



Consumer Satisfaction Services, Inc.

Capital Region 3rd Quarter Report January-March 2018

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.

Table of Contents

Executive Summary	I
Request for Assistance	1
Survey Information	2
Demographic Information.....	4
Consumer Satisfaction.....	6
Total Satisfaction	13
Services	16
Outcomes of Services	21
Satisfaction with the Managed Care Organization.....	23
Consumer Comments	32

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=506) 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 506 ($n=506$) respondents from the Capital Region including 278 adult consumers (54.9%) and 228 children/adolescents (45.1%).
- Sample: Of the 278 adult consumers, 275 (98.9%) responded for themselves, 1 (0.4%) had a parent/guardian respond for them, and 2 (0.7%) responded for themselves with the additional input of a parent/guardian. Of the 228 child/adolescent consumers, 9 (3.9%) responded for themselves, 198 (86.8%) had a parent/guardian respond for them, and 21 (9.2%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 3 treatment levels of care were accessed by respondents and are included in this reporting period. These include D&A Non Hospital Residential Rehabilitation, Family Based, and Extended Acute Care services. Of the 278 adult consumers 250 (89.9%) received D&A Non Hospital Residential Rehabilitation, 9 (3.2%) received Family Based, and 19 (6.8%) received Extended Acute Care services. Of the 228 child/adolescent consumers 6 (2.6%) received D&A Non Hospital Residential Rehabilitation, 222 (97.4%) received Family Based services.
- Methods: Data was collected by 6 interviewers.
- Treatment Facility: Data was collected from 30 Treatment Facilities in the Capital Region.
- Type: Overall, of the 506 interviews 463 (91.5%) were face-to-face and 43 (8.5%) were conducted by phone.

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 satisfaction) for the following question:

- 92.1% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 92.1% I feel comfortable in asking questions regarding my treatment Q18.
- 91.9% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 91.5% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 91.2% Child/Adolescent: My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 91.2% Child/Adolescent: My service provider explained the advantages of my therapy or treatment Q27.
- 91.1% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.
- 90.3% My provider asks my permission before sharing my personal information Q20.
- 89.5% I am an important part of the treatment process Q26.
- 89.0% Child/Adolescent: I trust my service provider Q22.

- 89.0% Child/Adolescent: I have the option to change my service provider should I choose to Q16.
 - 88.2% Child/Adolescent: My service provider spends adequate time with me Q19.
 - 88.1% Adult: I feel safe at this facility Q23.
 - 87.7% Child/Adolescent: My service provider explained the limitations of my therapy or treatment Q28.
 - 86.8% Child/Adolescent: My provider discussed other services that may benefit me in my treatment/recovery Q15.
 - 86.0% Child/Adolescent: Overall, I am satisfied with the services I am receiving Q29.
- * Child/Adolescent: 61.4% I feel safe at this facility Q23. A high number of child/adolescent consumers reported that this question did not apply to them, with these cases removed, 91.5% reported that they do feel safe at the facility and 4.6% reported that they did not feel safe at the facility. This is a more accurate representation of the data.

While satisfaction is generally high, further exploration is warranted regarding the following items (15% or greater dissatisfaction):

- Adult: 31.3% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- Adult: 24.8% I have the option to change my service provider should I choose to Q16.
- Adult: 21.6% My service provider spends adequate time with me Q19.
- Adult: 15.1% My service provider explained the limitations of my therapy or treatment Q28.

Outcomes of Services

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

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 41.9% to 76.9% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 17.2% to 29.1% of consumer's responses reflect that no change has resulted from involvement in services. Only 4.2% to 8.5% 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

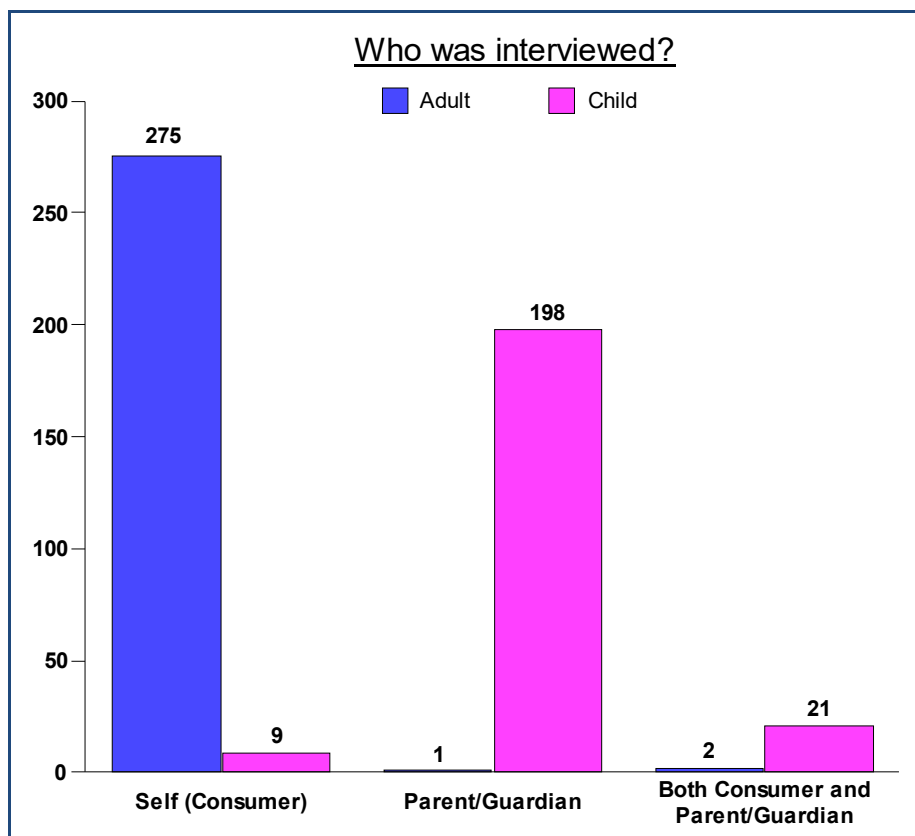
During the interview, if a Consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), Perform Care or any other part of the behavioral health system that can reasonably be addressed, the surveyor will ask the Consumer if 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 no Requests for Assistance for the 3rd Quarter 17-18.

* 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.

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- Sample: Of the 278 adult consumers, 275 (98.9%) responded for themselves, 1 (0.4%) had a parent/guardian respond for them, and 2 (0.7%) responded for themselves with the additional input of a parent/guardian. Of the 228 child/adolescent consumers, 9 (3.9%) responded for themselves, 198 (86.8%) had a parent/guardian respond for them, and 21 (9.2%) responded for themselves with the additional input of a parent/guardian.



- Level of Care: In all, 3 treatment levels of care were accessed by respondents and are included in this reporting period. These include D&A Non Hospital Residential Rehabilitation, Family Based, and Extended Acute Care services. Of the 278 adult consumers 250 (89.9%) received D&A Non Hospital Residential Rehabilitation, 9 (3.2%) received Family Based, and 19 (6.8%) received Extended Acute Care services. Of the 228 child/adolescent consumers 6 (2.6%) received D&A Non Hospital Residential Rehabilitation, 222 (97.4%) received Family Based services.
- Methods: Data was collected by 6 interviewers.
- Treatment Facility: Data was collected from 30 Treatment Facilities in the Capital Region.
- Type: Overall, of the 506 interviews 463 (91.5%) were face-to-face and 43 (8.5%) were conducted by phone.

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

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	506	83 16.40%	129 25.50%	200 39.50%	77 15.20%	17 3.40%
Adult- Method of Interview						
In Person	263	35 13.30%	79 30.00%	107 40.70%	37 14.10%	5 1.90%
Phone	15	2 13.30%	6 40.00%	6 40.00%	1 6.70%	0 0
Child- Method of Interview						
In Person	200	45 22.50%	41 20.50%	73 36.50%	32 16.00%	9 4.50%
Phone	28	1 3.60%	3 10.70%	14 50.00%	7 25.00%	3 10.70%

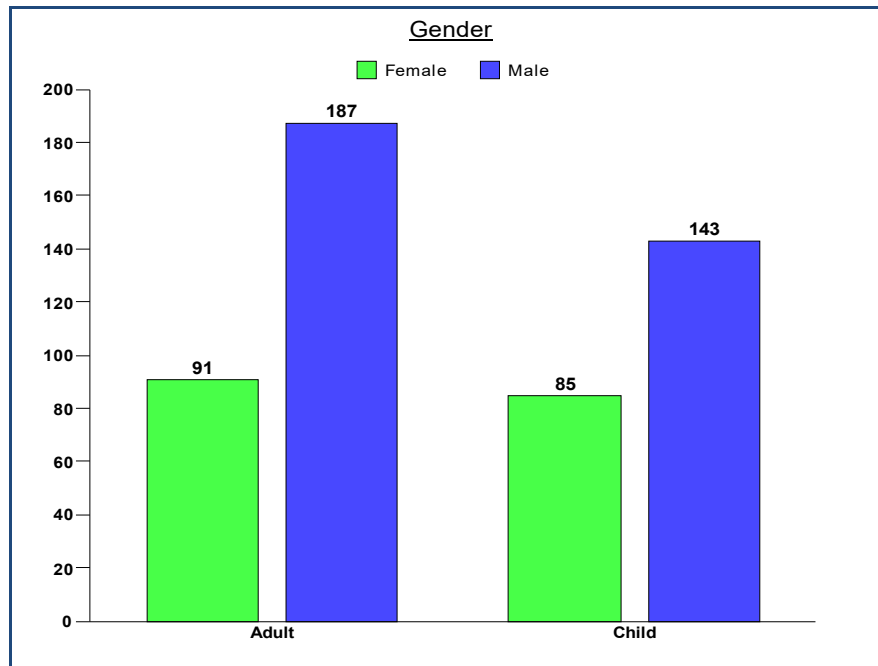
County of Residence:

The table below shows the county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster County (39.5%). The remaining respondents reported residence in Dauphin (25.5%), Cumberland (16.4%), Lebanon (15.2%), and Perry (3.4%).

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	506	83 16.40%	129 25.50%	200 39.50%	77 15.20%	17 3.40%
Adult	278	37 13.30%	85 30.60%	113 40.60%	38 13.70%	5 1.80%
Child	228	46 20.20%	44 19.30%	87 38.20%	39 17.10%	12 5.30%

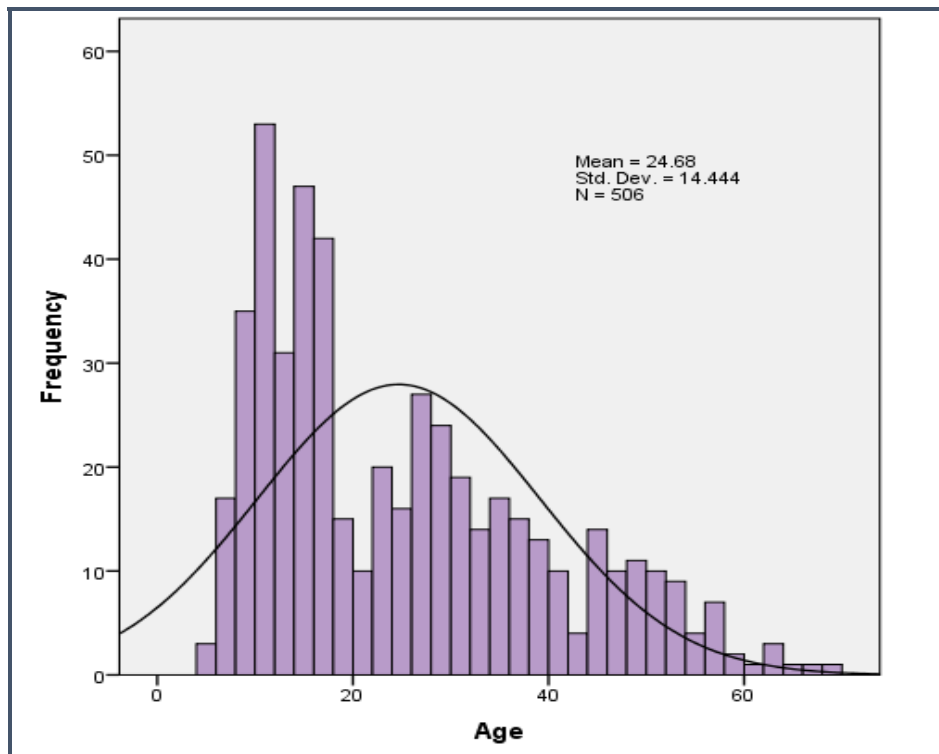
Demographic Information

- Gender: Overall, the sample is 34.8% female (176) and 65.2% male (330). Of the 278 adult consumers, 32.7% female (91) and 67.3% male (187). Of the 228 child/adolescent consumers, 37.3% female (85) and 62.7% male (143).



- Age: Age of all respondents ranged from 5-69 years, with a mean age of 24.68 (SD 14.444).

Age of All Respondents



- Race: 330 respondents (65.2%) reported their race as White/Caucasian, 60 (11.9%) as Hispanic/Latino, 59 (11.7%) as African American, 42 (8.3%) as Multi-Racial, 6 (1.2%) as Asian/Pacific Islander, 5 (1.0%) as Other, 3 (0.6%) Native American/American Indian, and 1 (0.2%) did not answer this question.

	Total	Is the interview for an ADULT or CHILD	
		Adult	Child
Total	506	278 54.90%	228 45.10%
Race			
African American	59	34 57.60%	25 42.40%
Asian/Pacific Islander	6	1 16.70%	5 83.30%
Hispanic/Latino	60	33 55.00%	27 45.00%
Native American / American Indian	3	2 66.70%	1 33.30%
White / Caucasian	330	188 57.00%	142 43.00%
Multi-Racial	42	18 42.90%	24 57.10%
Other	5	2 40.00%	3 60.00%
Did not answer	1	0 0	1 100.00%

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, 190 of the 506 respondents (37.5%) reported they had been interviewed by their provider within the last year, 271 (53.6%) reported they had not been interviewed, 40 (7.9%) were not sure, and 5 (1.0%) reported that this question did not apply to them.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	506	190 37.50%	271 53.60%	40 7.90%	5 1.00%
Age Type					
Adult	278	91 32.70%	169 60.80%	14 5.00%	4 1.40%
Child	228	99 43.40%	102 44.70%	26 11.40%	1 0.40%

Total Satisfaction Score				
	Has your provider interviewed you on your satisfaction level with services during the last year?	N	Mean	Std. Deviation
Adult	Yes	91	117.10	13.76
	No	169	108.08	15.49
	Not sure	14	113.74	20.11
	Total	274	111.37	15.73
Child	Yes	99	113.82	10.71
	No	102	109.32	15.76
	Not sure	26	111.70	9.60
	Total	227	111.55	13.25

Our analysis indicates that adult and child/adolescent 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 506 consumers, 101 (20.0%) reported that they experienced some delay before beginning treatment. 363 consumers (71.7%) reported no delay before beginning treatment, and 42 (8.3%) consumers felt that this question did not apply to them.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	506	101 20.00%	363 71.70%	42 8.30%
Age Type				
Adult	278	42 15.10%	232 83.50%	4 1.40%
Child	228	59 25.90%	131 57.50%	38 16.70%

Total Satisfaction Score				
	Q11 Were there delays before starting these services?	N	Mean	Std. Deviation
Adult	Yes	42	105.50	14.24
	No	232	112.65	15.56
	N/A	4	98.86	16.87
	Total	278	111.37	15.62
Child	Yes	59	107.99	15.50
	No	131	113.98	11.73
	N/A	38	109.45	13.67
	Total	228	111.67	13.34

Our analysis indicated that both child/adolescent and adult consumers who experienced a delay before starting their services report significantly lower total satisfaction than those who did not experience a delay.

Emergency Treatment: 180 of the 506 respondents (35.6%) indicated they needed emergency mental health or substance abuse service during the past year, and 326 respondents (64.4%) reported that they did not need emergency service.

- 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 3.64 with standard deviation 1.360.

	Total	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
Total	180	21 11.70%	26 14.40%	5 2.80%	72 40.00%	56 31.10%
Age Type						
Adult	116	9 7.80%	15 12.90%	2 1.70%	53 45.70%	37 31.90%
Child	64	12 18.80%	11 17.20%	3 4.70%	19 29.70%	19 29.70%

Total Satisfaction Demographic Analysis

Total Satisfaction Score				
	Level of Care	N	Mean	Std. Deviation
Adult	D&A NON HOSPITAL RESIDENTIAL REHABILITATION	250	111.75	15.70
	FAMILY BASED SERVICES	9	114.03	17.08
	EXTENDED ACUTE CARE (EAC)	19	105.12	12.99
	Total	278	111.37	15.62
Child	D&A NON HOSPITAL RESIDENTIAL REHABILITATION	6	96.19	22.05
	FAMILY BASED SERVICES	222	112.09	12.85
	EXTENDED ACUTE CARE (EAC)			
	Total	228	111.67	13.34

Our analysis indicates that child/adolescent consumers receiving D&A Non Hospital Residential Rehabilitation services reported significantly lower satisfaction than child/adolescent consumers receiving Family Based services.

Total Satisfaction Score				
Who was interviewed		N	Mean	Std. Deviation
Adult	Self (Consumer)	275	111.41	15.66
	Parent/Guardian	1	114.12	.
	Both Consumer and Parent/Guardian	2	104.53	14.98
	Total	278	111.37	15.62
Child	Self (Consumer)	9	104.41	21.67
	Parent/Guardian	198	110.99	12.72
	Both Consumer and Parent/Guardian	21	121.22	10.69
	Total	228	111.67	13.34

Our analysis indicates that child/adolescent consumers who answered with additional input from a parent/guardian reported significantly greater total satisfaction than child/adolescent consumers who responded for themselves or those whose parent/guardian responded for them.

Total Satisfaction Score				
	Gender	N	Mean	Std. Deviation
Adult	Female	91	108.29	15.31
	Male	187	112.87	15.59
	Total	278	111.37	15.62
Child	Female	85	111.68	14.43
	Male	143	111.67	12.71
	Total	228	111.67	13.34

Our analysis indicates that adult consumers who identify as female reported significantly lower total satisfaction than those who identify as male.

Total Satisfaction Score				
County of Residence		N	Mean	Std. Deviation
Adult	Cumberland	37	108.88	14.79
	Dauphin	85	109.06	16.16
	Lancaster	113	111.56	15.96
	Lebanon	38	117.43	12.94
	Perry	5	118.67	13.05
	Total	278	111.37	15.62
	Child	Cumberland	46	106.88
Dauphin		44	113.74	14.57
Lancaster		87	112.34	12.92
Lebanon		39	112.76	11.44
Perry		12	114.15	12.73
Total		228	111.67	13.34

Our analysis indicates that adult consumers who reside in Dauphin County report significantly lower total satisfaction than those who reside in Lebanon County.

Mean Satisfaction of Treatment Facilities

- Data was collected from 30 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.

D&A Non Hospital Residential Rehabilitation			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
CONEWAGO POTTSVILLE	12	124.50	8.03
CONEWAGO SNYDER	24	121.70	10.69
COVE FORGE BEHAVIORAL HEALTH SYSTEM	8	121.30	9.04
SPANISH AMERICAN CIVIC	11	119.39	16.17
CONEWAGO PLACE	20	119.29	10.23
COLONIAL HOUSE	1	115.78	.
EAGLEVILLE HOSPITAL	29	113.75	14.17
VALLEY FORGE MEDICAL CENTER HOSPITAL	12	111.74	14.45
GAUDENZIA COMMON GROUND	22	110.08	14.00
WHITE DEER RUN OF LANCASTER	10	109.97	18.35
WHITE DEER RUN-NEW PERSPECTIVES (LEBANON)	13	109.13	11.98
ROXBURY (UHS) OF PA	21	108.60	14.26
BOWLING GREEN/BRANDYWINE	17	106.97	14.83
GAUDENZIA FOUNTAIN SPRINGS/ASHLAND	4	105.44	16.12
GAUDENZIA VANTAGE	12	103.96	16.95
WDR ALLENWOOD	16	102.85	17.61
PYRAMID HEALTHCARE INC	2	102.43	8.64
DRUG AND ALCOHOL REHABILITATION SERVICE INC. (MANOS)	12	97.89	19.72
GAUDENZIA CONCEPT 90	10	94.07	20.81
Total	256	111.38	15.99

*Colonial House encountered facility issues which prevented CSS from completing more than 1 survey. As such, a provider specific report has not been prepared however for completeness this survey is included in the overall report.

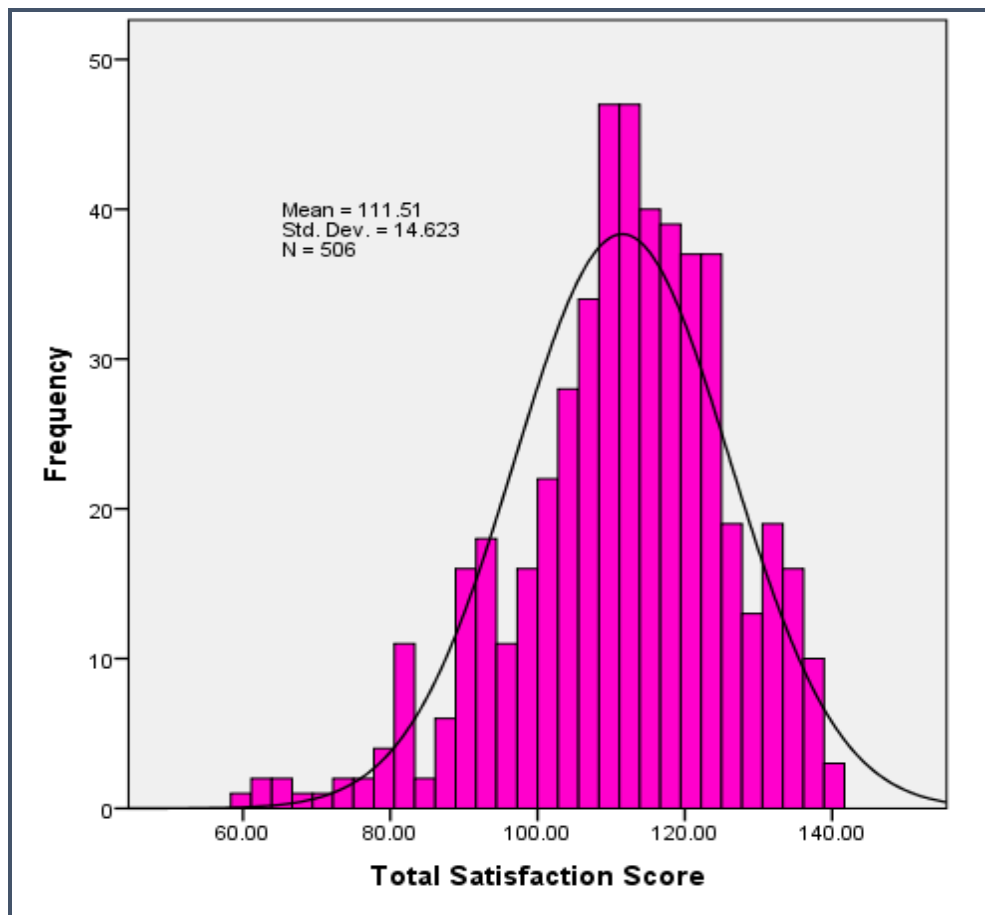
Extended Acute Care			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
HOLY SPIRIT HOSPITAL	6	105.71	10.74
PHILHAVEN	13	104.85	14.31
Total	19	105.12	12.99

Total Satisfaction Score			
Family Based	N	Mean	Std. Deviation
Name of Treatment Facility			
JEWISH FAMILY SERVICES	5	114.47	12.05
PHILHAVEN	40	114.38	11.91
PENNSYLVANIA COUNSELING SERVICES INC	101	113.48	12.36
TEAMCARE BEHAVIORAL HEALTH LLC	11	112.67	12.10
THE STEVENS CENTER	21	111.38	12.71
FRANKLIN FAMILY SERVICES INC	8	111.10	10.50
YOUTH ADVOCATE PROGRAMS, INC.	8	110.38	13.63
COMMUNITY SERVICES GROUP INC	22	109.50	13.75
KEYSTONE AUTISM SERVICES	3	107.37	16.07
DIAKON CHILD, FAMILY & COMMUNITY MINISTRIES	12	101.75	19.67
Total	231	112.17	13.00

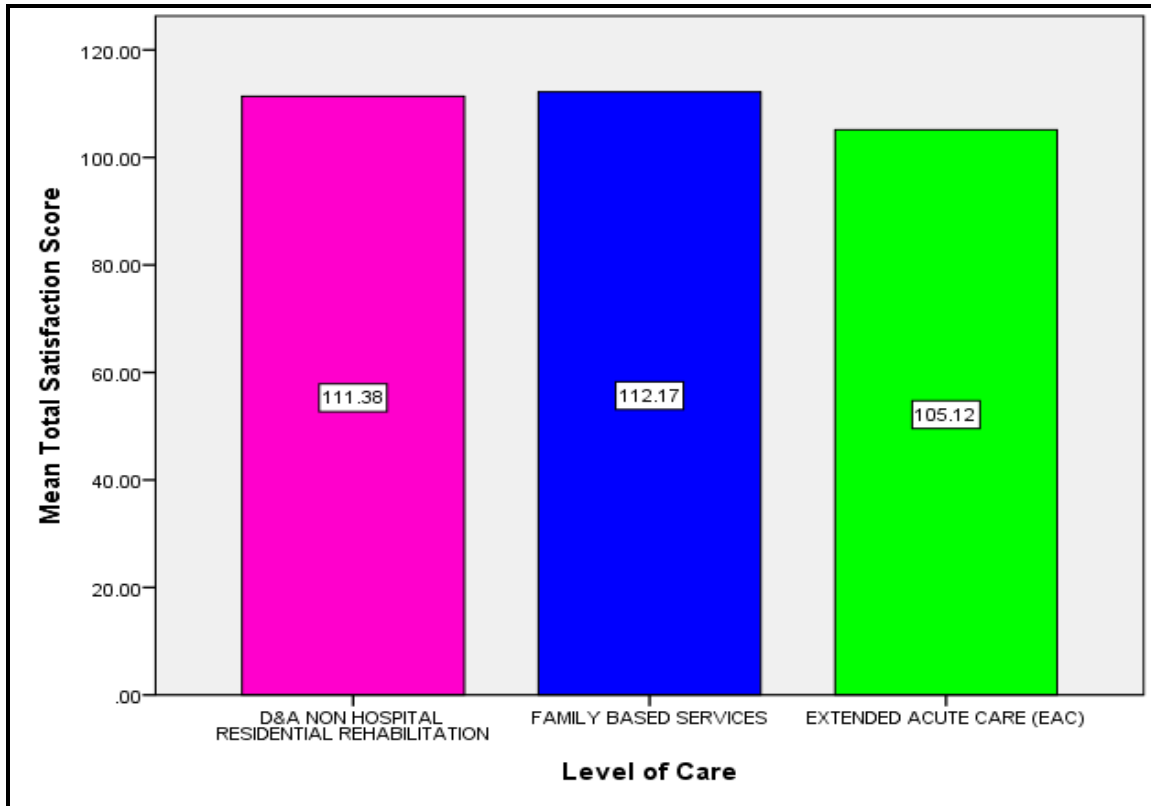
Total Satisfaction

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 111.51 with a standard deviation 14.623 indicating some level of satisfaction. The TSS scores ranged from 59.75 – 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



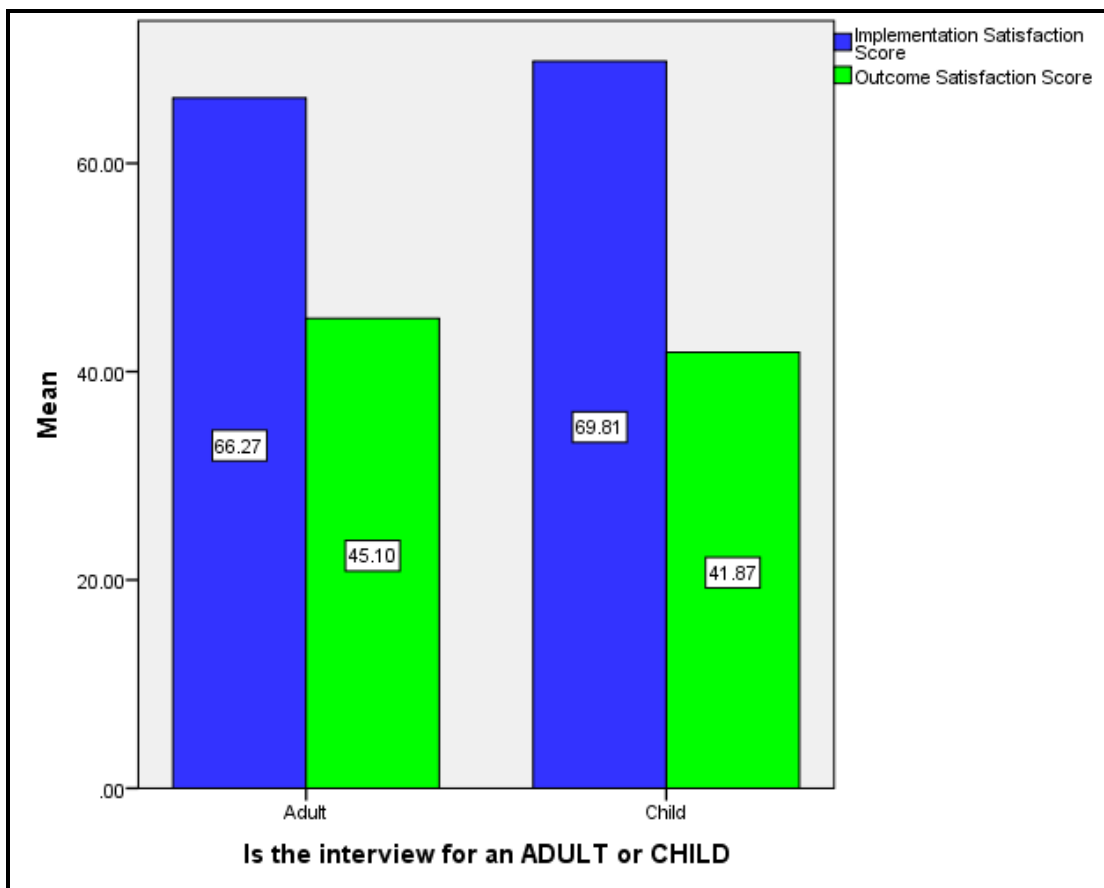
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
D&A NON HOSPITAL RESIDENTIAL REHABILITATION	256	111.38	15.99
FAMILY BASED SERVICES	231	112.17	13.00
EXTENDED ACUTE CARE (EAC)	19	105.12	12.99
Total	506	111.51	14.62

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 satisfaction) for the following question:

- 92.1% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
 - 92.1% I feel comfortable in asking questions regarding my treatment Q18.
 - 91.9% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
 - 91.5% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
 - 91.2% Child/Adolescent: My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
 - 91.2% Child/Adolescent: My service provider explained the advantages of my therapy or treatment Q27.
 - 91.1% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.
 - 90.3% My provider asks my permission before sharing my personal information Q20.
 - 89.5% I am an important part of the treatment process Q26.
 - 89.0% Child/Adolescent: I trust my service provider Q22.
 - 89.0% Child/Adolescent: I have the option to change my service provider should I choose to Q16.
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 - 88.1% Adult: I feel safe at this facility Q23.
 - 87.7% Child/Adolescent: My service provider explained the limitations of my therapy or treatment Q28.
 - 86.8% Child/Adolescent: My provider discussed other services that may benefit me in my treatment/recovery Q15.
 - 86.0% Child/Adolescent: Overall, I am satisfied with the services I am receiving Q29.
- * Child/Adolescent: 61.4% I feel safe at this facility Q23. A high number of child/adolescent consumers reported that this question did not apply to them, with these cases removed, 91.5% reported that they do feel safe at the facility and 4.6% reported that they did not feel safe at the

facility. This is a more accurate representation of the data.

While satisfaction is generally high, further exploration is warranted regarding the following items (15% or greater dissatisfaction):

- Adult: 31.3% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- Adult: 24.8% I have the option to change my service provider should I choose to Q16.
- Adult: 21.6% My service provider spends adequate time with me Q19.
- Adult: 15.1% My service provider explained the limitations of my therapy or treatment Q28.

***Summary responses from the Total group of respondents (N=506) are presented in Table 1.
Summary responses from the Total group Adult respondents (N=287) are presented in Table 2.
Summary responses from the Total group Child/Adolescent of respondents (N=228) are presented in Table 3.***

Table 1 – Total Satisfaction – Services Questions

N=506	% 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.	71.5	19.8	2.6	1.0	2.4
14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training).	64.4	13.0	3.2	1.4	16.4
15. My provider discussed other services that may benefit me in my treatment/recovery.	84.4	8.7	2.8	0.8	2.2
16. I have the option to change my service provider should I choose to.	75.1	16.8	2.7	0.9	2.6
17. I was informed about my rights and responsibilities regarding the treatment I have received.	92.1	5.3	2.9	0.5	0.4
18. I feel comfortable in asking questions regarding my treatment.	92.1	5.5	2.9	0.5	0.0
19. My service provider spends adequate time with me.	77.7	15.6	2.7	0.8	1.2
20. My provider asks my permission before sharing my personal information.	90.3	4.2	2.9	0.6	1.8
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	91.9	2.6	3.0	0.6	2.0
22. I trust my service provider.	83.0	8.7	2.8	0.7	0.6
23. I feel safe at this facility.	76.1	4.7	3.4	1.2	16.0
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	91.1	4.7	2.9	0.5	0.6
25. I am included in the development of my treatment/recovery plan and goals for recovery.	91.5	4.3	2.9	0.5	0.8
26. I am an important part of the treatment process.	89.5	5.9	2.9	0.5	0.4
27. My service provider explained the advantages of my therapy or treatment.	85.2	8.1	2.8	0.7	1.4
28. My service provider explained the limitations of my therapy or treatment.	77.7	10.7	2.8	0.9	3.0
29. Overall, I am satisfied with the services I am receiving.	81.6	12.6	2.7	0.7	0.0

Table 2 – Total Satisfaction – Services Questions - ADULT

N=278	% 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.	55.4	31.3	2.4	1.1	3.6
14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training).	51.8	14.7	3.4	1.7	26.3
15. My provider discussed other services that may benefit me in my treatment/recovery.	82.4	9.4	2.8	0.8	2.9
16. I have the option to change my service provider should I choose to.	63.7	24.8	2.6	1.1	4.7
17. I was informed about my rights and responsibilities regarding the treatment I have received.	88.5	7.9	2.8	0.6	0.4
18. I feel comfortable in asking questions regarding my treatment.	89.6	7.2	2.8	0.5	0.0
19. My service provider spends adequate time with me.	69.1	21.6	2.6	1.0	2.2
20. My provider asks my permission before sharing my personal information.	85.3	6.1	2.9	0.8	3.2
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	90.6	3.2	2.9	0.5	1.1
22. I trust my service provider.	78.1	11.2	2.7	0.7	1.1
23. I feel safe at this facility.	88.1	6.1	2.9	0.7	2.2
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	86.0	7.6	2.8	0.7	1.1
25. I am included in the development of my treatment/recovery plan and goals for recovery.	88.1	6.8	2.8	0.6	0.7
26. I am an important part of the treatment process.	85.6	7.9	2.8	0.6	0.0
27. My service provider explained the advantages of my therapy or treatment.	80.2	10.4	2.8	0.8	2.5
28. My service provider explained the limitations of my therapy or treatment.	69.4	15.1	2.7	1.0	4.7
29. Overall, I am satisfied with the services I am receiving.	78.1	14.4	2.6	0.7	0.0

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

N=228	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	91.2	5.7	2.9	0.6	0.9
14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training).	79.8	11.0	2.9	0.9	4.4
15. My provider discussed other services that may benefit me in my treatment/recovery.	86.8	7.9	2.8	0.7	1.3
16. I have the option to change my service provider should I choose to.	89.0	7.0	2.8	0.5	0.0
17. I was informed about my rights and responsibilities regarding the treatment I have received.	96.5	2.2	3.0	0.4	0.4
18. I feel comfortable in asking questions regarding my treatment.	95.2	3.5	2.9	0.4	0.0
19. My service provider spends adequate time with me.	88.2	8.3	2.8	0.6	0.0
20. My provider asks my permission before sharing my personal information.	96.5	1.8	2.9	0.3	0.0
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	93.4	1.8	3.0	0.6	3.1
22. I trust my service provider.	89.0	5.7	2.8	0.5	0.0
23. I feel safe at this facility.	61.4	3.1	3.9	1.5	32.9
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	97.4	1.3	3.0	0.3	0.0
25. I am included in the development of my treatment/recovery plan and goals for recovery.	95.6	1.3	3.0	0.4	0.9
26. I am an important part of the treatment process.	94.3	3.5	2.9	0.5	0.9
27. My service provider explained the advantages of my therapy or treatment.	91.2	5.3	2.9	0.5	0.0
28. My service provider explained the limitations of my therapy or treatment.	87.7	5.3	2.9	0.6	0.9
29. Overall, I am satisfied with the services I am receiving.	86.0	10.5	2.8	0.6	0.0

Outcomes of Services

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

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 41.9% to 76.9% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 17.2% to 29.1% of consumer's responses reflect that no change has resulted from involvement in services. Only 4.2% to 8.5% of consumer's responses reflect that things are worse as a result of services.

Summary responses from the Total group of respondents (N=506) are presented in Table 4. Summary responses from the Total group Adult respondents (N=278) are presented in Table 5. Summary responses from the Total group Child/Adolescent of respondents (N=228) are presented in Table 6.

Table 4 – Total Satisfaction – Outcomes of Services Questions

Total N=506	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	74.1	17.8	7.3	2.7	0.7	0.8
31. Feeling in control of my life.	70.9	19.4	8.5	2.7	0.7	1.2
32. Coping with personal crisis.	63.8	22.3	7.3	2.8	1.0	6.5
33. How I feel about myself.	72.5	20.8	5.9	2.7	0.7	0.8
34. Feeling good (hopeful) about the future.	76.9	17.2	4.2	2.8	0.7	1.8
35. Enjoying my free time.	73.5	17.4	6.7	2.8	0.8	2.4
36. Strengthening my social support network.	66.2	26.1	6.1	2.7	0.7	1.6
37. Being involved in community activities.	41.9	29.1	5.1	3.3	1.6	23.9
38. Participating with school or work activities.	41.7	24.1	4.9	3.5	1.7	29.2
39. Interacting with people in social situations.	67.2	25.9	5.3	2.7	0.7	1.6
40. Coping with specific problems or issue that led to seek services.	72.3	20.2	6.5	2.7	0.7	1.0

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

Total N=278	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	78.1	16.9	4.0	2.8	0.6	1.1
31. Feeling in control of my life.	77.3	13.7	7.6	2.8	0.7	0.0
32. Coping with personal crisis.	73.0	19.1	5.4	2.8	0.8	2.5
33. How I feel about myself.	83.5	11.5	5.0	2.8	0.5	0.0
34. Feeling good (hopeful) about the future.	87.4	9.0	3.2	2.9	0.5	0.4
35. Enjoying my free time.	72.3	15.5	9.0	2.8	0.9	3.2
36. Strengthening my social support network.	72.7	20.9	4.7	2.8	0.7	1.8
37. Being involved in community activities.	41.0	20.1	5.8	3.7	1.7	33.1
38. Participating with school or work activities.	31.3	17.6	4.0	4.2	1.8	47.1
39. Interacting with people in social situations.	74.1	20.1	3.6	2.8	0.7	2.2
40. Coping with specific problems or issue that led to seek services.	80.6	14.7	3.2	2.8	0.6	1.4

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

Total N=228	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	69.3	18.9	11.4	2.6	0.7	0.4
31. Feeling in control of my life.	63.2	26.3	9.6	2.6	0.7	0.9
32. Coping with personal crisis.	52.6	26.3	9.6	2.9	1.3	11.4
33. How I feel about myself.	59.2	32.0	7.0	2.6	0.8	1.8
34. Feeling good (hopeful) about the future.	64.0	27.2	5.3	2.7	0.9	3.5
35. Enjoying my free time.	75.0	19.7	3.9	2.8	0.6	1.3
36. Strengthening my social support network.	58.3	32.5	7.9	2.6	0.8	1.3
37. Being involved in community activities.	43.0	39.9	4.4	2.9	1.3	12.7
38. Participating with school or work activities.	54.4	32.0	6.1	2.8	1.1	7.5
39. Interacting with people in social situations.	58.8	32.9	7.5	2.5	0.7	0.9

40. Coping with specific problems or issue that led to seek services.	62.3	26.8	10.5	2.5	0.7	0.4
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Satisfaction with the Managed Care Organization

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

- 39.1% of respondents (198 of the 506) reported that they had received a copy of the Perform Care member handbook, 48.6% (246) did not receive a member handbook, 12.1% (61) were not sure, and 0.2% (1) reported that this question did not apply.

	Base	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	506	198 39.10%	246 48.60%	61 12.10%	1 0.20%
Adult- County of Residence					
Cumberland	37	6 16.20%	23 62.20%	7 18.90%	1 2.70%
Dauphin	85	19 22.40%	63 74.10%	3 3.50%	0 0
Lancaster	113	24 21.20%	82 72.60%	7 6.20%	0 0
Lebanon	38	6 15.80%	30 78.90%	2 5.30%	0 0
Perry	5	0 0	4 80.00%	1 20.00%	0 0
Child- County of Residence					
Cumberland	46	32 69.60%	9 19.60%	5 10.90%	0 0
Dauphin	44	24 54.50%	14 31.80%	6 13.60%	0 0
Lancaster	87	53 60.90%	14 16.10%	20 23.00%	0 0
Lebanon	39	27 69.20%	4 10.30%	8 20.50%	0 0
Perry	12	7 58.30%	3 25.00%	2 16.70%	0 0

- 92.1% of respondents (466 of the 506) reported that they are aware of their right to file a complaint or grievance. 6.5% (33) were not aware of their right to file a complaint or grievance, 1.0% (5) were not sure, and 0.4% (2) 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	506	466 92.10%	33 6.50%	5 1.00%	2 0.40%
Adult- County of Residence					
Cumberland	37	33 89.20%	3 8.10%	1 2.70%	0 0
Dauphin	85	73 85.90%	11 12.90%	1 1.20%	0 0
Lancaster	113	102 90.30%	9 8.00%	1 0.90%	1 0.90%
Lebanon	38	33 86.80%	4 10.50%	0 0	1 2.60%
Perry	5	4 80.00%	1 20.00%	0 0	0 0
Child- County of Residence					
Cumberland	46	44 95.70%	1 2.20%	1 2.20%	0 0
Dauphin	44	43 97.70%	1 2.30%	0 0	0 0
Lancaster	87	83 95.40%	3 3.40%	1 1.10%	0 0
Lebanon	39	39 100.00%	0 0	0 0	0 0
Perry	12	12 100.00%	0 0	0 0	0 0

- 57.7% of respondents (292 of the 506) reported that they knew who to call to file a complaint or grievance. 36.0% (182) reported that they did not know who to call, 5.5% (28) were not sure, and 0.8% (4) 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	506	292 57.70%	182 36.00%	28 5.50%	4 0.80%
Adult- County of Residence					
Cumberland	37	17 45.90%	12 32.40%	7 18.90%	1 2.70%
Dauphin	85	37 43.50%	46 54.10%	2 2.40%	0 0
Lancaster	113	53 46.90%	54 47.80%	6 5.30%	0 0
Lebanon	38	12 31.60%	23 60.50%	2 5.30%	1 2.60%
Perry	5	2 40.00%	2 40.00%	1 20.00%	0 0
Child- County of Residence					
Cumberland	46	40 87.00%	3 6.50%	2 4.30%	1 2.20%
Dauphin	44	32 72.70%	9 20.50%	3 6.80%	0 0
Lancaster	87	62 71.30%	21 24.10%	3 3.40%	1 1.10%
Lebanon	39	29 74.40%	8 20.50%	2 5.10%	0 0
Perry	12	8 66.70%	4 33.30%	0 0	0 0

- 23.5% of respondents (119 of the 506) reported that they had called Perform Care in the last twelve months for information. 73.7% (373) did not call Perform Care within the last twelve months, 1.4% (7) were not sure, and 1.4% (7) reported that this question did 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	506	119 23.50%	373 73.70%	7 1.40%	7 1.40%
Adult- County of Residence					
Cumberland	37	8 21.60%	27 73.00%	1 2.70%	1 2.70%
Dauphin	85	21 24.70%	60 70.60%	2 2.40%	2 2.40%
Lancaster	113	26 23.00%	86 76.10%	0 0	1 0.90%
Lebanon	38	6 15.80%	32 84.20%	0 0	0 0
Perry	5	1 20.00%	4 80.00%	0 0	0 0
Child- County of Residence					
Cumberland	46	17 37.00%	27 58.70%	2 4.30%	0 0
Dauphin	44	9 20.50%	35 79.50%	0 0	0 0
Lancaster	87	26 29.90%	56 64.40%	2 2.30%	3 3.40%
Lebanon	39	2 5.10%	37 94.90%	0 0	0 0
Perry	12	3 25.00%	9 75.00%	0 0	0 0

- 95.0% of those that requested information from Perform Care (115 of the 121) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 3.3% (4) were not able to get information without delays, and 1.7% (2) were not sure.

	Base	Q4A I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.		
		Yes	No	Not Sure
Total	121	115 95.00%	4 3.30%	2 1.70%
Adult- County of Residence				
Cumberland	8	7 87.50%	1 12.50%	0 0
Dauphin	23	20 87.00%	2 8.70%	1 4.30%
Lancaster	26	26 100.00%	0 0	0 0
Lebanon	6	6 100.00%	0 0	0 0
Perry	1	1 100.00%	0 0	0 0
Child- County of Residence				
Cumberland	18	16 88.90%	1 5.60%	1 5.60%
Dauphin	8	8 100.00%	0 0	0 0
Lancaster	26	26 100.00%	0 0	0 0
Lebanon	2	2 100.00%	0 0	0 0
Perry	3	3 100.00%	0 0	0 0

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

- 56.1% of respondents (284 of 506) were given a choice of at least 2 providers regarding the type of service they were seeking. 29.6% of respondents (150) reported that they were not given a choice, 7.9% (40) were not sure, and 6.3% (32) 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	506	284 56.10%	150 29.60%	40 7.90%	32 6.30%
Adult- County of Residence					
Cumberland	37	18 48.60%	9 24.30%	7 18.90%	3 8.10%
Dauphin	85	30 35.30%	46 54.10%	3 3.50%	6 7.10%
Lancaster	113	47 41.60%	45 39.80%	12 10.60%	9 8.00%
Lebanon	38	11 28.90%	22 57.90%	3 7.90%	2 5.30%
Perry	5	3 60.00%	1 20.00%	0 0	1 20.00%
Child- County of Residence					
Cumberland	46	33 71.70%	7 15.20%	5 10.90%	1 2.20%
Dauphin	44	29 65.90%	7 15.90%	0 0	8 18.20%
Lancaster	87	71 81.60%	10 11.50%	6 6.90%	0 0
Lebanon	39	33 84.60%	2 5.10%	3 7.70%	1 2.60%
Perry	12	9 75.00%	1 8.30%	1 8.30%	1 8.30%

- 75.5% of respondents (382 of 506) were informed of the time approved for their services. 18.0% of respondents (91) were not informed of the time approved for services, 5.1% (26) were not sure, and 1.4% (7) 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	506	382 75.50%	91 18.00%	26 5.10%	7 1.40%
Adult- County of Residence					
Cumberland	37	22 59.50%	9 24.30%	6 16.20%	0 0
Dauphin	85	55 64.70%	28 32.90%	1 1.20%	1 1.20%
Lancaster	113	67 59.30%	33 29.20%	10 8.80%	3 2.70%
Lebanon	38	27 71.10%	11 28.90%	0 0	0 0
Perry	5	4 80.00%	1 20.00%	0 0	0 0
Child- County of Residence					
Cumberland	46	38 82.60%	3 6.50%	3 6.50%	2 4.30%
Dauphin	44	40 90.90%	3 6.80%	1 2.30%	0 0
Lancaster	87	83 95.40%	2 2.30%	2 2.30%	0 0
Lebanon	39	36 92.30%	0 0	2 5.10%	1 2.60%
Perry	12	10 83.30%	1 8.30%	1 8.30%	0 0

- 92.3% of respondents (191 of the 207) report when they call Perform Care staff treats them courteously and with respect. 2.4% (5) reported that Perform Care staff did not treat them courteously and with respect, and 5.3% (11) were not sure.

	Base	Q7 When I call Perform Care staff treats me courteously and with respect.		
		Yes	No	Not Sure
Total	207	191 92.30%	5 2.40%	11 5.30%
Adult- County of Residence				
Cumberland	11	9 81.80%	0 0	2 18.20%
Dauphin	33	27 81.80%	3 9.10%	3 9.10%
Lancaster	43	39 90.70%	1 2.30%	3 7.00%
Lebanon	6	5 83.30%	0 0	1 16.70%
Perry	2	2 100.00%	0 0	0 0
Child- County of Residence				
Cumberland	23	23 100.00%	0 0	0 0
Dauphin	22	20 90.90%	1 4.50%	1 4.50%
Lancaster	57	56 98.20%	0 0	1 1.80%
Lebanon	5	5 100.00%	0 0	0 0
Perry	5	5 100.00%	0 0	0 0

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

- 93.0% of respondents (265 of 285) report overall they are satisfied with their interactions with Perform Care. 2.5% of respondents (7) report overall they are not satisfied with their interactions with Perform Care, and 4.6% (13) were not sure.

	Base	Q8 Overall, I am satisfied with the interactions I have had with Perform Care.		
		Yes	No	Not Sure
Total	285	265 93.00%	7 2.50%	13 4.60%
Adult- County of Residence				
Cumberland	16	15 93.80%	0 0	1 6.30%
Dauphin	42	37 88.10%	1 2.40%	4 9.50%
Lancaster	53	49 92.50%	1 1.90%	3 5.70%
Lebanon	8	7 87.50%	0 0	1 12.50%
Perry	3	3 100.00%	0 0	0 0
Child- County of Residence				
Cumberland	23	22 95.70%	1 4.30%	0 0
Dauphin	31	27 87.10%	1 3.20%	3 9.70%
Lancaster	64	62 96.90%	1 1.60%	1 1.60%
Lebanon	38	37 97.40%	1 2.60%	0 0
Perry	7	6 85.70%	1 14.30%	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.

- In the mail.

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

- They refuse to let me file grievances.

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

- I have numbers from Perform Care.
- I would call my counselor.
- I would call Perform Care.
- It is posted here in the halls.
- My counselor or head of my unit.
- Probably call the main number at Philhaven or the counselor.
- There are signs.
- They do not let us call our insurance company.
- We have to write a request.

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

- Calling Perform Care with caseworker this afternoon.
- Caseworker takes care of this for me.
- Yes, regarding DBT and trauma therapy.
- I have a case manager.
- Probably my probation officer.
- They called me to follow up about Roxbury.

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

- I feel like I got shuffled under the paperwork.
- Someone else called for me.
- They called me back, I was in a bad place and they helped me.
- Waiting for a return call.

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

- A nurse set it up for me.
- Yes, but it would have been a very long wait.
- Called Lancaster Drug and Alcohol Commission and they called Allenwood who had no beds. Then when I got insurance they got me in here.
- Found our own providers.
- County case management handled it.
- Ended up using someone who was available at the time.
- I called here directly.
- I called here myself.
- I called here. My insurance sent me to adult Teen Challenge. I chose to come here.
- I came for detox and they made me stay.
- I came here from Hershey Med. They set it up.
- I came on my own.
- I chose here.

- I did all the homework and chose this place.
- I just called here.
- I just signed myself in.
- I made the choice to come here.
- I picked here.
- I was in jail and placed here.
- Just took her to Holy Spirit. It was awful.
- My mom did all that.
- Philhaven found me the bed here.
- The lady from rehab said this will be a better fit for me here.

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

- 28 days.
- 60 days.
- After the fact.
- I got a letter.
- I am under the assumption it is 28 days because my discharge date is 28 days.
- Just got moved to long term.
- Long term residential.
- Max 90 days.
- They said I had to stay long term and would not pay for short term.
- They threatened to call the cops if I left. It is crazy here. They are under staffed. They kick people out of detox after one day. They made me lay on someone else's bed.
- Up to 90 days.

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

- Yes and they show a whole lot of concern also.
- Has not had to call.
- Utmost respect for family based.

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

- After discharge from inpatient I was denied treatment that was recommended by Philhaven.
- Did not make any attempt to develop any kind of rapport with me whatsoever. Offered substandard amount of choices for providers.
- I feel they gear the services toward what they want not what I feel is appropriate. Bottom line they need to base their recommendations and approval for treatments on the therapist's suggestions not what they see on their paper.
- Not pleased with the progress made and when progress was noted, insurance dropped.
- Not the entire time.
- Perform Care had family "jumping through hoops" to get consumer in program and by the time they were done her time was up and they had to reapply with Perform Care.
- They called me to see how I was.