Perry</b>	23	21 91.30%	1 4.30%	1 4.30%	0 0
<b>Child</b>					
<b>Cumberland</b>	98	93 94.90%	1 1.00%	2 2.00%	2 2.00%
<b>Dauphin</b>	163	121 74.20%	18 11.00%	11 6.70%	13 8.00%
<b>Lancaster</b>	246	229 93.10%	11 4.50%	5 2.00%	1 0.40%
<b>Lebanon</b>	112	90 80.40%	20 17.90%	0 0	2 1.80%
<b>Perry</b>	21	20 95.20%	1 4.80%	0 0	0 0

- 56.1% of respondents (801 of the 1429) reported that they knew who to call to file a complaint or grievance, 37.6% (537) reported that they did not know who to call, 4.5% (65) were not sure, and 1.8% (26) reported that this question did not apply.

	Total	Q3 Do you know who to call to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	1429	801 56.10%	537 37.60%	65 4.50%	26 1.80%
<b>Adult</b>					
<b>Cumberland</b>	135	88 65.20%	45 33.30%	2 1.50%	0 0
<b>Dauphin</b>	230	95 41.30%	111 48.30%	15 6.50%	9 3.90%
<b>Lancaster</b>	239	112 46.90%	116 48.50%	9 3.80%	2 0.80%
<b>Lebanon</b>	162	75 46.30%	75 46.30%	8 4.90%	4 2.50%
<b>Perry</b>	23	12 52.20%	10 43.50%	1 4.30%	0 0
<b>Child</b>					
<b>Cumberland</b>	98	68 69.40%	26 26.50%	3 3.10%	1 1.00%
<b>Dauphin</b>	163	107 65.60%	40 24.50%	8 4.90%	8 4.90%
<b>Lancaster</b>	246	166 67.50%	67 27.20%	12 4.90%	1 0.40%
<b>Lebanon</b>	112	65 58.00%	39 34.80%	7 6.30%	1 0.90%
<b>Perry</b>	21	13 61.90%	8 38.10%	0 0	0 0

- 15.6% of respondents (223 of the 1429) reported that they had called PerformCare in the last twelve months for information, 71.2% (1018) reported that they had not called PerformCare within the last twelve months, 4.9% (70) were not sure, and 8.3% (118) reported this question did not apply.

	Total	Q4 In the last twelve months, did you call member services at PerformCare to get information? (example: help for counseling, treatment or other services)			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	1429	223 15.60%	1018 71.20%	70 4.90%	118 8.30%
<b>Adult</b>					
<b>Cumberland</b>	135	19 14.10%	105 77.80%	3 2.20%	8 5.90%
<b>Dauphin</b>	230	31 13.50%	162 70.40%	17 7.40%	20 8.70%
<b>Lancaster</b>	239	35 14.60%	171 71.50%	9 3.80%	24 10.00%
<b>Lebanon</b>	162	18 11.10%	131 80.90%	7 4.30%	6 3.70%
<b>Perry</b>	23	4 17.40%	18 78.30%	1 4.30%	0 0
<b>Child</b>					
<b>Cumberland</b>	98	17 17.30%	66 67.30%	7 7.10%	8 8.20%
<b>Dauphin</b>	163	40 24.50%	71 43.60%	15 9.20%	37 22.70%
<b>Lancaster</b>	246	37 15.00%	189 76.80%	9 3.70%	11 4.50%
<b>Lebanon</b>	112	13 11.60%	93 83.00%	2 1.80%	4 3.60%
<b>Perry</b>	21	9 42.90%	12 57.10%	0 0	0 0



- 90.1% of those that requested information from PerformCare (201 of the 223) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 5.4% (12) reported that they were not able to obtain information without unnecessary delays, 1.3% (3) were not sure, and 3.1% (7) reported this question did not apply.

	Total	Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	223	201 90.10%	12 5.40%	3 1.30%	7 3.10%
<b>Adult</b>					
<b>Cumberland</b>	19	18 94.70%	0 0	0 0	1 5.30%
<b>Dauphin</b>	31	27 87.10%	4 12.90%	0 0	0 0
<b>Lancaster</b>	35	33 94.30%	1 2.90%	1 2.90%	0 0
<b>Lebanon</b>	18	14 77.80%	2 11.10%	0 0	2 11.10%
<b>Perry</b>	4	4 100.00%	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	17	16 94.10%	0 0	1 5.90%	0 0
<b>Dauphin</b>	40	35 87.50%	3 7.50%	0 0	2 5.00%
<b>Lancaster</b>	37	33 89.20%	2 5.40%	1 2.70%	1 2.70%
<b>Lebanon</b>	13	12 92.30%	0 0	0 0	1 7.70%
<b>Perry</b>	9	9 100.00%	0 0	0 0	0 0

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

- 45.8% of respondents (655 of 1429) reported that they were given a choice of at least 2 providers regarding the type of service they were seeking, 28.7% (410) reported that they were not given a choice, 13.1% (187) were not sure, and 12.4% (177) reported that this question did not apply.

	Total	Q5 Were you given a choice of at least two (2) Providers from PerformCare regarding the type of service you were seeking?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	1429	655 45.80%	410 28.70%	187 13.10%	177 12.40%
<b>Adult</b>					
<b>Cumberland</b>	135	62 45.90%	47 34.80%	15 11.10%	11 8.10%
<b>Dauphin</b>	230	101 43.90%	56 24.30%	50 21.70%	23 10.00%
<b>Lancaster</b>	239	89 37.20%	59 24.70%	27 11.30%	64 26.80%
<b>Lebanon</b>	162	75 46.30%	54 33.30%	25 15.40%	8 4.90%
<b>Perry</b>	23	16 69.60%	3 13.00%	2 8.70%	2 8.70%
<b>Child</b>					
<b>Cumberland</b>	98	39 39.80%	36 36.70%	16 16.30%	7 7.10%
<b>Dauphin</b>	163	80 49.10%	33 20.20%	22 13.50%	28 17.20%
<b>Lancaster</b>	246	117 47.60%	86 35.00%	21 8.50%	22 8.90%
<b>Lebanon</b>	112	64 57.10%	30 26.80%	9 8.00%	9 8.00%
<b>Perry</b>	21	12 57.10%	6 28.60%	0 0	3 14.30%

- 63.5% of respondents (907 of 1429) reported that they were informed of the time approved for their services, 18.0% of respondents (257) were not informed of the time approved for services, 12.0% (171) were not sure, and 6.6% (94) reported that this question did not apply.

	Total	Q6 Were you informed of the time approved for your services? (Example: IBHS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	1429	907 63.50%	257 18.00%	171 12.00%	94 6.60%
<b>Adult</b>					
<b>Cumberland</b>	135	99 73.30%	19 14.10%	12 8.90%	5 3.70%
<b>Dauphin</b>	230	142 61.70%	43 18.70%	35 15.20%	10 4.30%
<b>Lancaster</b>	239	100 41.80%	59 24.70%	45 18.80%	35 14.60%
<b>Lebanon</b>	162	103 63.60%	30 18.50%	24 14.80%	5 3.10%
<b>Perry</b>	23	20 87.00%	3 13.00%	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	98	74 75.50%	13 13.30%	8 8.20%	3 3.10%
<b>Dauphin</b>	163	106 65.00%	21 12.90%	14 8.60%	22 13.50%
<b>Lancaster</b>	246	167 67.90%	55 22.40%	15 6.10%	9 3.70%
<b>Lebanon</b>	112	77 68.80%	13 11.60%	17 15.20%	5 4.50%
<b>Perry</b>	21	19 90.50%	1 4.80%	1 4.80%	0 0

- 88.3% of respondents (590 of the 668) reported when they called PerformCare staff treats them courteously and with respect, 6.1% (41) reported when they called PerformCare staff did not treat them courteously and with respect, 5.5% (37) were not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
<b>Total</b>	668	590 88.30%	41 6.10%	37 5.50%
<b>Adult</b>				
<b>Cumberland</b>	78	69 88.50%	8 10.30%	1 1.30%
<b>Dauphin</b>	108	93 86.10%	9 8.30%	6 5.60%
<b>Lancaster</b>	91	88 96.70%	2 2.20%	1 1.10%
<b>Lebanon</b>	42	31 73.80%	4 9.50%	7 16.70%
<b>Perry</b>	18	15 83.30%	3 16.70%	0 0
<b>Child</b>				
<b>Cumberland</b>	66	61 92.40%	1 1.50%	4 6.10%
<b>Dauphin</b>	85	64 75.30%	7 8.20%	14 16.50%
<b>Lancaster</b>	138	134 97.10%	2 1.40%	2 1.40%
<b>Lebanon</b>	24	19 79.20%	3 12.50%	2 8.30%
<b>Perry</b>	18	16 88.90%	2 11.10%	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.*

- 94.7% of respondents (1027 of 1085) report overall they are satisfied with their interactions with PerformCare, 1.8% (19) report overall they are not satisfied with their interactions, 3.6% (39) were not sure.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
<b>Total</b>	1085	1027 94.70%	19 1.80%	39 3.60%
<b>Adult</b>				
<b>Cumberland</b>	89	89 100.00%	0 0	0 0
<b>Dauphin</b>	154	140 90.90%	5 3.20%	9 5.80%
<b>Lancaster</b>	165	164 99.40%	1 0.60%	0 0
<b>Lebanon</b>	151	140 92.70%	4 2.60%	7 4.60%
<b>Perry</b>	19	18 94.70%	1 5.30%	0 0
<b>Child</b>				
<b>Cumberland</b>	74	69 93.20%	1 1.40%	4 5.40%
<b>Dauphin</b>	102	87 85.30%	1 1.00%	14 13.70%
<b>Lancaster</b>	207	202 97.60%	3 1.40%	2 1.00%
<b>Lebanon</b>	103	99 96.10%	1 1.00%	3 2.90%
<b>Perry</b>	21	19 90.50%	2 9.50%	0 0

*\*As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data.*

## PerformCare Comments:

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

- Started services 5 years ago.
- Somewhat.
- Pamphlet.
- Not to my knowledge.
- It has been a while. (2)
- In the beginning.
- If I did it was a long time ago.
- I have heard of it.
- I think I did when I first started 5 years ago.
- I receive a lot of mail so I am not sure.
- I have been there for years so I probably would have.
- I do not remember if I did or not.
- I do not remember.
- I believe I have.
- I do not remember. (2)
- But it was an email.

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

- Yes, the therapist has explained that to me.
- I was not aware.
- Kinda.
- I never knew that.
- I know but everyone is so nice there, I have no complaints.
- I guess I am now.
- I do not have any, but I did not know that.
- But I do not have any.

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

- The insurance company.
- Not specifically but I am sure it is in there.
- Is getting a new therapist.
- I am sure I can google it.
- I usually just go through my insurance.
- I just usually call my insurance.
- I have the number.
- I have everything written down.
- I do now since it was just explained to me.
- But I can probably find it.

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

- To start family based therapy.
- To find a psychiatrist.
- They keep up with me.
- They call me. (3)
- Once.
- Not for myself but for my son.
- No, but I am about to. I need a new therapist.

- No need too.
- Never heard of PerformCare.
- Needed medical records.
- Medical insurance questions.
- I have never called, they call me.
- I went online.
- I was not made aware of PerformCare until today.
- I had a problem with payment issues.
- I did not have to.
- I did not call PerformCare.
- I called for behavioral health services for the kids.
- Has not called. (2)
- Had to call the provider when I was trying to go to rehab.
- For behavioral health services for children.
- Did not need to call.
- Did not call.
- Case worker.
- But we have team meetings that include PerformCare.
- Billing issues.
- A lady called me a week after his neuro appointment she said would call back and never did.

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

- Yes, they were great.
- Was not able to get in touch. The social worker did not get what was needed for PerformCare, so we went through other insurance.
- Very helpful.
- Communication needed to take place between PerformCare and Atena. When I tried to coordinate this, I got the run around. They use terms that I am not familiar with. It was very confusing for the guardian.
- No delays.
- I wanted to know which providers would accept my insurance.
- I feel like when we first started, I was getting called more often than I am now.
- Hard to get through and still trying to get help.
- Had delays due to insurance.
- Got incorrect information, like provider lists were out of date as to location and services provided.
- 48-hour delay.

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

- You kind of go where you can and want to go for outpatient services.
- I went through my doctor to find someone because I was having trouble seeing someone in a timely manner, who was available in person. Issues trying to align the insurance and the service that we were seeking. There was also an issue with finding someone in her area, so she did not have to travel.
- We were seeing our family doctor and were instructed to call PerformCare. Got list from PerformCare and had to go down the list to find a provider that was accepting new patients.
- We knew where we wanted to go. Have been there 7 years.
- Sent there by weight loss people.

- Was on a waitlist for over six months and by the time we got the call that we could get an appointment services were no longer needed.
- Was at another (NHS) and they did not call back.
- Was also assigned a case worker who was very helpful.
- Wanted local.
- Want to have services at Holy Spirit.
- Waited months and months 8-9 months.
- Though school.
- They gave me different options, but it was not helpful because I was seeking a specialized service and there are none in my area.
- They chose CSG.
- There is only one psychiatrist for children in Harrisburg. The next closest is Lancaster and that is too far.
- The only option available was Blueprints.
- She is school base.
- Set up through the school.
- School based. (10)
- Rehab facility set up her next step with counseling.
- Referral from family doctor. (2)
- I picked TeamCare myself.
- Picked Laurel Life, for myself and my children.
- Not sure but thinks she might have.
- Not needed. (4)
- Not informed. (2)
- Not given a choice. (3)
- No option given.
- No contact.
- No communication.
- My mother helped me to receive the help I needed.
- My choice.
- Merakey was more conveniently located to my home.
- I knew where I wanted to go and went there directly.
- Long time at PPI.
- Knew where I wanted to go.
- I went in knowing exactly what I wanted and needed for my children.
- I went.
- I was just referred to TBH and it worked with my insurance.
- I wanted Ponessa.
- I sought my own places.
- I set it up with his school and they took care of it.
- I knew where I wanted to go and TBH took my insurance.
- I knew what was available.
- I have been at PPI for years.
- I found TeamCare on my own, so I did not call.
- I do not think so because it was hard to come by at the time.
- I do not know.
- I did not reach out to them and called and scheduled myself.
- I chose for myself.
- I chose Diakon because they were the only ones taking new patients.
- Her teacher was able to recommend service providers that would work best with my daughter.



- Have been there for years.
- Got info from TeamCare, could not figure out how to contact or connect with PerformCare so I called directly.
- Found Ponessa on my own.
- Found them myself, the only ones excepting new patients.
- Found myself services. (8)
- First available.
- The doctor recommended Ponessa.
- Difficult to get providers. (2)
- Chose myself.
- Choose PPI.
- Called and asked if they accepted my insurance.
- But was put on a wait list for services.
- But picked Merakey, because of location.
- Absolutely.

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

- It was frustrating when she was finished.
- They tell us when to make the next appointment.
- That I am unaware of.
- Started seeing my provider a long time ago and I do not remember.
- Not really.
- Not informed. (4)
- More frequently.
- I feel that PPI should have longer dosing periods of time.
- It has been a while since I have received any of that.
- It was different based on provider. More for one than the other.
- I was not informed.
- I think I did get something in the mail.
- I started going there when I was younger.
- I have no idea how long I am supposed to attend but will be asking them.
- I guess.
- I could not find program that would take me due to my insurance.
- Have been going here for a number of years.
- Got services, then cancelled. No services now.
- Goes once a month for medication checks.
- By my therapist.

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

- Yes!!!! (2)
- When they answer.
- They told her either take this or go somewhere else.
- Somewhat, they are all right.
- Sometimes you will get someone who does not want to spend the time looking up the information. But the last time I called they were wonderful.
- Some do and some do not.
- Short and brief.
- Not when I was calling about billing. But I had one representative who really helped me out. Also had a woman hang up on me when I was on the 3 way call with Aetna.

- Never met nicer people.
- Never heard of them.
- Never got through to them.
- Never called them. (28)
- I have never called them. I reach out to YAP.
- I think so.
- I really do not call them so I could not say.
- I never called them. (5)
- I do not call them; they keep up with me.
- Absolutely.

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

- Would like more mailings.
- Very satisfied.
- Up until the one phone call when she was trying to straighten things out so that the bills for therapy would get paid.
- They did not do enough for me.
- They could do better with services. I have had problems.
- Prior to surveyor coming into the home, I did not know the name of PerformCare.
- Oh yes first name basis.
- No because of a grievance that was not taken seriously.
- Most definitely. (2)
- Lack of services offered, no ABA providers.
- I have never talked to them.
- I have not had any interactions at all for this daughter.
- I feel like I could get more out of it, but I just do not know.
- Have not had a lot of interaction with them.
- Has not had any.
- Has not been able to get through.
- Does not know about them.
- Did not use or call.
- Could be better.
- Complained about family therapist and never heard back from them. Has waited 3 months for them to get back with her, and she needs a family therapist.
- Been there 6 years. Only music therapy.
- Absolutely. (2)

**Additional PerformCare Comments**

- They were great, super helpful and really nice.
- Thank you for paying!
- Never heard of them.
- Praise for PerformCare for the help that they gave me. I was able to get the information I needed and did not have to call multiple times.