



Consumer Satisfaction Services, Inc.

Capital Region 1st Quarter Report July-September 2018

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

Consumer Satisfaction Services

4775 Linglestown Road

Suite 201

Harrisburg, PA 17112

(717) 651-1070

www.css-pa.org

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	12
Services	17
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=1009) 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 1009 (*n*=1009) respondents from the Capital Region including 665 adult consumers (65.9%) and 344 child/adolescents (34.1%).
- Sample: Of the 665 adult consumers, 650 (97.7%) responded for themselves, 4 (0.6%) had a parent/guardian respond for them, and 11 (1.7%) responded for themselves with the additional input of a parent/guardian. Of the 344 child/adolescent consumers, 8 (2.3%) responded for themselves, 271 (78.8%) had a parent/guardian respond for them, and 65 (18.9%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 5 treatment levels of care were utilized by respondents and are included in this reporting period, ACT (Assertive Community Team), ASP (After School Program), Peer Support, STAP (Summer Therapeutic Activities Program), and Targeted Case Management (Intensive, Blended, and Resource Coordination) services.
- Methods: Data was collected by 8 interviewers.
- Treatment Facility: Data was collected from 11 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 1009 interviews 968 (95.9%) were face-to-face and 41 (4.1%) 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.

Both adult and child/adolescent respondents reported high levels of satisfaction (85% or greater satisfaction) for the following questions:

- 94.9% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 94.9% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 94.4% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 93.6% I am an important part of the treatment process Q26.
- 93.4% My provider asks my permission before sharing my personal information Q20.
- 93.4% I feel comfortable in asking questions regarding my treatment Q18.
- 90.9% I trust my service provider Q22.
- 87.7% My service provider explained the advantages of my therapy or treatment Q27.
- 87.6% I have the option to change my service provider should I choose to Q16.
- 87.5% Overall, I am satisfied with the services I am receiving Q29.
- 87.4% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 86.7% My service provider spends adequate time with me Q19.
- 86.2% I feel safe at this facility Q23.

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, 53.6% to 75.9% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 17.7% to 28.0% of responses reflect that no change has resulted from involvement in services. Only 3.9% to 10.8% of 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

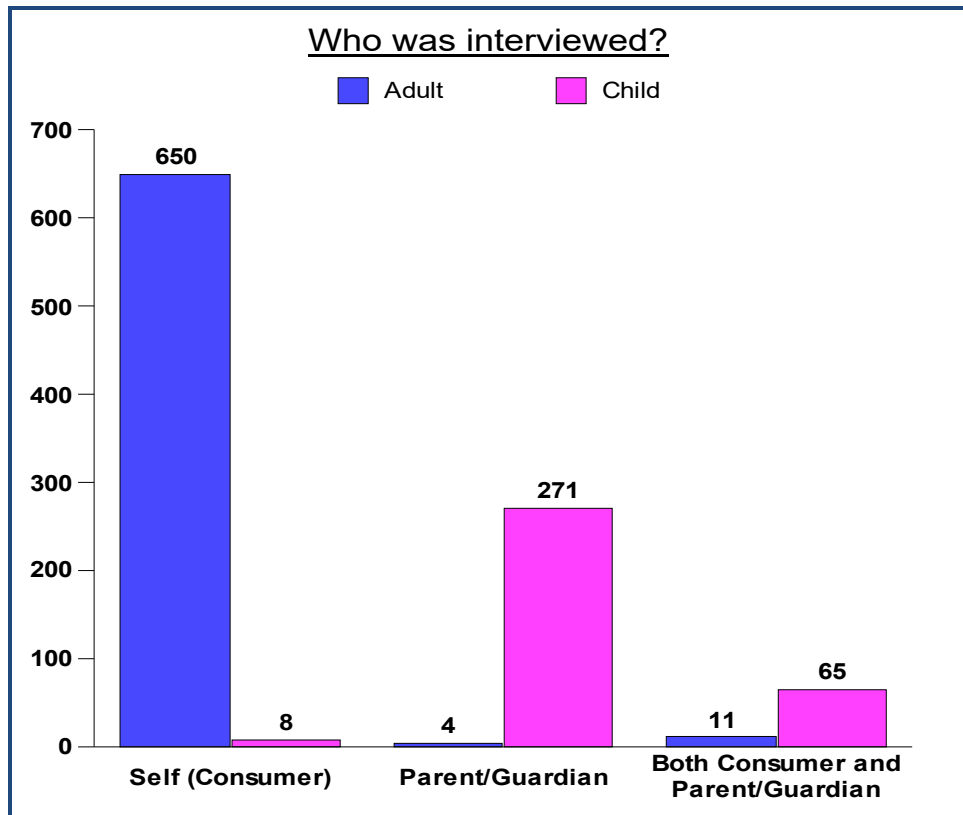
During the interview, if a consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), Perform Care or any other part of the behavioral health system that can reasonably be addressed, the surveyor will ask the consumer if 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 1st Quarter 18-19.

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

Survey Information

- Sample: The survey represents 1009 ($n=1009$) respondents from the Capital Region including 665 adult consumers (65.9%) and 344 child/adolescents (34.1%).
- Sample: Of the 665 adult consumers, 650 (97.7%) responded for themselves, 4 (0.6%) had a parent/guardian respond for them, and 11 (1.7%) responded for themselves with the additional input of a parent/guardian. Of the 344 child/adolescent consumers, 8 (2.3%) responded for themselves, 271 (78.8%) had a parent/guardian respond for them, and 65 (18.9%) responded for themselves with the additional input of a parent/guardian.



- Level of Care: In all, 5 treatment levels of care were utilized by respondents and are included in this reporting period, ACT (Assertive Community Team), ASP (After School Program), Peer Support, STAP (Summer Therapeutic Activities Program), and Targeted Case Management (Intensive, Blended, and Resource Coordination) services.
- Methods: Data was collected by 8 interviewers.
- Treatment Facility: Data was collected from 11 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 1009 interviews 968 (95.9%) were face-to-face and 41 (4.1%) 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	1009	165 16.40%	413 40.90%	250 24.80%	164 16.30%	17 1.70%
Adult						
In Person	640	120 18.80%	255 39.80%	151 23.60%	105 16.40%	9 1.40%
Phone	25	2 8.00%	8 32.00%	11 44.00%	1 4.00%	3 12.00%
Child/Adolescent						
In Person	328	40 12.20%	148 45.10%	78 23.80%	58 17.70%	4 1.20%
Phone	16	3 18.80%	2 12.50%	10 62.50%	0 0	1 6.30%

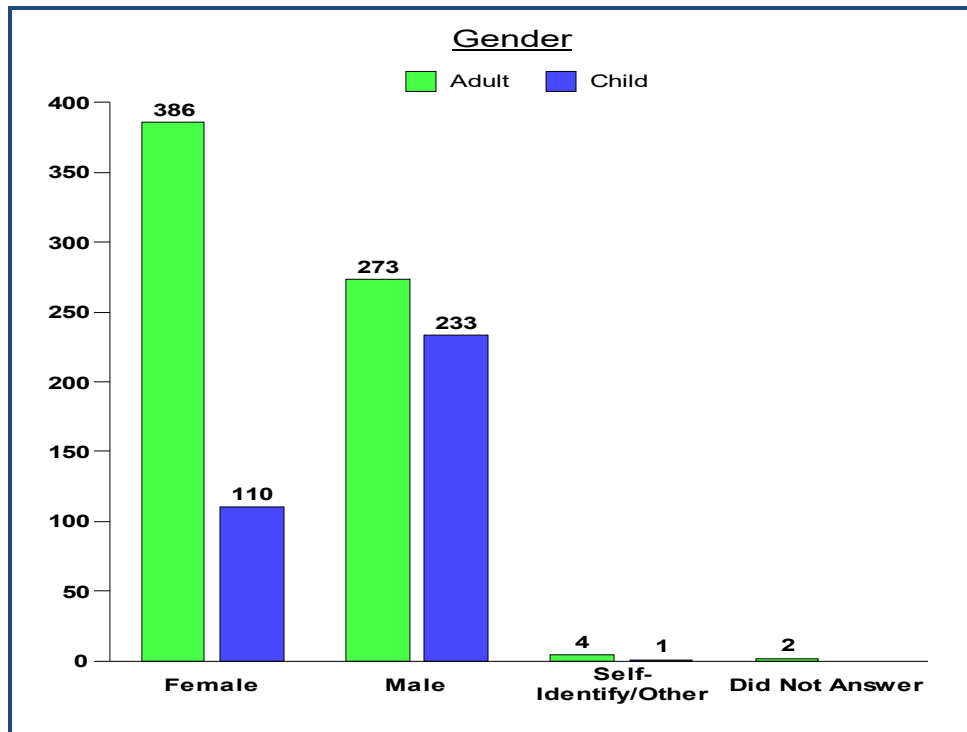
County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Dauphin County (40.9%). The remaining respondents reported residence in Lancaster (24.8%), Cumberland (16.4%), Lebanon (16.3%), and Perry (1.7%).

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	1009	165 16.40%	413 40.90%	250 24.80%	164 16.30%	17 1.70%
Adult	665	122 18.30%	263 39.50%	162 24.40%	106 15.90%	12 1.80%
Child/ Adolescent	344	43 12.50%	150 43.60%	88 25.60%	58 16.90%	5 1.50%

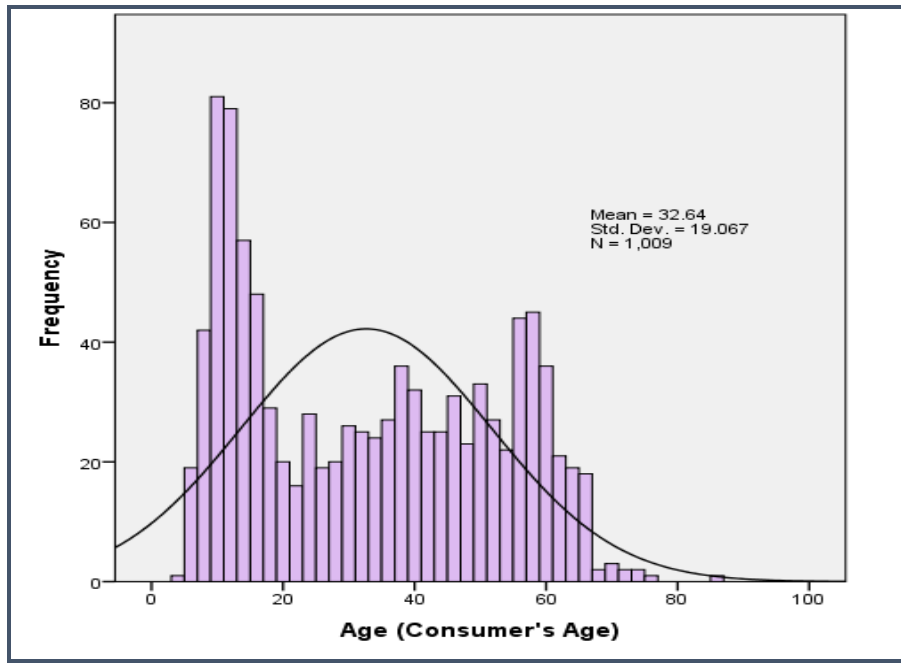
Demographic Information

- Gender: Overall, the sample is 49.2% Female (496), 50.1% Male (506), 0.5% Self-Identify/Other (5), and 0.2% Did Not Answer (2). Of the 665 adult consumers, 58.0% Female (386), 41.1% Male (273), 0.6% Self-Identify/Other (4), and 0.3% Did Not Answer (2). Of the 344 child/adolescent consumers, 32.0% Female (110), 67.7% Male (233), and 0.3% Self-Identify/Other (1).



- Age: Age of all respondents ranged from 4-86 years, with a mean age of 32.64 (SD 19.067).

Age of All Respondents



- Race: 566 respondents (56.1%) reported their race as White/Caucasian, 207 (20.5%) as African American, 132 (13.1%) as Hispanic/Latino, 61 (6.0%) as Multi-Racial, 20 (2.0%) as Other, 13 (1.3%) as Asian/Pacific Islander, 9 (0.9%) as Native American/American Indian, and 1 (0.1%) did not answer this question.

	Total	Is the interview for an ADULT or CHILD	
		Adult	Child/ Adolescent
Total	1009	665 65.90%	344 34.10%
Race			
African American	207	128 61.80%	79 38.20%
Asian/Pacific Islander	13	8 61.50%	5 38.50%
Hispanic/Latino	132	69 52.30%	63 47.70%
Native American / American Indian	9	8 88.90%	1 11.10%
White / Caucasian	566	417 73.70%	149 26.30%
Multi-Racial	61	22 36.10%	39 63.90%
Other	20	12 60.00%	8 40.00%

Did Not Answer	1	1 100.00%	0 0
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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) 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, 523 of the 1009 respondents (51.8%) reported they had been interviewed by their provider within the last year, 403 (39.9%) reported they had not been interviewed, 81 (8.0%) were not sure, and 2 (0.2%) 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	1009	523 51.80%	403 39.90%	81 8.00%	2 0.20%
Adult	665	345 51.90%	256 38.50%	63 9.50%	1 0.20%
Child/ Adolescent	344	178 51.70%	147 42.70%	18 5.20%	1 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	345	115.59	11.03
	No	256	108.60	14.74
	Not sure	63	113.48	11.99
	N/A	1	101.09	.
	Total	665	112.68	13.08
Child	Yes	178	116.38	10.56
	No	147	107.91	14.24
	Not sure	18	114.84	13.79
	N/A	1	123.00	.
	Total	344	112.70	13.07

Our analysis indicates that adult consumers who were not interviewed by their provider during the last year reported significantly lower total satisfaction than those who were interviewed by their provider during last year or were not sure if they were interviewed by their provider during the last year.

Our analysis indicates that child/adolescent consumers who were not interviewed by their provider during the last year reported significantly lower total satisfaction than those who were interviewed by their provider during last year.

Service Delay:

- Of the 1009 consumers, 157 (15.6%) reported that they experienced some delay before beginning treatment. 743 consumers (73.6%) reported no delay before beginning treatment, and 109 (10.8%) consumers felt that this question did not apply to them.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	1009	157 15.60%	743 73.60%	109 10.80%
Adult	665	92 13.80%	505 75.90%	68 10.20%
Child/ Adolescent	344	65 18.90%	238 69.20%	41 11.90%

Total Satisfaction Score				
Q11 Were there delays before starting these services?		N	Mean	Std. Deviation
Adult	Yes	92	106.17	14.94
	No	505	114.07	12.31
	N/A	68	111.10	13.25
	Total	665	112.68	13.08
Child/ Adolescent	Yes	65	109.87	15.50
	No	238	114.58	11.29
	N/A	41	106.23	15.73
	Total	344	112.70	13.07

Our analysis indicates that adult consumers who did experience a service delay reported significantly lower total satisfaction than those who did not experience a delay or those who felt this question did not apply to them.

Our analysis indicates that child/adolescent consumers who did not experience a service delay reported significantly higher total satisfaction than those who did experience a delay or those who felt this question did not apply to them.

Emergency Treatment: 230 of the 1009 respondents (22.8%) indicated they needed emergency mental health or substance abuse service during the past year, 764 respondents (75.7%) reported that they did not need emergency service and 15 (1.5%) reported that they were not sure.

- Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.75 with standard deviation 1.354.

	Base	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
Total	222	24 10.80%	28 12.60%	9 4.10%	79 35.60%	82 36.90%
Adult	155	13 8.40%	10 6.50%	5 3.20%	65 41.90%	62 40.00%
Child/ Adolescent	67	11 16.40%	18 26.90%	4 6.00%	14 20.90%	20 29.90%

Total Satisfaction Demographic Analysis

Total Satisfaction Score				
County of Residence		N	Mean	Std. Deviation
Adult	Cumberland	122	111.84	14.28
	Dauphin	263	112.18	14.29
	Lancaster	162	113.69	10.99
	Lebanon	106	112.08	11.22
	Perry	12	123.44	9.37
	Total	665	112.68	13.08
Child	Cumberland	43	113.74	14.32
	Dauphin	150	114.37	12.94
	Lancaster	88	110.15	12.70
	Lebanon	58	110.43	12.19
	Perry	5	124.76	10.77
	Total	344	112.70	13.07

Our analysis indicates that adult consumers who reside in Perry County report significantly higher total satisfaction than those who reside in Cumberland, Lebanon, and Dauphin Counties.

Total Satisfaction Score

Method of Interview		N	Mean	Std. Deviation
Adult	In Person	640	112.42	13.04
	Phone	25	119.23	12.42
	Total	665	112.68	13.08
Child	In Person	328	112.89	12.86
	Phone	16	108.84	16.85
	Total	344	112.70	13.07

Our analysis indicates that adult consumers who were interviewed over the phone reported significantly higher total satisfaction than adult consumers who were interviewed in person.

Mean Satisfaction of Treatment Facilities

- Data was collected from 28 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.

Adult			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
COMMUNITY SERVICES GROUP INC	63	116.23	10.85
MERAKEY CAPITAL	9	115.70	14.26
KEYSTONE SERVICE SYSTEMS INC	30	115.08	10.47
MERAKEY STEVENS CENTER	74	113.44	13.82
HOLY SPIRIT HOSPITAL	47	113.17	11.36
RECOVERY INSIGHT INC	31	112.73	11.93
LEBANON COUNTY MH/ID/EI	65	111.87	10.60
C.M.U. DAUPHIN COUNTY MH/MR	216	111.83	15.57
PHILHAVEN	72	111.50	11.11
LANCASTER COUNTY HUMAN SERVICES	58	111.21	11.59
Total	665	112.68	13.08

Child/ Adolescent			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
HOLY SPIRIT HOSPITAL	19	117.32	12.16
C.M.U. DAUPHIN COUNTY MH/MR	109	115.31	13.76
MERAKEY CAPITAL	20	114.61	13.46
PHILHAVEN	88	111.47	11.63
LEBANON COUNTY MH/ID/EI	34	111.07	11.16
TEAMCARE BEHAVIORAL HEALTH LLC	4	110.29	4.93
LANCASTER COUNTY HUMAN SERVICES	34	109.93	12.30
COMMUNITY SERVICES GROUP INC	19	109.47	14.71
MERAKEY STEVENS CENTER	17	107.84	17.42
Total	344	112.70	13.07

Mean Satisfaction Level of Care

Adult			
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
ACT (Assertive Community Treatment)	38	114.23	10.96
TCM - ICM	131	113.12	12.83
TCM - RC	135	112.57	10.60
Peer Support	106	112.54	12.14
TCM - BCM	255	112.33	14.98
Total	665	112.68	13.08

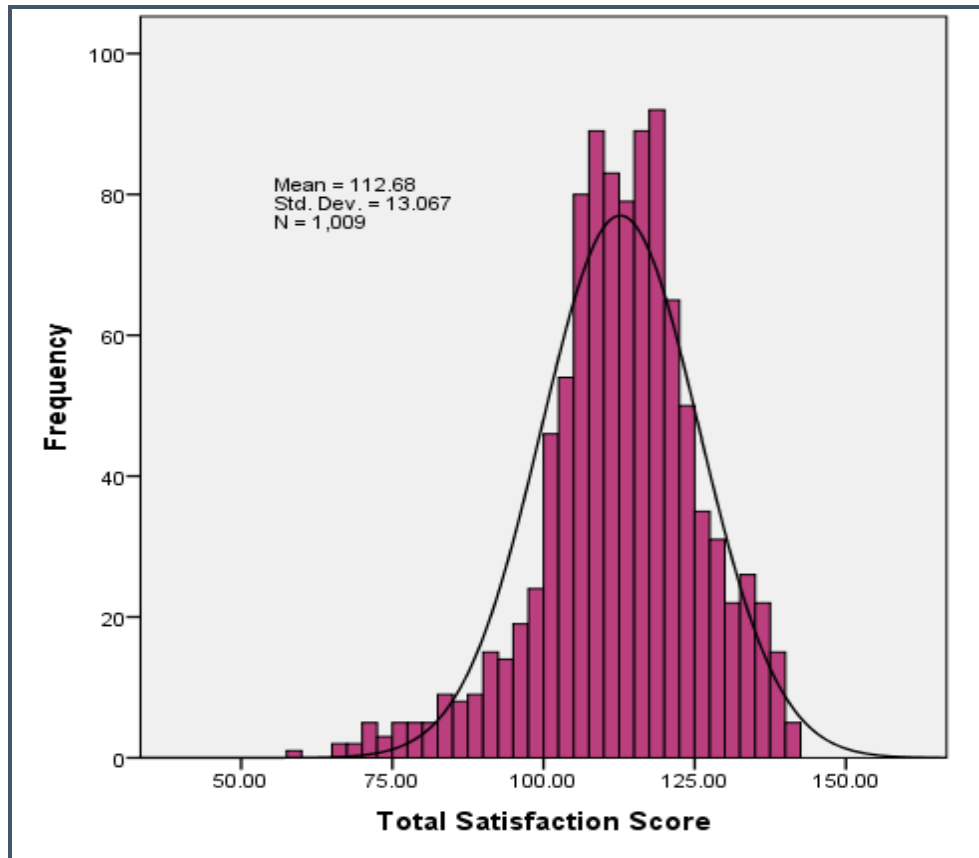
Child			
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
TCM - BCM	128	114.44	14.00
ASP (After School Program)	98	112.23	12.29
TCM - RC	74	111.55	12.23
TCM - ICM	30	110.71	15.14

STAP (Summer Therapeutic Activities Program)	14	110.35	7.60
Total	344	112.70	13.07

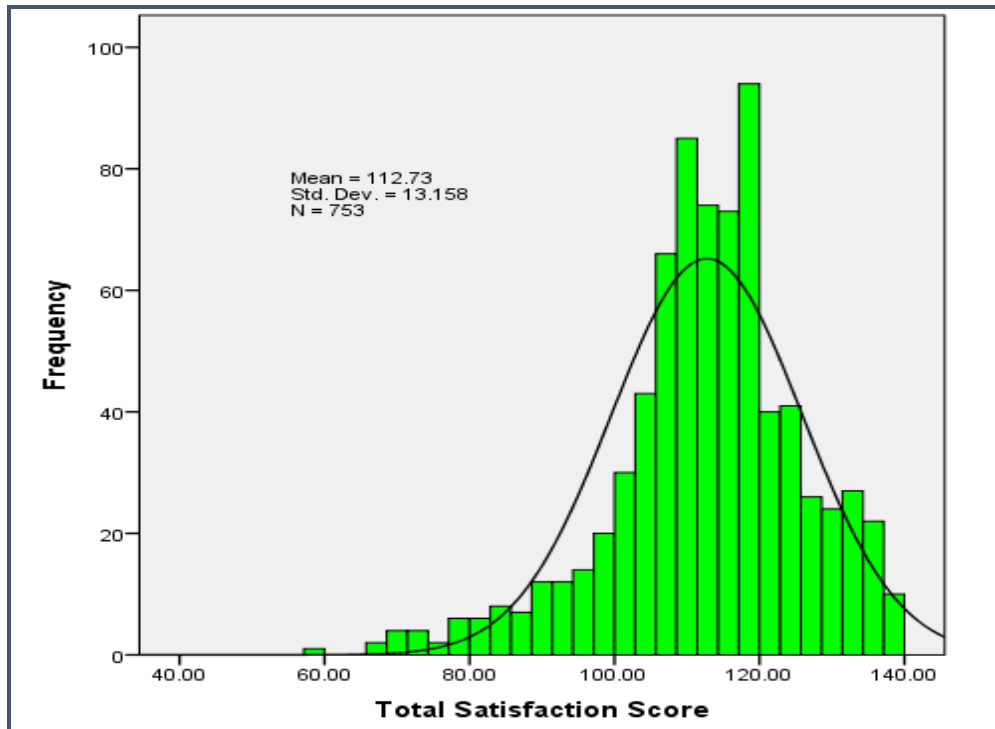
Total Satisfaction

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.

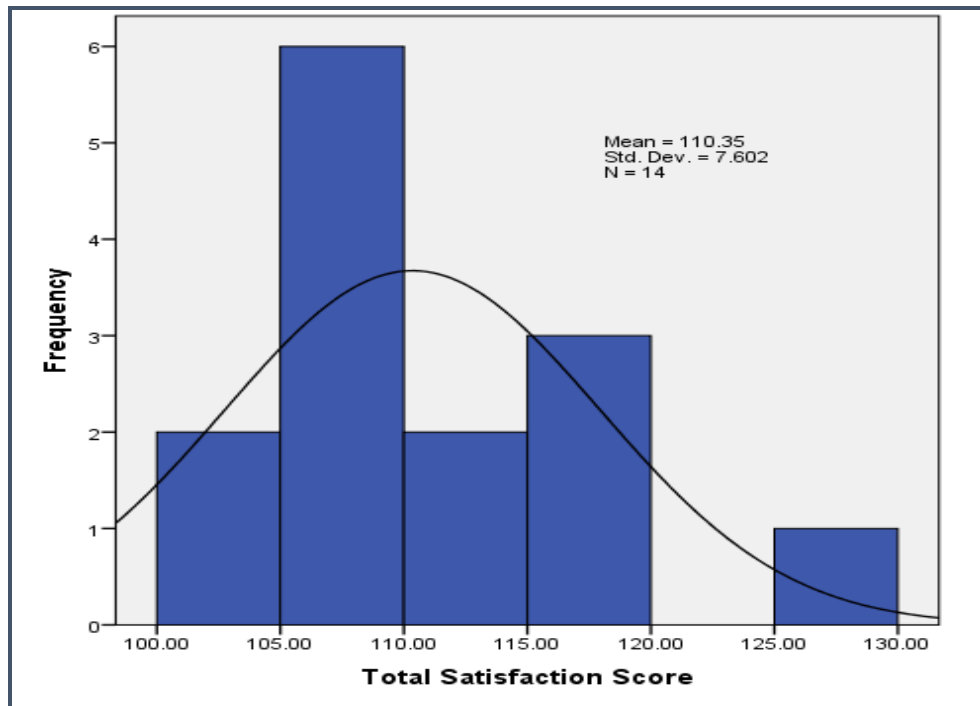
- The overall mean for all respondents for Total Satisfaction Score (TSS) was 112.68 with a standard deviation 13.067 indicating some level of satisfaction. The TSS scores ranged from 59– 140. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



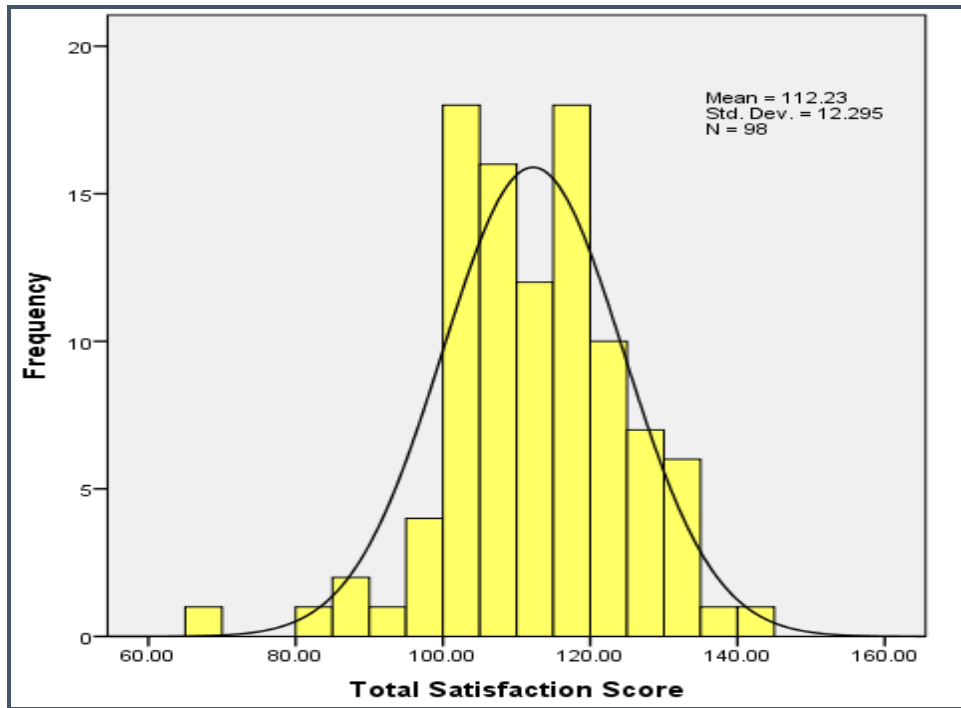
- The overall mean for all Targeted Case Management respondents for Total Satisfaction Score (TSS) was 112.73 with a standard deviation 13.477 indicating some level of satisfaction. The TSS scores ranged from 60– 139. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



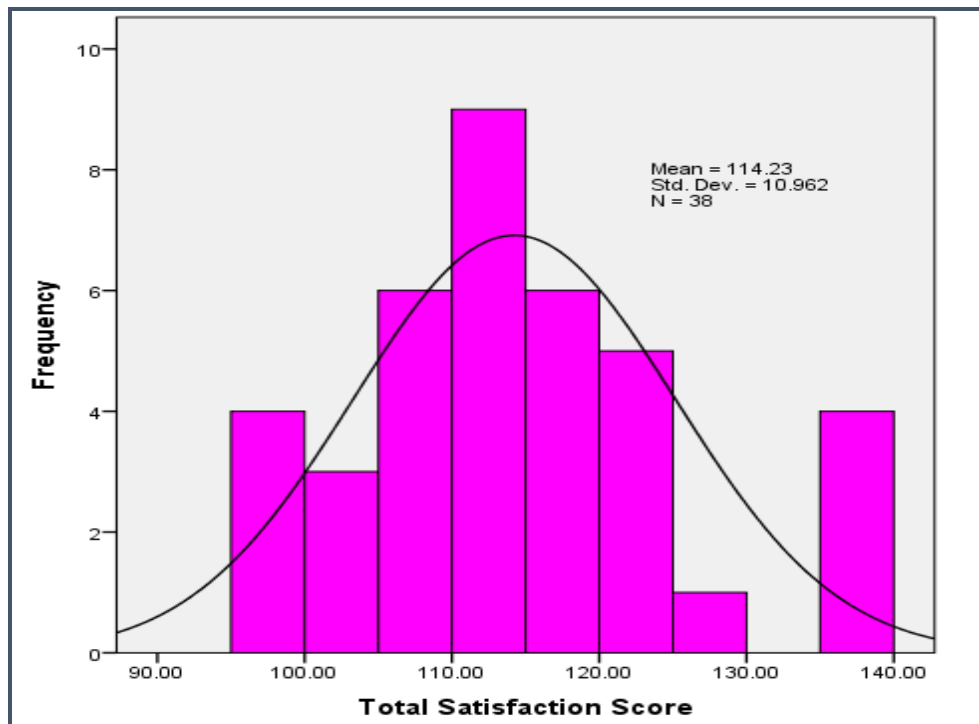
- The overall mean for all Summer Therapeutic Activities Program respondents for Total Satisfaction Score (TSS) was 112.73 with a standard deviation 7.602 indicating some level of satisfaction. The TSS scores ranged from 100.67– 128. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



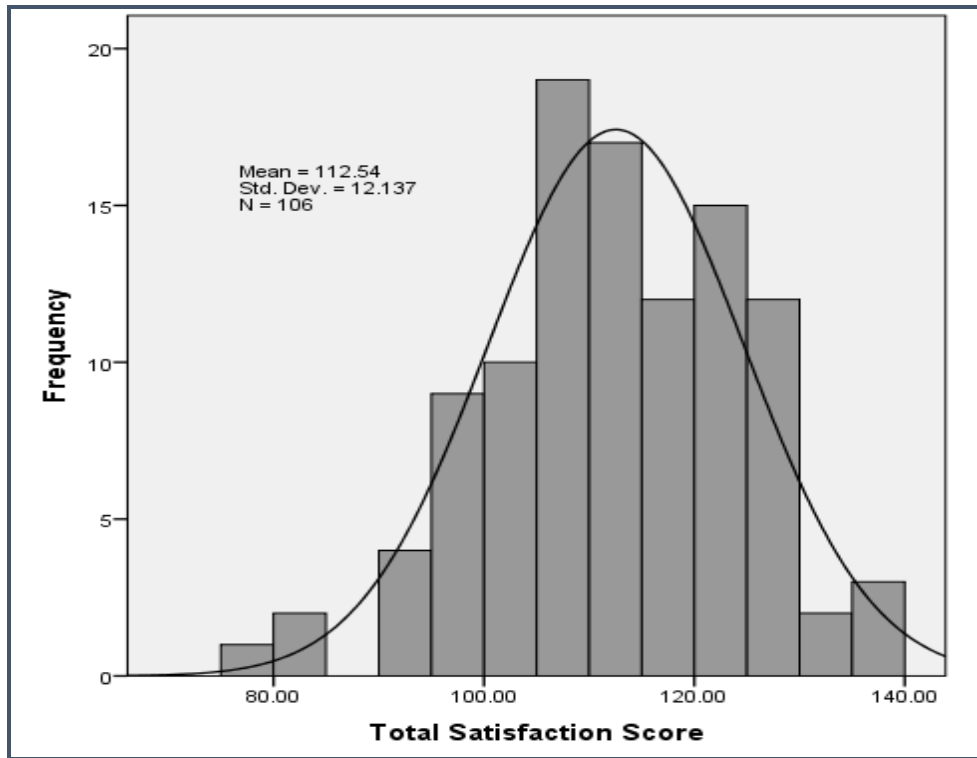
- The overall mean for all After School Program respondents for Total Satisfaction Score (TSS) was 112.23 with a standard deviation 12.295 indicating some level of satisfaction. The TSS scores ranged from 67– 140. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all Assertive Community Treatment respondents for Total Satisfaction Score (TSS) was 114.23 with a standard deviation 12.295 indicating a high level of satisfaction. The TSS scores ranged from 95.88– 138.92. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all Peer Support respondents for Total Satisfaction Score (TSS) was 112.54 with a standard deviation 12.137 indicating some level of satisfaction. The TSS scores ranged from 79.85– 138. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

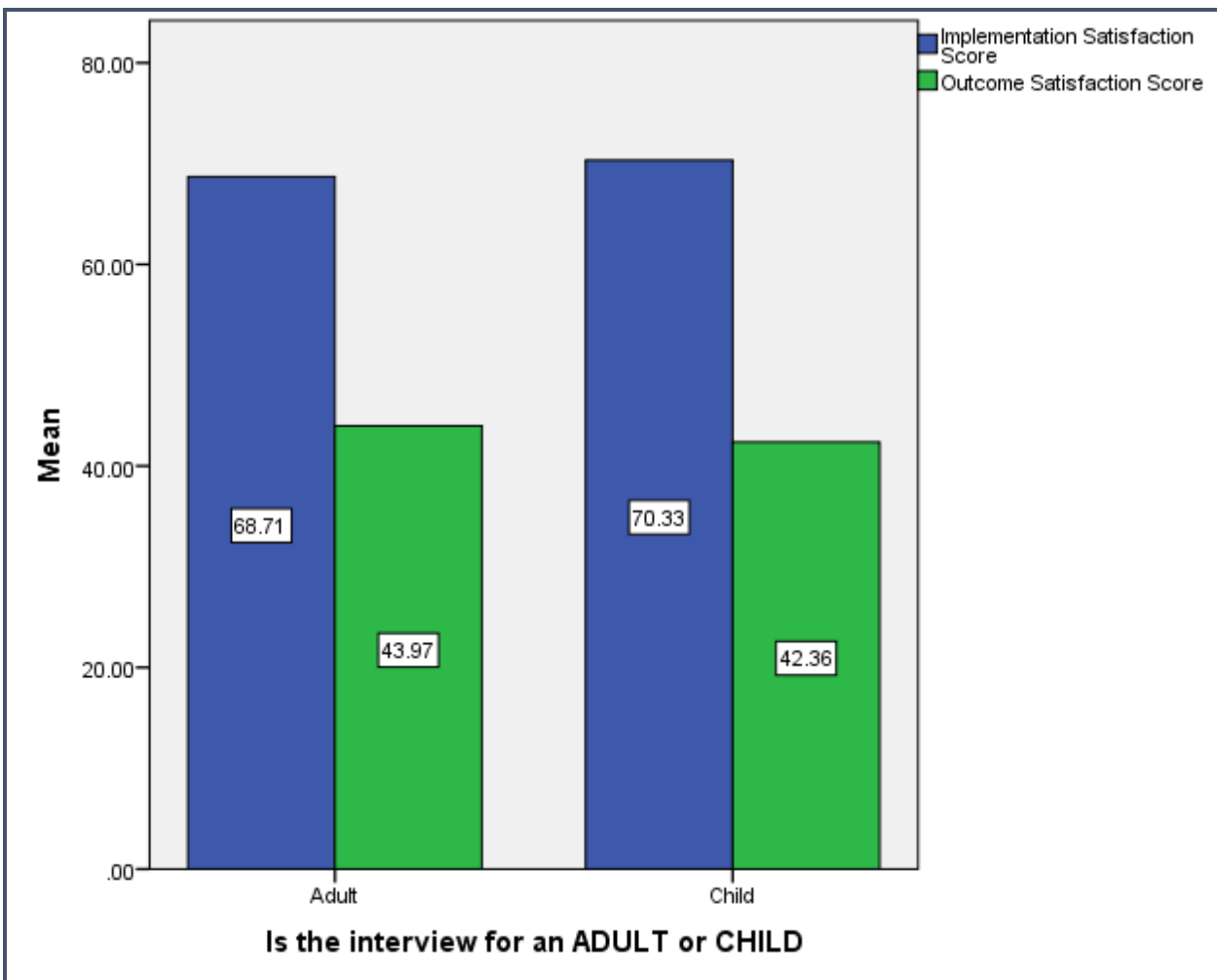


Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 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.

Both adult and child/adolescent respondents reported high levels of satisfaction (85% or greater satisfaction) for the following questions:

- 94.9% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 94.9% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 94.4% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 93.6% I am an important part of the treatment process Q26.
- 93.4% My provider asks my permission before sharing my personal information Q20.
- 93.4% I feel comfortable in asking questions regarding my treatment Q18.
- 90.9% I trust my service provider Q22.
- 87.7% My service provider explained the advantages of my therapy or treatment Q27.
- 87.6% I have the option to change my service provider should I choose to Q16.
- 87.5% Overall, I am satisfied with the services I am receiving Q29.
- 87.4% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 86.7% My service provider spends adequate time with me Q19.
- 86.2% I feel safe at this facility Q23.

***Summary responses from the Total group of respondents (N=1009) are presented in Table 1.
Summary responses from the Total group Adult respondents (N=665) are presented in Table 2.
Summary responses from the Total group Child/ Adolescent of respondents (N=344) are presented in Table 3.***

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=1009	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Std. 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.	87.4	8.1	2.8	0.7	1.4
14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training).	81.7	11.4	2.8	0.9	3.5
15. My provider discussed other services that may benefit me in my treatment/recovery.	84.8	10.5	2.8	0.8	1.8
16. I have the option to change my service provider should I choose to.	87.6	6.8	2.9	0.6	1.3
17. I was informed about my rights and responsibilities regarding the treatment I have received.	94.9	2.6	2.9	0.4	0.4
18. I feel comfortable in asking questions regarding my treatment.	93.4	3.7	2.9	0.4	0.3
19. My service provider spends adequate time with me.	86.7	8.4	2.8	0.6	0.7
20. My provider asks my permission before sharing my personal information.	93.4	2.5	2.9	0.5	0.9
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	94.4	1.9	3.0	0.5	1.7
22. I trust my service provider.	90.9	5.5	2.9	0.6	0.8
23. I feel safe at this facility.	86.2	3.1	3.2	0.9	8.6
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	84.4	8.4	2.9	0.8	3.4
25. I am included in the development of my treatment/recovery plan and goals for recovery.	94.9	3.2	2.9	0.4	0.5
26. I am an important part of the treatment process.	93.6	3.2	2.9	0.4	0.6
27. My service provider explained the advantages of my therapy or treatment.	87.7	6.7	2.8	0.6	0.7
28. My service provider explained the limitations of my therapy or treatment.	83.8	8.4	2.8	0.7	1.6
29. Overall, I am satisfied with the services I am receiving.	87.5	8.3	2.8	0.7	1.0

Table 2 – Total Satisfaction – Services Questions - Adult

N=665	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	85.6	8.6	2.9	0.7	2.1
14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training).	80.8	10.7	2.9	0.9	4.4
15. My provider discussed other services that may benefit me in my treatment/recovery.	84.2	10.4	2.8	0.8	1.8
16. I have the option to change my service provider should I choose to.	83.8	9.3	2.8	0.7	1.7
17. I was informed about my rights and responsibilities regarding the treatment I have received.	93.1	3.3	2.9	0.5	0.6
18. I feel comfortable in asking questions regarding my treatment.	92.0	4.5	2.9	0.5	0.5
19. My service provider spends adequate time with me.	85.4	9.3	2.8	0.7	0.9
20. My provider asks my permission before sharing my personal information.	91.9	2.7	2.9	0.5	1.1
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	94.0	2.0	3.0	0.5	1.8
22. I trust my service provider.	90.2	6.0	2.9	0.6	0.6
23. I feel safe at this facility.	84.7	3.0	3.2	1.0	10.5
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	81.2	9.9	2.9	0.9	4.1
25. I am included in the development of my treatment/recovery plan and goals for recovery.	93.4	4.1	2.9	0.5	0.8
26. I am an important part of the treatment process.	92.6	3.9	2.9	0.5	0.8
27. My service provider explained the advantages of my therapy or treatment.	85.0	8.3	2.8	0.6	0.8
28. My service provider explained the limitations of my therapy or treatment.	80.3	10.1	2.8	0.8	2.1
29. Overall, I am satisfied with the services I am receiving.	87.2	8.1	2.8	0.6	0.9

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

N=344	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Std. 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.	91.0	7.3	2.8	0.5	0.0
14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training).	83.4	12.8	2.8	0.8	1.7
15. My provider discussed other services that may benefit me in my treatment/recovery.	86.0	10.8	2.8	0.8	1.7
16. I have the option to change my service provider should I choose to.	95.1	2.0	3.0	0.4	0.6
17. I was informed about my rights and responsibilities regarding the treatment I have received.	98.5	1.2	3.0	0.2	0.0
18. I feel comfortable in asking questions regarding my treatment.	95.9	2.0	2.9	0.3	0.0
19. My service provider spends adequate time with me.	89.2	6.7	2.8	0.6	0.3
20. My provider asks my permission before sharing my personal information.	96.2	2.0	3.0	0.4	0.6
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	95.3	1.7	3.0	0.5	1.5
22. I trust my service provider.	92.2	4.4	2.9	0.5	1.2
23. I feel safe at this facility.	89.2	3.2	3.1	0.8	4.9
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	90.7	5.5	2.9	0.6	2.0
25. I am included in the development of my treatment/recovery plan and goals for recovery.	98.0	1.5	3.0	0.3	0.0
26. I am an important part of the treatment process.	95.3	1.7	2.9	0.3	0.3
27. My service provider explained the advantages of my therapy or treatment.	93.0	3.8	2.9	0.5	0.6
28. My service provider explained the limitations of my therapy or treatment.	90.7	5.2	2.9	0.5	0.6
29. Overall, I am satisfied with the services I am receiving.	88.1	8.7	2.8	0.7	1.2

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, 53.6% to 75.9% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 17.7% to 28.0% of responses reflect that no change has resulted from involvement in services. Only 3.9% to 10.8% of responses reflect that things are worse as a result of services.

* Participating with school or work activities Q38. A high number of consumers reported that this question did not apply to them. With these cases removed, 63.7% reported that participation in school or work activities is better or much better, 32.4% reported no change, and 3.9% 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=1009) are presented in Table 4. Summary responses from the Total group Adult respondents (N=665) are presented in Table 5. Summary responses from the Total group Child/ Adolescent of respondents (N=344) are presented in Table 6.

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

Total N=1009	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	70.0	21.6	6.9	2.7	0.7	1.5
31. Feeling in control of my life.	65.1	23.0	9.5	2.7	0.8	2.4
32. Coping with personal crisis.	57.2	27.5	10.8	2.6	1.0	4.6
33. How I feel about myself.	70.5	19.7	7.7	2.7	0.8	2.1
34. Feeling good (hopeful) about the future.	72.8	19.3	5.9	2.7	0.7	1.9
35. Enjoying my free time.	75.9	17.7	4.4	2.8	0.7	2.0
36. Strengthening my social support network.	66.2	25.7	5.6	2.7	0.8	2.5
37. Being involved in community activities.	53.6	28.0	5.9	3.0	1.3	12.4
38. Participating with school or work activities.	40.1	20.4	2.5	3.9	1.7	37.0
39. Interacting with people in social situations.	65.4	26.1	5.7	2.7	0.8	2.8
40. Coping with specific problems or issue that led to seek services.	70.3	20.2	8.1	2.7	0.7	1.4

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

Total N=665	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	72.3	20.2	5.6	2.7	0.7	2.0
31. Feeling in control of my life.	69.5	19.8	8.9	2.7	0.8	1.8
32. Coping with personal crisis.	63.8	22.9	10.1	2.7	0.9	3.3
33. How I feel about myself.	74.9	15.3	8.1	2.7	0.7	1.7
34. Feeling good (hopeful) about the future.	75.0	18.2	5.6	2.7	0.7	1.2
35. Enjoying my free time.	74.1	18.8	5.0	2.8	0.7	2.1
36. Strengthening my social support network.	66.6	24.2	6.3	2.7	0.8	2.9
37. Being involved in community activities.	51.9	28.3	6.6	3.0	1.3	13.2
38. Participating with school or work activities.	28.4	17.6	1.4	4.4	1.8	52.6
39. Interacting with people in social situations.	66.5	24.4	5.9	2.7	0.8	3.3
40. Coping with specific problems or issue that led to seek services.	73.7	18.6	6.2	2.7	0.7	1.5

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

Total N=344	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	65.4	24.4	9.6	2.6	0.7	0.6
31. Feeling in control of my life.	56.7	29.1	10.8	2.6	0.9	3.5
32. Coping with personal crisis.	44.5	36.3	12.2	2.6	1.2	7.0
33. How I feel about myself.	61.9	28.2	7.0	2.7	0.8	2.9
34. Feeling good (hopeful) about the future.	68.6	21.5	6.7	2.7	0.8	3.2
35. Enjoying my free time.	79.4	15.7	3.2	2.8	0.6	1.7
36. Strengthening my social support network.	65.4	28.5	4.4	2.7	0.7	1.7
37. Being involved in community activities.	57.0	27.6	4.7	3.0	1.2	10.8
38. Participating with school or work activities.	62.8	25.9	4.7	2.8	1.0	6.7
39. Interacting with people in social situations.	63.4	29.4	5.5	2.6	0.7	1.7
40. Coping with specific problems or issue that led to seek services.	63.7	23.3	11.9	2.6	0.8	1.2

Satisfaction with the Managed Care Organization

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

- 52.3% of respondents (528 of the 1009) reported that they had received a copy of the Perform Care member handbook, 27.9% (282) did not receive a member handbook, 18.6% (188) were not sure, and 1.1% (11) 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	1009	528 52.30%	282 27.90%	188 18.60%	11 1.10%
Adult- County of Residence					
Cumberland	122	53 43.40%	33 27.00%	28 23.00%	8 6.60%
Dauphin	263	105 39.90%	108 41.10%	47 17.90%	3 1.10%
Lancaster	162	67 41.40%	52 32.10%	43 26.50%	0 0
Lebanon	106	62 58.50%	29 27.40%	15 14.20%	0 0
Perry	12	7 58.30%	4 33.30%	1 8.30%	0 0
Child/Adolescent- County of Residence					
Cumberland	43	29 67.40%	10 23.30%	4 9.30%	0 0
Dauphin	150	100 66.70%	31 20.70%	19 12.70%	0 0
Lancaster	88	67 76.10%	6 6.80%	15 17.00%	0 0
Lebanon	58	37 63.80%	5 8.60%	16 27.60%	0 0
Perry	5	1 20.00%	4 80.00%	0 0	0 0

- 92.1% of respondents (929 of the 1009) reported that they are aware of their right to file a complaint or grievance. 5.9% (60) were not aware of their right to file a complaint or grievance, 1.4% (14) were not sure, and 0.6% (6) 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	1009	929 92.10%	60 5.90%	14 1.40%	6 0.60%
Adult- County of Residence					
Cumberland	122	111 91.00%	4 3.30%	3 2.50%	4 3.30%
Dauphin	263	244 92.80%	16 6.10%	2 0.80%	1 0.40%
Lancaster	162	139 85.80%	18 11.10%	5 3.10%	0 0
Lebanon	106	94 88.70%	12 11.30%	0 0	0 0
Perry	12	11 91.70%	1 8.30%	0 0	0 0
Child/Adolescent- County of Residence					
Cumberland	43	40 93.00%	0 0	3 7.00%	0 0
Dauphin	150	143 95.30%	5 3.30%	1 0.70%	1 0.70%
Lancaster	88	87 98.90%	1 1.10%	0 0	0 0
Lebanon	58	55 94.80%	3 5.20%	0 0	0 0
Perry	5	5 100.00%	0 0	0 0	0 0

- 70.3% of respondents (709 of the 1009) reported that they knew who to call to file a complaint or grievance. 24.2% (244) reported that they did not know who to call, 3.3% (33) were not sure, and 2.3% (23) 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	1009	709 70.30%	244 24.20%	33 3.30%	23 2.30%
Adult- County of Residence					
Cumberland	122	118 96.70%	4 3.30%	0 0	0 0
Dauphin	263	165 62.70%	89 33.80%	7 2.70%	2 0.80%
Lancaster	162	89 54.90%	44 27.20%	15 9.30%	14 8.60%
Lebanon	106	58 54.70%	42 39.60%	3 2.80%	3 2.80%
Perry	12	8 66.70%	4 33.30%	0 0	0 0
Child/Adolescent- County of Residence					
Cumberland	43	36 83.70%	4 9.30%	3 7.00%	0 0
Dauphin	150	116 77.30%	30 20.00%	2 1.30%	2 1.30%
Lancaster	88	70 79.50%	14 15.90%	3 3.40%	1 1.10%
Lebanon	58	47 81.00%	10 17.20%	0 0	1 1.70%
Perry	5	2 40.00%	3 60.00%	0 0	0 0

- 15.7% of respondents (158 of the 1009) reported that they had called Perform Care in the last twelve months for information. 74.5% (752) did not call Perform Care within the last twelve months, 2.4% (24) were not sure, and 7.4% (75) 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	1009	158 15.70%	752 74.50%	24 2.40%	75 7.40%
Adult- County of Residence					
Cumberland	122	17 13.90%	89 73.00%	7 5.70%	9 7.40%
Dauphin	263	36 13.70%	189 71.90%	3 1.10%	35 13.30%
Lancaster	162	11 6.80%	136 84.00%	5 3.10%	10 6.20%
Lebanon	106	10 9.40%	93 87.70%	1 0.90%	2 1.90%
Perry	12	0 0	12 100.00%	0 0	0 0
Child/Adolescent- County of Residence					
Cumberland	43	12 27.90%	24 55.80%	4 9.30%	3 7.00%
Dauphin	150	37 24.70%	100 66.70%	1 0.70%	12 8.00%
Lancaster	88	22 25.00%	62 70.50%	1 1.10%	3 3.40%
Lebanon	58	12 20.70%	43 74.10%	2 3.40%	1 1.70%
Perry	5	1 20.00%	4 80.00%	0 0	0 0

- 82.9% of those that requested information from Perform Care (141 of the 170) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 11.2% (19) were not able to get information without delays, and 5.9% (10) 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	170	141 82.90%	19 11.20%	10 5.90%
Adult- County of Residence				
Cumberland	16	15 93.80%	1 6.30%	0 0
Dauphin	39	33 84.60%	4 10.30%	2 5.10%
Lancaster	14	12 85.70%	0 0	2 14.30%
Lebanon	12	5 41.70%	5 41.70%	2 16.70%
Perry	0	0 0	0 0	0 0
Child/Adolescent- County of Residence				
Cumberland	12	11 91.70%	1 8.30%	0 0
Dauphin	38	31 81.60%	6 15.80%	1 2.60%
Lancaster	24	24 100.00%	0 0	0 0
Lebanon	14	9 64.30%	2 14.30%	3 21.40%
Perry	1	1 100.00%	0 0	0 0

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

- 52.6% of respondents (531 of 1009) were given a choice of at least 2 providers regarding the type of service they were seeking. 29.5% of respondents (298) reported that they were not given a choice, 12.4% (125) were not sure, and 5.5% (55) 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	1009	531 52.60%	298 29.50%	125 12.40%	55 5.50%
Adult- County of Residence					
Cumberland	122	54 44.30%	42 34.40%	13 10.70%	13 10.70%
Dauphin	263	113 43.00%	89 33.80%	39 14.80%	22 8.40%
Lancaster	162	66 40.70%	53 32.70%	35 21.60%	8 4.90%
Lebanon	106	53 50.00%	43 40.60%	9 8.50%	1 0.90%
Perry	12	5 41.70%	4 33.30%	3 25.00%	0 0
Child/Adolescent- County of Residence					
Cumberland	43	25 58.10%	13 30.20%	4 9.30%	1 2.30%
Dauphin	150	109 72.70%	28 18.70%	8 5.30%	5 3.30%
Lancaster	88	57 64.80%	18 20.50%	9 10.20%	4 4.50%
Lebanon	58	47 81.00%	6 10.30%	5 8.60%	0 0
Perry	5	2 40.00%	2 40.00%	0 0	1 20.00%

- 69.7% of respondents (703 of 1009) were informed of the time approved for their services. 18.2% of respondents (184) were not informed of the time approved for services, 9.5% (96) were not sure, and 2.6% (26) 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	1009	703 69.70%	184 18.20%	96 9.50%	26 2.60%
Adult- County of Residence					
Cumberland	122	76 62.30%	31 25.40%	8 6.60%	7 5.70%
Dauphin	263	160 60.80%	71 27.00%	24 9.10%	8 3.00%
Lancaster	162	95 58.60%	28 17.30%	33 20.40%	6 3.70%
Lebanon	106	63 59.40%	28 26.40%	15 14.20%	0 0
Perry	12	9 75.00%	3 25.00%	0 0	0 0
Child/Adolescent- County of Residence					
Cumberland	43	40 93.00%	3 7.00%	0 0	0 0
Dauphin	150	132 88.00%	14 9.30%	4 2.70%	0 0
Lancaster	88	74 84.10%	2 2.30%	7 8.00%	5 5.70%
Lebanon	58	50 86.20%	4 6.90%	4 6.90%	0 0
Perry	5	4 80.00%	0 0	1 20.00%	0 0

- 88.9% of respondents (338 of the 380) report when they call Perform Care staff treats them courteously and with respect. 3.4% (13) reported that Perform Care staff did not treat them courteously and with respect, and 7.6% (29) were not sure.

	Base	Q7 When I call Perform Care staff treats me courteously and with respect.		
		Yes	No	Not Sure
Total	380	338 88.90%	13 3.40%	29 7.60%
Adult- County of Residence				
Cumberland	23	21 91.30%	2 8.70%	0 0
Dauphin	93	70 75.30%	4 4.30%	19 20.40%
Lancaster	65	56 86.20%	3 4.60%	6 9.20%
Lebanon	10	9 90.00%	1 10.00%	0 0
Perry	2	2 100.00%	0 0	0 0
Child/Adolescent- County of Residence				
Cumberland	17	16 94.10%	1 5.90%	0 0
Dauphin	95	91 95.80%	1 1.10%	3 3.20%
Lancaster	62	61 98.40%	0 0	1 1.60%
Lebanon	12	11 91.70%	1 8.30%	0 0
Perry	1	1 100.00%	0 0	0 0

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

- 91.3% of respondents (528 of 578) report overall they are satisfied with their interactions with Perform Care. 3.3% of respondents (19) report overall they are not satisfied with their interactions with Perform Care, and 5.4% (31) were not sure.

	Base	Q8 Overall, I am satisfied with the interactions I have had with Perform Care.		
		Yes	No	Not Sure
Total	578	528 91.30%	19 3.30%	31 5.40%
Adult- County of Residence				
Cumberland	27	24 88.90%	0 0	3 11.10%
Dauphin	109	93 85.30%	2 1.80%	14 12.80%
Lancaster	73	64 87.70%	3 4.10%	6 8.20%
Lebanon	104	99 95.20%	3 2.90%	2 1.90%
Perry	5	3 60.00%	0 0	2 40.00%
Child/Adolescent- County of Residence				
Cumberland	20	19 95.00%	1 5.00%	0 0
Dauphin	106	98 92.50%	5 4.70%	3 2.80%
Lancaster	71	68 95.80%	3 4.20%	0 0
Lebanon	58	56 96.60%	1 1.70%	1 1.70%
Perry	5	4 80.00%	1 20.00%	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.

- Have asked for one and have not received. Surveyor suggested that she call Perform Care and request.
- Received a post card.
- Require large print material enlargement.
- Have CBHNP handbook.
- I received a card that said handbook is on line.
- I received a card that said it is on line.
- I recently got a postcard from Perform Care about changing their policy on grievances and complaints.
- Was sent a card telling me the handbook was on line.

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

- Yes. I filed a complaint against the afterschool program.
- They gave me a paper.

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

- 911.
- Case manager helps me.
- I could look it up.
- I know now.
- My case manager helps me.
- That is what I (mom) am going to do. The case worker is not attentive. I need more help for my son than what I am getting.

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

- Consumer called for the ACT program.
- I called CONTACT.
- I have staff that helps me.
- Made to much progress.
- Mother appealed son's services and won appeal.
- My case manager gets me everything I need.
- Through my mobile therapist we called.
- No, I called warm line.

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

- I am waiting for supervisor to call me back.
- I did not get the information I needed. I wanted a new case manager.
- Perform Care has been all good.
- Very helpful.
- No. We got a TSS for next year but wanted one for this summer.

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

- Yes, but I was always happy with CMU so I did not bother with somewhere else.
- I chose my provider.
- Yes. CMU and Keystone.
- This was the only option.
- My case manager said if I wanted to keep services after moving to Cumberland County I had to go to Holy Spirit but I was happy with my case manager from CMU.
- I was given at least five choices.
- I was not given any choices because there were not any choices to fit my needs.
- I was on a waiting list for years for Peer Support.
- Probably.
- The only one that is up here is CMU.
- They were not able to find anything local. It took about two months. I did not feel like I had a choice but to accept placement in Harrisburg which is too far for me to adequately participate fully.
- I would like another caseworker.

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

- Yes, for as long as needed.
- CMU is as needed for services.
- Could not put a price on time.
- I get letters from Perform Care with that information.
- It is not going to end.
- She comes every week.
- They are always good about that.
- They were always helpful and got back to me. His case manager was very good.
- We received a letter.

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

- Always there and helpful. They got back to me quickly and his case manager was very helpful.
- No doubt about it.
- They deserve an award.

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

- No. Poor communication and service. It is always a waiting process.
- Could be timelier in providing information.
- Need preauthorization's for medications which is frustrating.
- Not happy with services being taken away when improvements are seen. Then they need more services and cannot get them.
- Somewhat. He could have used a program this summer.
- They disregard my wishes and my daughter's wishes.