



# **Consumer Satisfaction Services, Inc.**

**Capital Region  
4<sup>th</sup> Quarter  
2018/2019**

**PREPARED FOR:**

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

**Prepared By  
Consumer Satisfaction Services**

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# **Consumer Satisfaction Services, Inc.**

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

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# Executive Summary

## Survey Protocol

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

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

Surveyors are present at the CSS office to schedule face-to-face appointments and occasional telephonic interviews. The surveyors schedule appointments using the consumer names provided by Capital Area Behavioral Health Collaborative.

The survey consists of 45 questions that cover topics including satisfaction with Perform Care, satisfaction with services being received, and the impact of services on over-all life improvement. Consumers are given the opportunity to decline a survey and are free to end the survey at any point. Consumers have the option to skip or refuse to answer any question, if they choose. The confidentiality of each consumer is protected and any identifying information will be removed to ensure that protection.

## Statistical Analysis

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

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

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

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

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

Frequencies may not sum to total (n=1828) 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 1828 (*n*=1828) respondents from the Capital Region including 681 adult consumers (37.3%) and 1147 child/adolescents (62.7%).
- Sample: Of the 681 adult consumers, 666 (97.8%) responded for themselves, 10 (1.5%) had a parent/guardian respond for them, and 5 (0.7%) responded for themselves with the additional input of a parent/guardian. Of the 1147 child/adolescent consumers, 29 (2.5%) responded for themselves, 1047 (91.3%) had a parent/guardian respond for them, and 71 (6.2%) 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, 966 (52.8%) BHRS (Behavioral Health Rehabilitation Services), 317 (17.3%) Partial Hospitalization, 50 (2.7%) Mobile Psychiatric Nursing, 199 (10.9%) D&A Outpatient, 296 (16.2%) D&A Intensive Outpatient services.
- Methods: Data was collected by 8 interviewers.
- Treatment Facility: Data was collected from 49 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 1828 interviews 1724 (94.3%) were face-to-face and 104 (5.7%) 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:

- 96.7% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 92.6% I feel comfortable in asking questions regarding my treatment Q18.
- 96.1% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 95.8% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 95.5% My provider asks my permission before sharing my personal information Q20.
- 93.9% I am an important part of the treatment process Q26.
- 92.4% My service provider explained the advantages of my therapy or treatment Q27.
- 92.3% I feel safe at this facility Q23.

- 92.0% I trust my service provider Q22.
- 90.0% My service provider spends adequate time with me Q19.
- 90.0% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 89.2% I have the option to change my service provider should I choose to Q16.
- 88.7% My service provider explained the limitations of my therapy or treatment Q28.
- 88.0% Overall, I am satisfied with the services I am receiving Q29.
- 87.7% 24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.
- 85.9% My provider discussed other services that may benefit me in my treatment/recovery Q15.
- A high number of consumers reported that question 14, I was given information on how to get additional community resources that I needed, did not apply to them. With these cases removed, 85.6% agree or strongly agree they were given information on how to get additional community resource, and 10.6% disagree or strongly disagree. This is a more accurate representation of the data.

### **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, 57.9% to 72.6% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 13.3% to 30.0% of responses reflect that no change has resulted from involvement in services. Only 1.7% to 4.3% of responses reflect that things are worse as a result of services.

\* Involved in the community or in organizations outside of mental health/substance abuse activities Q37. A high number of consumers reported that this question did not apply to them. With these cases removed, 67.2% reported that participation in community activities is better or much better, 30.2% reported no change, and 2.7% reported this as worse or much worse. This is a more accurate representation of the data.

\* 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, 72.6% reported that participation in school or work activities is better or much better, 23.6% reported no change, and 3.8% reported this as worse or much worse. This is a more accurate representation of the data.

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

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

## **Request for Assistance**

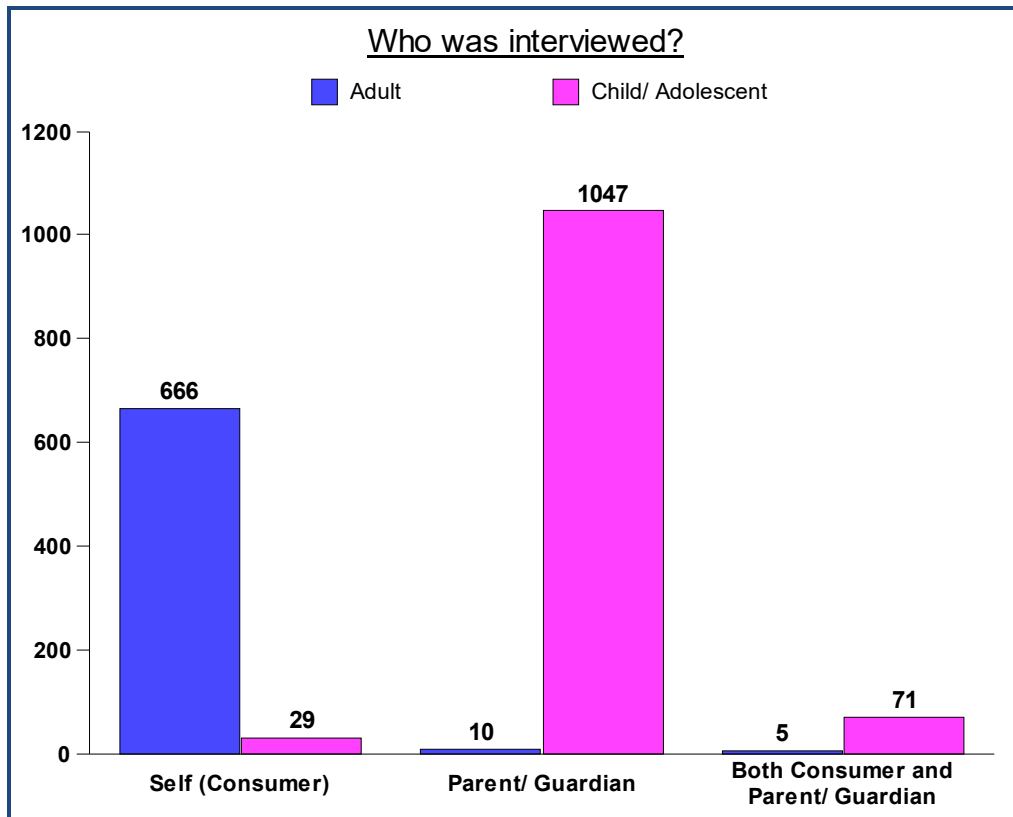
During the interview, if a consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), Perform Care or any other part of the behavioral health system that can reasonably be addressed, the surveyor will ask the consumer if 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 4<sup>th</sup> 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 1828 ( $n=1828$ ) respondents from the Capital Region including 681 adult consumers (37.3%) and 1147 child/adolescents (62.7%).
- Sample: Of the 681 adult consumers, 666 (97.8%) responded for themselves, 10 (1.5%) had a parent/guardian respond for them, and 5 (0.7%) responded for themselves with the additional input of a parent/guardian. Of the 1147 child/adolescent consumers, 29 (2.5%) responded for themselves, 1047 (91.3%) had a parent/guardian respond for them, and 71 (6.2%) 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, 966 (52.8%) BHRS (Behavioral Health Rehabilitation Services), 317 (17.3%) Partial Hospitalization, 50 (2.7%) Mobile Psychiatric Nursing, 199 (10.9%) D&A Outpatient, 296 (16.2%) D&A Intensive Outpatient services.
- Methods: Data was collected by 8 interviewers.
- Treatment Facility: Data was collected from 49 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 1828 interviews 1724 (94.3%) were face-to-face and 104 (5.7%) were conducted by phone.



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

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
<b>Total</b>	1828	329 18.00%	683 37.40%	610 33.40%	174 9.50%	32 1.80%
<b>Adult Method of Interview</b>						
<b>In Person</b>	663	119 17.90%	257 38.80%	230 34.70%	51 7.70%	6 0.90%
<b>Phone</b>	18	8 44.40%	4 22.20%	2 11.10%	4 22.20%	0 0
<b>Child/Adolescent Method of Interview</b>						
<b>In Person</b>	1061	190 17.90%	398 37.50%	346 32.60%	106 10.00%	21 2.00%
<b>Phone</b>	86	12 14.00%	24 27.90%	32 37.20%	13 15.10%	5 5.80%

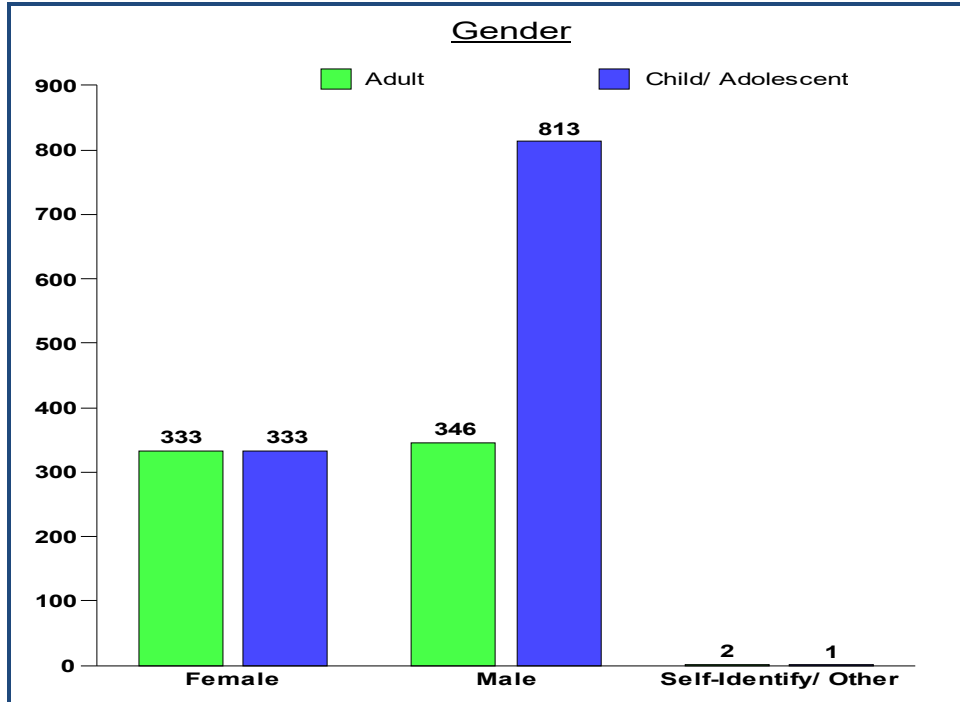
**County of Residence:**

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Dauphin County (37.4%). The remaining respondents reported residence in Lancaster (33.4%), Cumberland (18.0%), Lebanon (9.5%), and Perry (1.8%).

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
<b>Total</b>	1828	329 18.00%	683 37.40%	610 33.40%	174 9.50%	32 1.80%
<b>Adult</b>	681	127 18.60%	261 38.30%	232 34.10%	55 8.10%	6 0.90%
<b>Child/ Adolescent</b>	1147	202 17.60%	422 36.80%	378 33.00%	119 10.40%	26 2.30%

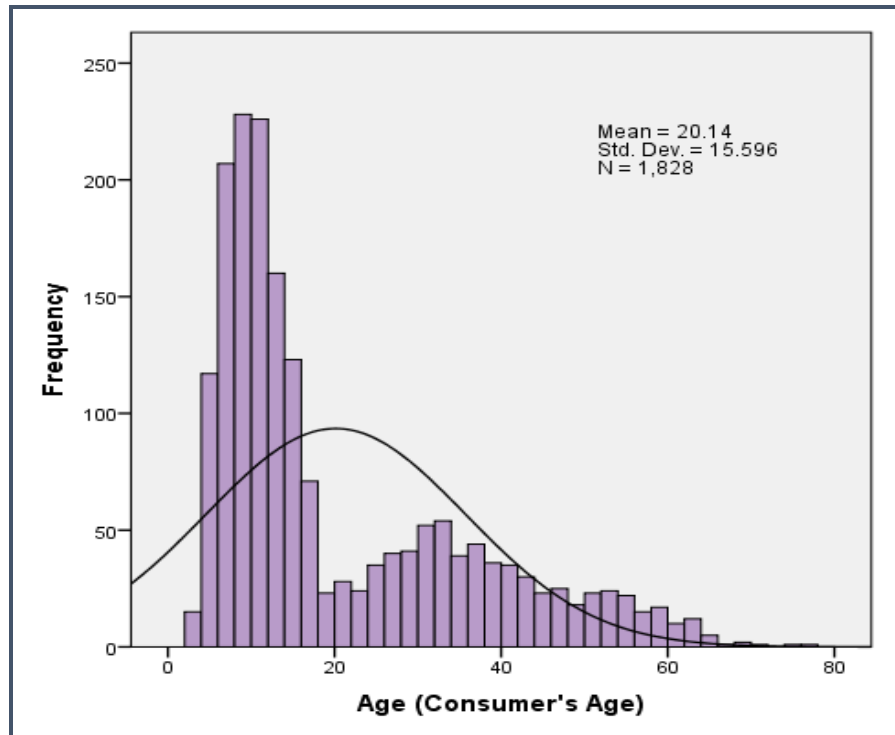
## Demographic Information

**Gender:** Overall, the sample is 36.4% Female (666), 63.4% Male (1159), and 0.2% Self-Identify/Other (3). Of the 681 adult consumers, 48.9% Female (333), 50.8% Male (346), and 0.3% Self-Identify/Other (2). Of the 1147 child/adolescent consumers, 29.0% Female (333), 70.9% Male (813), and 0.1% Self-Identify/Other (1).



**Age:** Age of all respondents ranged from 3-77 years, with a mean age of 20.14 (SD 15.596).

### Age of All Respondents



**Race:** 920 respondents (50.3%) reported their race as White/Caucasian, 365 (20.0%) as African American, 295 (16.1%) as Hispanic/Latino, 187 (10.2%) as Multi-Racial, 25 (1.4%) as Asian/Pacific Islander, 21 (1.1%) as Other, 8 (0.4%) as Native American/American Indian, and 7 (0.4%) did not answer this question.

	Total	Age Type	
		Adult	Child/ Adolescent
<b>Total</b>	1828	681 37.30%	1147 62.70%
<b>Race</b>			
<b>African American</b>	365	111 30.40%	254 69.60%
<b>Asian/ Pacific Islander</b>	25	4 16.00%	21 84.00%
<b>Hispanic/ Latino</b>	295	57 19.30%	238 80.70%
<b>Native American/ American Indian</b>	8	4 50.00%	4 50.00%
<b>White/ Caucasian</b>	920	465 50.50%	455 49.50%
<b>Multi-Racial</b>	187	30 16.00%	157 84.00%
<b>Other</b>	21	8 38.10%	13 61.90%
<b>Did Not</b>	7	2	5

<b>Answer</b>		28.60%	71.40%
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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. Significance at 5% (.05) level means that there is a 95% confidence level that it can be repeated with a different population or that there is a 5% chance that the findings are due to chance.

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

**Survey Information:** Overall, 837 of the 1828 respondents (45.8%) reported they had been interviewed by their provider within the last year, 849 (46.4%) reported they had not been

interviewed, 133 (7.3%) were not sure, and 9 (0.5%) 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
<b>Total</b>	1828	837 45.80%	849 46.40%	133 7.30%	9 0.50%
<b>Adult</b>	681	292 42.90%	346 50.80%	38 5.60%	5 0.70%
<b>Child/ Adolescent</b>	1147	545 47.50%	503 43.90%	95 8.30%	4 0.30%

<b>Total Satisfaction Score</b>				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Deviation
<b>Adult</b>	Yes	292	121.95	11.07
	No	346	118.93	12.31
	Not sure	38	115.45	12.86
	N/A	5	123.57	6.50
	Total	681	120.07	11.92
<b>Child/Adolescent</b>	Yes	545	115.83	11.23
	No	503	110.81	12.85
	Not sure	95	113.66	11.44
	N/A	4	112.71	13.75
	Total	1147	113.44	12.22

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 1828 consumers, 424 (23.2%) reported that they experienced some delay before beginning treatment. 1296 consumers (70.9%) reported no delay before beginning treatment, and 108 (5.9%) consumers felt that this question did not apply to them.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
<b>Total</b>	1828	424 23.20%	1296 70.90%	108 5.90%
<b>Adult</b>	681	71 10.40%	581 85.30%	29 4.30%
<b>Child/ Adolescent</b>	1147	353 30.80%	715 62.30%	79 6.90%

Total Satisfaction Score				
Age Type	Q11 Were there delays before starting these services?	N	Mean	Std. Deviation
<b>Adult</b>	Yes	71	114.73	12.76
	No	581	120.85	11.74
	N/A	29	117.38	9.94
	Total	681	120.07	11.92
<b>Child/ Adolescent</b>	Yes	353	111.92	13.62
	No	715	114.26	11.30
	N/A	79	112.79	13.05
	Total	1147	113.44	12.22

**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.**

**Our analysis indicates that child/adolescent consumers who did experience a service delay reported significantly lower total satisfaction than those who did not experience a delay.**

**Emergency Treatment:** 351 of the 1828 respondents (19.2%) indicated they needed emergency mental health or substance abuse service during the past year, 1465 respondents (80.1%) reported that they did not need emergency service and 12 (0.7%) 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 3.92 with standard deviation 1.314.

	Total	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
<b>Total</b>	332	33 9.90%	31 9.30%	8 2.40%	116 34.90%	144 43.40%
<b>Adult</b>	196	12 6.10%	15 7.70%	5 2.60%	66 33.70%	98 50.00%
<b>Child/ Adolescent</b>	136	21 15.40%	16 11.80%	3 2.20%	50 36.80%	46 33.80%

*\*Not all who reported they needed emergency services received help that would allow for a response to question 42a, i.e. Naloxone given but emergency help not contacted.*

## Demographic Analysis

Total Satisfaction Score				
County of Residence		N	Mean	Std. Deviation
<b>Adult</b>	Cumberland	127	120.12	12.59
	Dauphin	261	119.92	11.46
	Lancaster	232	120.82	11.71
	Lebanon	55	117.24	11.39
	Perry	6	122.04	25.66
	Total	681	120.07	11.92
<b>Child/Adolescent</b>	Cumberland	202	110.79	15.06
	Dauphin	422	113.21	10.74
	Lancaster	378	114.39	11.68
	Lebanon	119	115.01	13.24
	Perry	26	116.71	9.59
	Total	1147	113.44	12.22

**Our analysis indicates that child/adolescent consumers who reside in Cumberland County report significantly lower total satisfaction than those who reside in Lebanon, and Lancaster Counties.**

<b>Total Satisfaction Score</b>				
<b>Race</b>		<b>N</b>	<b>Mean</b>	<b>Std. Deviation</b>
<b>Adult</b>	African American	111	115.98	13.45
	Asian/ Pacific Islander	4	125.01	9.18
	Hispanic/ Latino	57	121.34	12.71
	Native American/ American Indian	4	115.06	5.13
	White/ Caucasian	465	120.84	11.44
	Multi-Racial	30	119.50	10.45
	Other	8	123.39	10.95
	Did Not Answer	2	127.00	.00
	Total	681	120.07	11.92
<b>Child/ Adolescent</b>	African American	254	113.71	9.50
	Asian/ Pacific Islander	21	113.75	10.64
	Hispanic/ Latino	238	114.71	11.41
	Native American/ American Indian	4	116.09	17.88
	White/ Caucasian	455	112.49	13.97
	Multi-Racial	157	114.39	11.38
	Other	13	107.09	13.91
	Did Not Answer	5	108.79	17.88
	Total	1147	113.44	12.22



Our analysis indicates that adult consumers who identified their race as African American reported significantly lower total satisfaction than those who identified their race as White/Caucasian.

### Mean Satisfaction of Treatment Facilities

- Data was collected from 49 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. To help with interpretation, scores highlighted in **Green** (113-140) indicate a high level of satisfaction, scores highlighted in **Yellow** (85-112) indicate some level of satisfaction and scores highlighted in **Red** (below 84) indicate some level of dissatisfaction.

<b>Adult</b>			
Total Satisfaction Score			
<b>Name of Treatment Facility</b>	<b>N</b>	<b>Mean</b>	<b>Std. Deviation</b>
Merakey Carlisle	5	129.07	8.13
Naaman Center Gap	5	128.37	10.58
Genesis House, Inc. Elizabethville	11	127.57	9.38
Naaman Center Elizabethtown	29	127.17	11.29
Nuestra Clinica of SACA, Inc.	10	127.14	9.49
T.W. Ponessa & Associates Harrisburg	2	126.93	13.94
Blue Prints for Addiction Recovery Elizabethtown	30	126.87	10.69
NASR Consultant Group, Inc.	21	126.24	10.25
Pennsylvania Counseling Carlisle	20	126.16	9.01
Mazzitti and Sullivan Counseling Mechanicsburg	21	124.49	9.40
Gaudenzia, Inc. Mechanicsburg	21	124.48	10.89

Gearty & Skiles Counseling Ephrata	14	124.29	9.49
Naaman Center Elizabethville	9	123.99	9.43
Naaman Center Lancaster Vine St.	22	123.71	10.63
Naaman Center Quarryville	5	123.62	11.36
Gaudenzia, Inc. Lancaster	12	123.56	10.96
PPI AIR Program	21	123.12	7.96
Genesis House, Inc. Harrisburg	18	122.86	10.20
Youth Advocate Programs	2	122.03	12.68
Roxbury Treatment Center	18	121.12	11.03
Pennsylvania Counseling Harrisburg Locust	3	120.74	7.64
White Deer Run, Inc. Lebanon	14	120.68	15.29
Gearty & Skiles Counseling Lancaster	16	120.65	16.29
The Milton S Hershey Medical Center	2	120.04	14.19
Mazzitti and Sullivan Counseling Harrisburg	23	119.74	8.86
Pennsylvania Counseling Harrisburg 17th Street	10	119.44	12.40
Blue Prints for Addiction Recovery Lancaster	16	119.09	7.84
T.W. Ponessa & Associates Lancaster	12	118.76	9.92
The Gate House	32	117.95	8.84
Gaudenzia, Inc. Harrisburg	22	117.08	14.72
Behavioral Healthcare Corporation	33	116.13	10.08
Community Services Group Inc	14	115.70	13.08
Pennsylvania Psychiatric Institute	27	115.63	12.00
Holy Spirit Hospital	11	115.49	16.46
Mazzitti and Sullivan Counseling Hershey	8	115.44	15.24
Philhaven	52	115.02	11.80
T W Ponessa & Associates Counseling Services	4	114.84	15.53
Merakey Capital	47	114.49	9.65
Pennsylvania Counseling Lebanon	17	113.87	7.97
TrueNorth Wellness Services	2	111.50	2.12
Mazzitti and Sullivan Counseling Middletown	3	109.33	10.03
Merakey Stevens Center	16	108.86	16.14
Pennsylvania Counseling Services Inc.	1	85.00	.
Total	681	120.07	11.92

<b>Child/Adolescent</b>
Total Satisfaction Score

Name of Treatment Facility	N	Mean	Std. Deviation
Naaman Center Lancaster Vine St.	1	137.00	.
The Milton S Hershey Medical Center	1	123.98	.
TrueNorth Wellness Services	34	117.09	12.26
Philhaven	256	116.44	11.87
PA Comprehensive Behavioral Health Svc	28	114.34	11.45
Pennsylvania Counseling Services Inc	56	114.00	11.26
Chester County IU #24	34	113.75	12.28
Merakey Stevens Center	32	113.29	12.01
Youth Advocate Programs	133	113.24	11.15
Teamcare Behavioral Health LLC	35	112.86	14.08
Laurel Life Services	35	112.83	12.19
T W Ponessa & Associates Counseling Services	398	112.23	12.24
Mazzitti and Sullivan Counseling Middletown	23	111.13	12.67
Pennsylvania Psychiatric Institute	47	109.60	12.79
Holcomb Behavioral Health Systems	17	109.02	15.39
Franklin Family Services Inc	7	107.68	4.05
Community Services Group Inc	9	105.59	11.48
Naaman Center Elizabethville	1	93.33	.
Total	1147	113.44	12.22

### Mean Satisfaction Level of Care

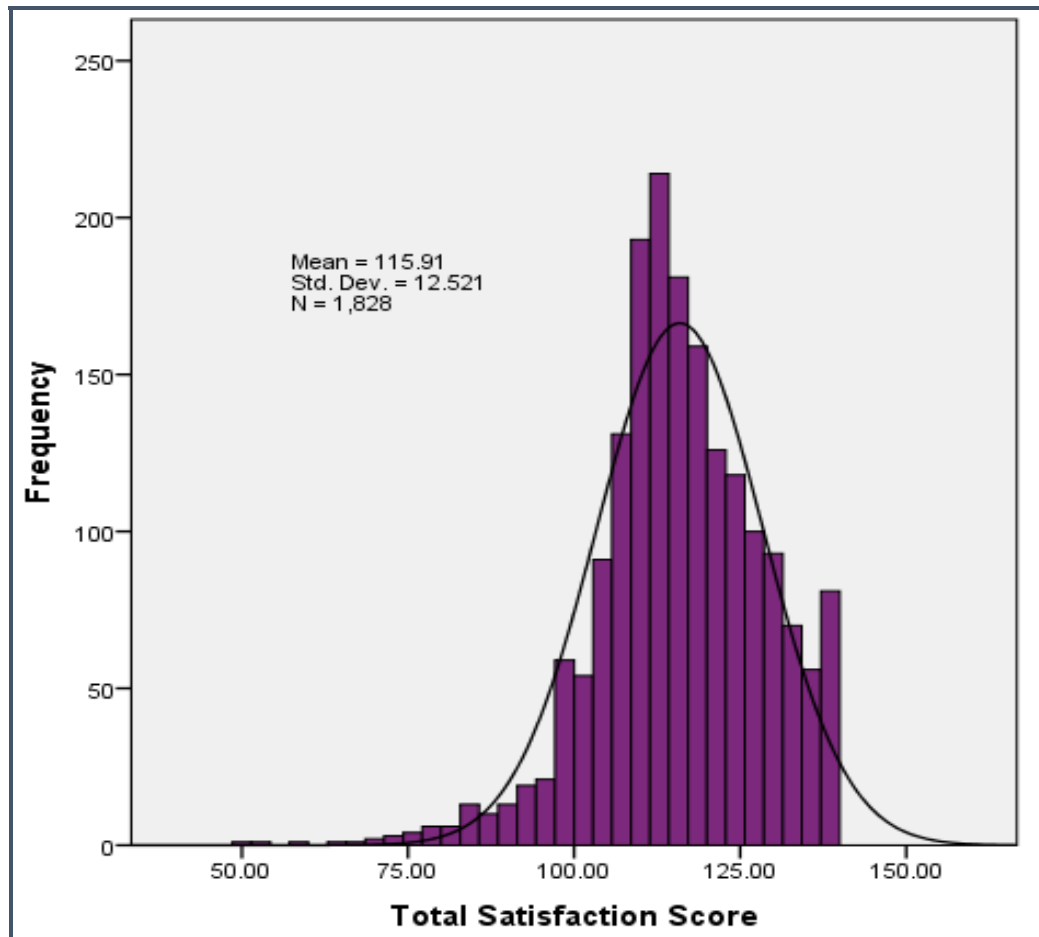
Adult			
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
D&A Outpatient	195	123.02	10.99
D&A Intensive Outpatient	275	122.10	11.18
Mobile Psychiatric Nursing	50	114.71	10.33
BHRS	12	114.71	14.33
Partial Hospitalization	149	114.68	12.34
Total	681	120.07	11.92

<b>Child/Adolescent</b>			
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
BHRS	954	113.57	12.00
Partial Hospitalization	168	113.00	13.23
D&A Intensive Outpatient	21	112.04	12.88
D&A Outpatient	4	108.35	19.60
Total	1147	113.44	12.22

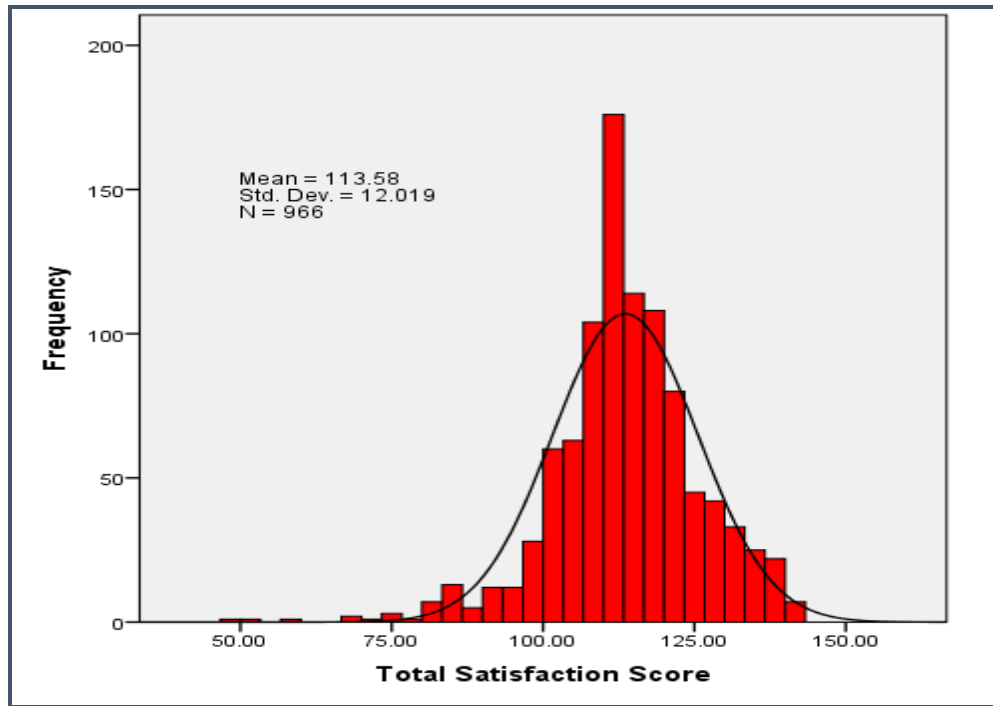
### Total Satisfaction

**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.

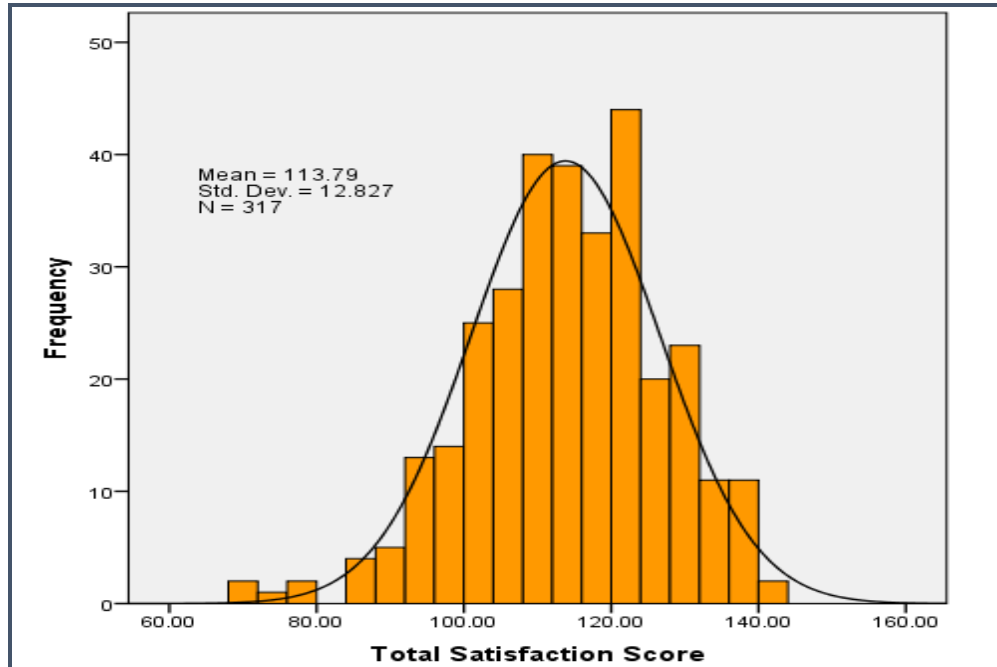
- The overall mean for all respondents for Total Satisfaction Score (TSS) was 115.91 with a standard deviation 12.521 indicating a high level of satisfaction. The TSS scores ranged from 49– 140. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



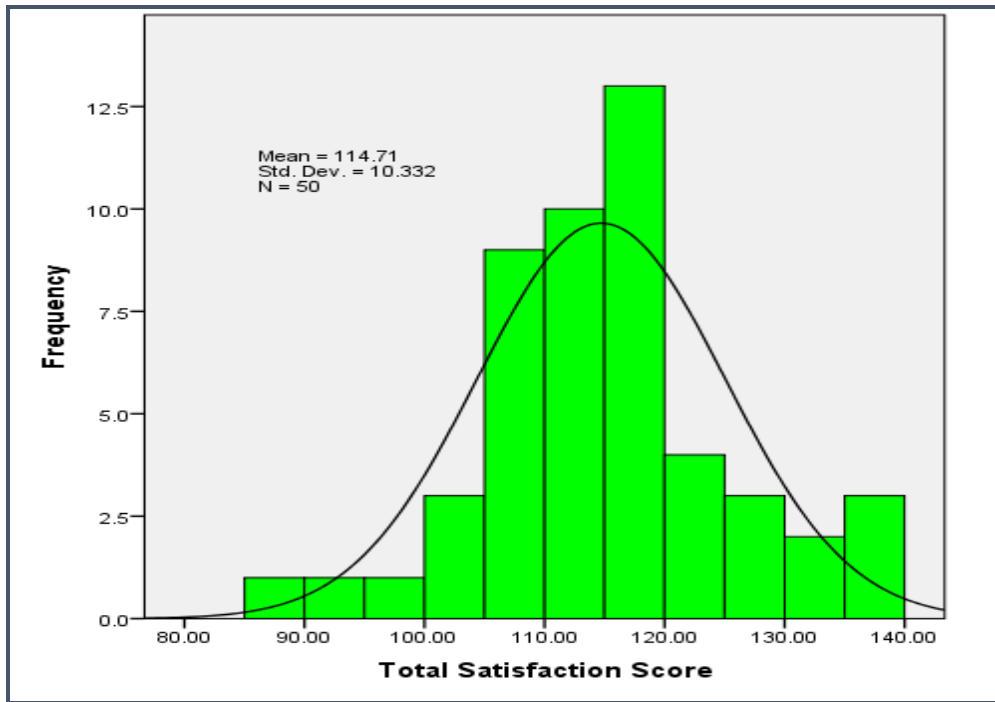
- The overall mean for all BHRS respondents for Total Satisfaction Score (TSS) was 113.58 with a standard deviation 12.019 indicating a high level of satisfaction. The TSS scores ranged from 49– 140. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



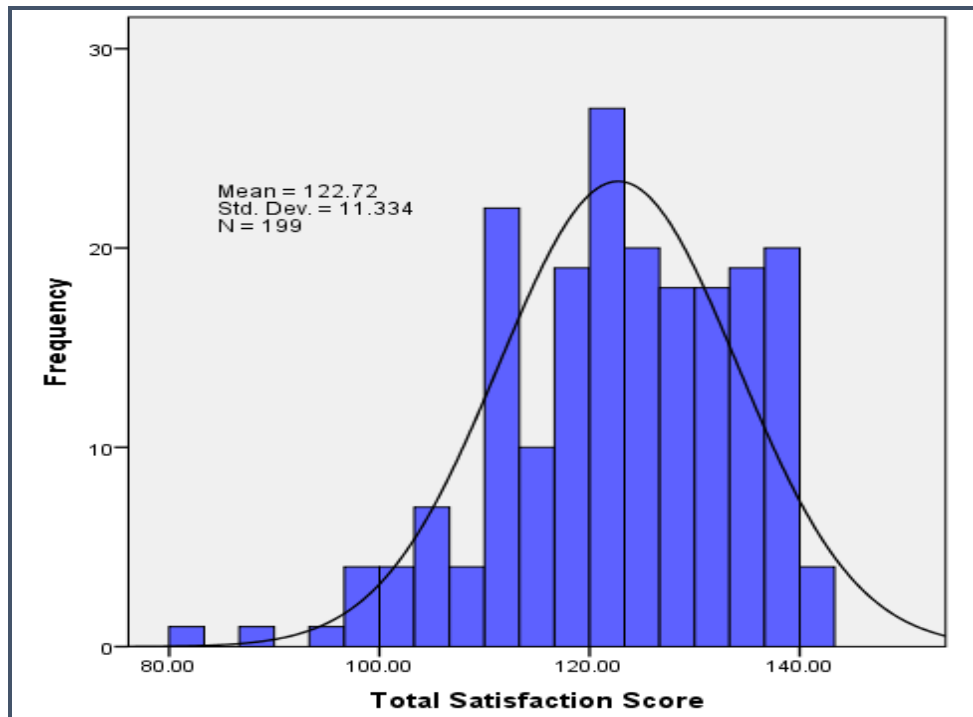
- The overall mean for all Partial Hospitalization respondents for Total Satisfaction Score (TSS) was 113.79 with a standard deviation 12.827 indicating a high level of satisfaction. The TSS scores ranged from 70– 140. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all Mobile Psychiatric Nursing respondents for Total Satisfaction Score (TSS) was 114.71 with a standard deviation 10.332 indicating a high level of satisfaction. The TSS scores ranged from 88.43– 138.18. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all D&A Outpatient respondents for Total Satisfaction Score (TSS) was 122.72 with a standard deviation 11.334 indicating a high level of satisfaction. The TSS scores ranged from 80– 140. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all D&A Intensive Outpatient respondents for Total Satisfaction Score (TSS) was 121.39 with a standard deviation 11.574 indicating some level of satisfaction. The TSS scores ranged from 63.63–

140. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



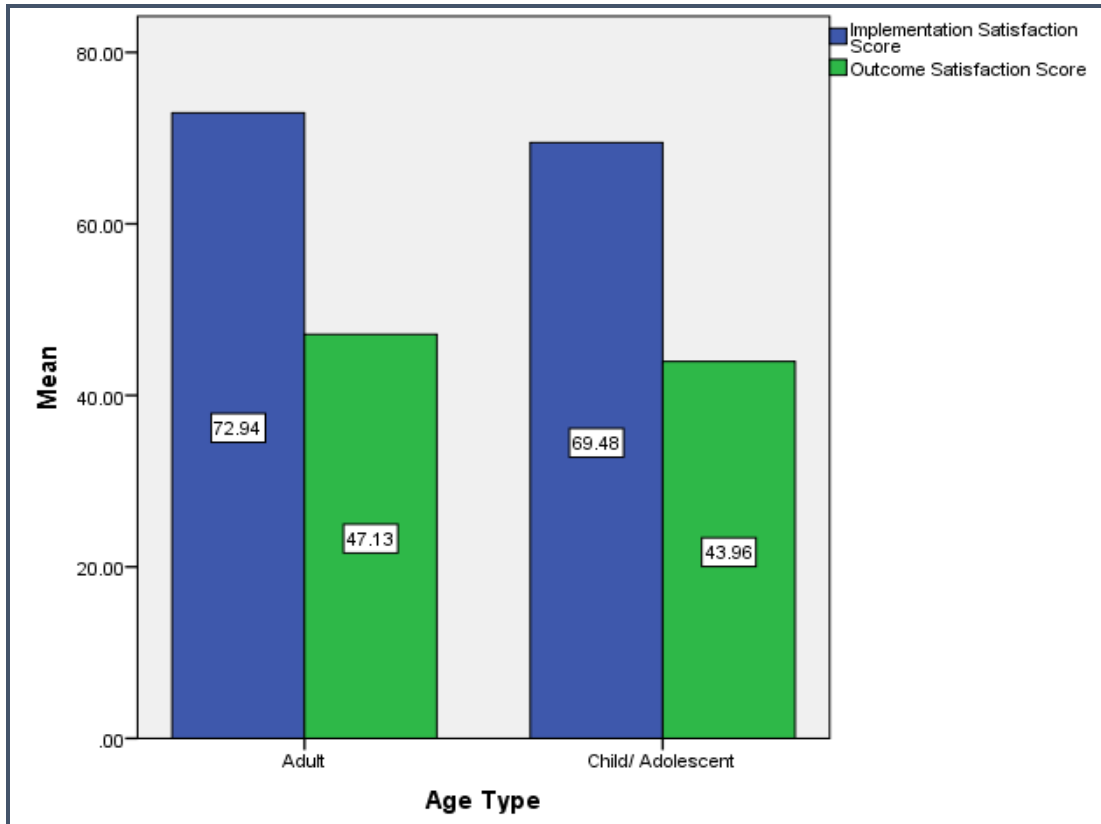
**Mean Satisfaction with Services and Outcomes of Services**



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:

- 96.7% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 92.6% I feel comfortable in asking questions regarding my treatment Q18.
- 96.1% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 95.8% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 95.5% My provider asks my permission before sharing my personal information Q20.
- 93.9% I am an important part of the treatment process Q26.
- 92.4% My service provider explained the advantages of my therapy or treatment Q27.
- 92.3% I feel safe at this facility Q23.
- 92.0% I trust my service provider Q22.
- 90.0% My service provider spends adequate time with me Q19.
- 90.0% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 89.2% I have the option to change my service provider should I choose to Q16.
- 88.7% My service provider explained the limitations of my therapy or treatment Q28.
- 88.0% Overall, I am satisfied with the services I am receiving Q29.
- 87.7% 24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.
- 85.9% My provider discussed other services that may benefit me in my treatment/recovery Q15.
- A high number of consumers reported that question 14, I was given information on how to get additional community resources that I needed, did not apply to them. With these cases removed, 85.6% agree or strongly agree they were given information on how to get additional community resource, and 10.6% disagree or strongly disagree. This is a more accurate representation of the data.

***Summary responses from the Total group of respondents (N=1828) are presented in Table 1.  
Summary responses from the Total group Adult respondents (N=681) are presented in Table 2.  
Summary responses from the Total group Child/ Adolescent of respondents (N=1147) are presented in Table 3.***

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

N=1828	% 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.	90.0	6.0	2.9	0.6	0.5
14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training).	76.8	9.5	3.1	1.2	10.2
15. My provider discussed other services that may benefit me in my treatment/recovery.	85.9	9.2	2.8	0.7	1.5
16. I have the option to change my service provider should I choose to.	89.2	3.5	3.0	0.7	3.9
17. I was informed about my rights and responsibilities regarding the treatment I have received.	96.7	1.4	3.0	0.3	0.5
18. I feel comfortable in asking questions regarding my treatment.	96.2	1.9	3.0	0.4	0.4
19. My service provider spends adequate time with me.	90.0	5.7	2.9	0.5	0.5
20. My provider asks my permission before sharing my personal information.	95.5	1.3	3.0	0.4	1.0
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	95.8	0.7	3.0	0.5	1.8
22. I trust my service provider.	92.0	4.2	2.9	0.5	0.4
23. I feel safe at this facility.	92.3	2.2	3.1	0.7	4.0
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	87.7	5.9	2.9	0.7	2.1
25. I am included in the development of my treatment/recovery plan and goals for recovery.	96.1	1.8	3.0	0.3	0.4
26. I am an important part of the treatment process.	93.9	2.9	2.9	0.4	0.4
27. My service provider explained the advantages of my therapy or treatment.	92.4	4.1	2.9	0.5	0.5
28. My service provider explained the limitations of my therapy or treatment.	88.7	5.4	2.9	0.6	1.0
29. Overall, I am satisfied with the services I am receiving.	88.0	7.2	2.8	0.6	0.6

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

N=681	% 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.	89.4	6.8	2.8	0.6	0.4
14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training).	77.5	7.0	3.2	1.2	12.6
15. My provider discussed other services that may benefit me in my treatment/recovery.	91.9	4.4	2.9	0.6	1.3
16. I have the option to change my service provider should I choose to.	83.8	4.1	3.1	1.0	8.7
17. I was informed about my rights and responsibilities regarding the treatment I have received.	97.1	0.9	3.0	0.3	0.3
18. I feel comfortable in asking questions regarding my treatment.	97.5	1.3	3.0	0.3	0.3
19. My service provider spends adequate time with me.	95.4	2.1	3.0	0.4	0.6
20. My provider asks my permission before sharing my personal information.	95.7	0.4	3.0	0.4	0.9
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	96.5	0.4	3.0	0.4	1.2
22. I trust my service provider.	95.4	1.9	2.9	0.3	0.1
23. I feel safe at this facility.	93.5	1.8	3.1	0.6	3.4
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	84.6	7.3	2.9	0.8	3.7
25. I am included in the development of my treatment/recovery plan and goals for recovery.	97.4	0.7	3.0	0.3	0.3
26. I am an important part of the treatment process.	97.1	1.3	3.0	0.3	0.0
27. My service provider explained the advantages of my therapy or treatment.	95.0	1.8	2.9	0.3	0.1
28. My service provider explained the limitations of my therapy or treatment.	90.3	3.8	2.9	0.5	1.0
29. Overall, I am satisfied with the services I am receiving.	95.2	2.9	2.9	0.4	0.0

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

N=1147	% 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.	90.4	5.5	2.9	0.5	0.6
14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training).	76.4	11.0	3.0	1.1	8.8
15. My provider discussed other services that may benefit me in my treatment/recovery.	82.4	12.0	2.8	0.8	1.7
16. I have the option to change my service provider should I choose to.	92.3	3.1	2.9	0.5	1.1
17. I was informed about my rights and responsibilities regarding the treatment I have received.	96.4	1.7	3.0	0.4	0.6
18. I feel comfortable in asking questions regarding my treatment.	95.5	2.2	3.0	0.4	0.4
19. My service provider spends adequate time with me.	86.8	7.9	2.8	0.6	0.4
20. My provider asks my permission before sharing my personal information.	95.3	1.7	3.0	0.4	1.1
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	95.4	0.8	3.0	0.5	2.2
22. I trust my service provider.	90.0	5.5	2.9	0.5	0.5
23. I feel safe at this facility.	91.5	2.4	3.1	0.7	4.4
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	89.6	5.1	2.9	0.6	1.1
25. I am included in the development of my treatment/recovery plan and goals for recovery.	95.3	2.4	2.9	0.4	0.4
26. I am an important part of the treatment process.	92.1	3.8	2.9	0.5	0.7
27. My service provider explained the advantages of my therapy or treatment.	90.8	5.5	2.9	0.5	0.7
28. My service provider explained the limitations of my therapy or treatment.	87.8	6.3	2.9	0.6	1.0
29. Overall, I am satisfied with the services I am receiving.	83.7	9.7	2.8	0.7	1.0

## 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, 57.9% to 72.6% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 13.3% to 30.0% of responses reflect that no change has resulted from involvement in services. Only 1.7% to 4.3% of responses reflect that things are worse as a result of services.

\* Involved in the community or in organizations outside of mental health/substance abuse activities Q37. A high number of consumers reported that this question did not apply to them. With these cases removed, 67.2% reported that participation in community activities is better or much better, 30.2% reported no change, and 2.7% reported this as worse or much worse. This is a more accurate representation of the data.

\* 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, 72.6% reported that participation in school or work activities is better or much better, 23.6% reported no change, and 3.8% 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=1828) are presented in Table 4.**  
**Summary responses from the Total group Adult respondents (N=681) are presented in Table 5.**  
**Summary responses from the Total group Child/ Adolescent of respondents (N=1147) are presented in Table 6.**

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

Total N=1828	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	76.0	18.4	4.3	2.8	0.6	1.3
31. Feeling in control of my life.	65.6	21.3	3.4	3.0	1.1	9.7
32. Coping with personal crisis.	63.2	23.2	4.0	3.0	1.1	9.5
33. How I feel about myself.	72.2	16.7	3.9	3.0	1.0	7.2
34. Feeling good (hopeful) about the future.	73.4	14.6	2.2	3.1	1.1	9.9
35. Enjoying my free time.	79.2	13.3	1.7	3.0	0.9	5.9
36. Strengthening my social support network.	73.9	19.2	2.0	2.9	0.8	5.0
37. Being involved in community activities.	57.9	26.0	2.3	3.1	1.3	13.7
38. Participating with school or work activities.	62.5	20.4	3.3	3.1	1.2	13.8
39. Interacting with people in social situations.	72.2	22.3	2.1	2.8	0.8	3.3
40. Coping with specific problems or issue that led to seek services.	77.8	17.7	3.4	2.8	0.6	1.0

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

Total N=681	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	84.7	11.9	1.8	2.9	0.6	1.6
31. Feeling in control of my life.	84.3	12.6	1.9	2.9	0.5	1.2
32. Coping with personal crisis.	81.4	14.4	1.5	2.9	0.7	2.8
33. How I feel about myself.	84.0	11.5	1.8	2.9	0.7	2.8
34. Feeling good (hopeful) about the future.	88.0	8.4	1.3	3.0	0.6	2.3
35. Enjoying my free time.	83.7	10.9	2.3	2.9	0.7	3.1
36. Strengthening my social support network.	80.9	13.2	1.9	2.9	0.8	4.0
37. Being involved in community activities.	57.6	29.5	1.9	3.0	1.2	11.0
38. Participating with school or work activities.	53.0	17.8	1.8	3.6	1.5	27.5
39. Interacting with people in social situations.	76.2	18.2	0.9	2.9	0.8	4.7
40. Coping with specific problems or issue that led to seek services.	88.7	8.5	1.5	2.9	0.5	1.3

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

Total N=1147	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	70.9	22.2	5.8	2.7	0.7	1.0
31. Feeling in control of my life.	54.6	26.4	4.3	3.1	1.3	14.7
32. Coping with personal crisis.	52.4	28.5	5.6	3.0	1.3	13.5
33. How I feel about myself.	65.2	19.8	5.2	3.0	1.1	9.8
34. Feeling good (hopeful) about the future.	64.7	18.2	2.7	3.2	1.2	14.4
35. Enjoying my free time.	76.5	14.7	1.3	3.1	0.9	7.5
36. Strengthening my social support network.	69.7	22.8	2.0	2.9	0.9	5.6
37. Being involved in community activities.	58.2	24.0	2.5	3.2	1.3	15.3
38. Participating with school or work activities.	68.2	21.9	4.2	2.9	0.9	5.8
39. Interacting with people in social situations.	69.8	24.8	2.9	2.8	0.7	2.5
40. Coping with specific problems or issue that led to seek services.	71.4	23.1	4.6	2.7	0.6	0.9

**Satisfaction with the Managed Care Organization**

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

- 61.3% of respondents (1121 of the 1828) reported that they had received a copy of the Perform Care member handbook, 23.7% (434) did not receive a member handbook, 14.6% (267) were not sure, and 0.3% (6) reported that this question did not apply.

	Total	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	1828	1121 61.30%	434 23.70%	267 14.60%	6 0.30%
<b>Adult</b>					
Cumberland	127	51 40.20%	49 38.60%	26 20.50%	1 0.80%
Dauphin	261	117 44.80%	100 38.30%	40 15.30%	4 1.50%
Lancaster	232	84 36.20%	107 46.10%	41 17.70%	0 0
Lebanon	55	33 60.00%	17 30.90%	5 9.10%	0 0
Perry	6	5 83.30%	1 16.70%	0 0	0 0
<b>Child/Adolescent</b>					
Cumberland	202	136 67.30%	30 14.90%	36 17.80%	0 0
Dauphin	422	308 73.00%	52 12.30%	61 14.50%	1 0.20%
Lancaster	378	286 75.70%	47 12.40%	45 11.90%	0 0
Lebanon	119	85 71.40%	23 19.30%	11 9.20%	0 0
Perry	26	16 61.50%	8 30.80%	2 7.70%	0 0

- 94.0% of respondents (1718 of the 1828) reported that they are aware of their right to file a complaint or grievance. 4.8% (87) were not aware of their right to file a complaint or grievance, 0.6% (11) were not sure, and 0.7% (12) reported that this question did not apply.



	Total	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	1828	1718 94.00%	87 4.80%	11 0.60%	12 0.70%
<b>Adult</b>					
Cumberland	127	117 92.10%	9 7.10%	0 0	1 0.80%
Dauphin	261	246 94.30%	11 4.20%	1 0.40%	3 1.10%
Lancaster	232	217 93.50%	14 6.00%	1 0.40%	0 0
Lebanon	55	48 87.30%	7 12.70%	0 0	0 0
Perry	6	6 100.00%	0 0	0 0	0 0
<b>Child/Adolescent</b>					
Cumberland	202	182 90.10%	10 5.00%	4 2.00%	6 3.00%
Dauphin	422	408 96.70%	10 2.40%	4 0.90%	0 0
Lancaster	378	364 96.30%	12 3.20%	1 0.30%	1 0.30%
Lebanon	119	104 87.40%	14 11.80%	0 0	1 0.80%
Perry	26	26 100.00%	0 0	0 0	0 0

- 77.4% of respondents (1414 of the 1828) reported that they knew who to call to file a complaint or grievance. 18.5% (338) reported that they did not know who to call, 2.8% (52) were not sure, and 1.3% (24) reported that this question did not apply.

	Total	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	1828	1414 77.40%	338 18.50%	52 2.80%	24 1.30%
<b>Adult</b>					
Cumberland	127	95 74.80%	27 21.30%	5 3.90%	0 0
Dauphin	261	169 64.80%	82 31.40%	8 3.10%	2 0.80%
Lancaster	232	142 61.20%	77 33.20%	8 3.40%	5 2.20%
Lebanon	55	38 69.10%	14 25.50%	3 5.50%	0 0
Perry	6	6 100.00%	0 0	0 0	0 0
<b>Child/Adolescent</b>					
Cumberland	202	193 95.50%	6 3.00%	1 0.50%	2 1.00%
Dauphin	422	366 86.70%	49 11.60%	5 1.20%	2 0.50%
Lancaster	378	287 75.90%	61 16.10%	21 5.60%	9 2.40%
Lebanon	119	100 84.00%	14 11.80%	1 0.80%	4 3.40%
Perry	26	18 69.20%	8 30.80%	0 0	0 0

- 18.1% of respondents (331 of the 1828) reported that they had called Perform Care in the last twelve months for information. 76.8% (1403) did not call Perform Care within the last twelve months, 2.1% (38) were not sure, and 3.1% (56) reported that this question did not apply.

	Total	Q4 In the last twelve months, did you call member services at PerformCare to get information? (example: help for counseling, treatment or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	1828	331 18.10%	1403 76.80%	38 2.10%	56 3.10%
<b>Adult</b>					
Cumberland	127	23 18.10%	91 71.70%	5 3.90%	8 6.30%
Dauphin	261	45 17.20%	194 74.30%	7 2.70%	15 5.70%
Lancaster	232	58 25.00%	166 71.60%	3 1.30%	5 2.20%
Lebanon	55	9 16.40%	44 80.00%	1 1.80%	1 1.80%
Perry	6	2 33.30%	4 66.70%	0 0	0 0
<b>Child/Adolescent</b>					
Cumberland	202	55 27.20%	129 63.90%	5 2.50%	13 6.40%
Dauphin	422	70 16.60%	333 78.90%	9 2.10%	10 2.40%
Lancaster	378	55 14.60%	318 84.10%	5 1.30%	0 0
Lebanon	119	13 10.90%	100 84.00%	2 1.70%	4 3.40%
Perry	26	1 3.80%	24 92.30%	1 3.80%	0 0

- 86.2% of those that requested information from Perform Care (332 of the 385) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 9.4% (36) were not able to get information without delays, and 4.4% (17) were not sure.

	Total	Q4A I was able to obtain information on treatment and/or services from PerformCare without unnecessary delays.		
		Yes	No	Not Sure
Total	385	332 86.20%	36 9.40%	17 4.40%
<b>Adult</b>				
Cumberland	27	23 85.20%	2 7.40%	2 7.40%
Dauphin	49	43 87.80%	1 2.00%	5 10.20%
Lancaster	60	56 93.30%	4 6.70%	0 0
Lebanon	9	9 100.00%	0 0	0 0
Perry	2	2 100.00%	0 0	0 0
<b>Child/Adolescent</b>				
Cumberland	59	50 84.70%	9 15.30%	0 0
Dauphin	80	68 85.00%	9 11.30%	3 3.80%
Lancaster	80	68 85.00%	8 10.00%	4 5.00%
Lebanon	18	12 66.70%	3 16.70%	3 16.70%
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.*

- 72.0% of respondents (1317 of 1828) were given a choice of at least 2 providers regarding the type of service they were seeking. 18.2% of respondents (333) reported that they were not given a choice, 5.8% (106) were not sure, and 3.9% (72) reported that this question did not apply.

	Total	Q5 I was given a choice of at least two (2) Providers from PerformCare regarding the type of service I am seeking.			
		Yes	No	Not Sure	Does Not Apply
Total	1828	1317 72.00%	333 18.20%	106 5.80%	72 3.90%
<b>Adult</b>					
Cumberland	127	81 63.80%	27 21.30%	10 7.90%	9 7.10%
Dauphin	261	178 68.20%	64 24.50%	8 3.10%	11 4.20%
Lancaster	232	152 65.50%	48 20.70%	19 8.20%	13 5.60%
Lebanon	55	36 65.50%	10 18.20%	5 9.10%	4 7.30%
Perry	6	4 66.70%	1 16.70%	0 0	1 16.70%
<b>Child/Adolescent</b>					
Cumberland	202	131 64.90%	45 22.30%	12 5.90%	14 6.90%
Dauphin	422	344 81.50%	47 11.10%	22 5.20%	9 2.10%
Lancaster	378	291 77.00%	59 15.60%	24 6.30%	4 1.10%
Lebanon	119	81 68.10%	29 24.40%	5 4.20%	4 3.40%
Perry	26	19 73.10%	3 11.50%	1 3.80%	3 11.50%

- 85.3% of respondents (1559 of 1828) were informed of the time approved for their services. 8.4% of respondents (153) were not informed of the time approved for services, 4.7% (86) were not sure, and 1.6% (30) reported that this question did not apply.

	Total	Q6 I was informed of the time approved for my services. (Example: BHRS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	1828	1559 85.30%	153 8.40%	86 4.70%	30 1.60%
<b>Adult</b>					
Cumberland	127	92 72.40%	17 13.40%	14 11.00%	4 3.10%
Dauphin	261	205 78.50%	43 16.50%	9 3.40%	4 1.50%
Lancaster	232	161 69.40%	45 19.40%	21 9.10%	5 2.20%
Lebanon	55	43 78.20%	5 9.10%	6 10.90%	1 1.80%
Perry	6	5 83.30%	0 0	0 0	1 16.70%
<b>Child/Adolescent</b>					
Cumberland	202	183 90.60%	7 3.50%	6 3.00%	6 3.00%
Dauphin	422	391 92.70%	11 2.60%	14 3.30%	6 1.40%
Lancaster	378	353 93.40%	12 3.20%	12 3.20%	1 0.30%
Lebanon	119	104 87.40%	11 9.20%	2 1.70%	2 1.70%
Perry	26	22 84.60%	2 7.70%	2 7.70%	0 0

- 93.2% of respondents (856 of the 918) report when they call Perform Care staff treats them courteously and with respect. 2.6% (24) reported that Perform Care staff did not treat them courteously and with respect, and 4.1% (38) were not sure.

	Total	Q7 When I call PerformCare staff treats me courteously and with respect.		
		Yes	No	Not Sure
Total	918	856 93.20%	24 2.60%	38 4.10%
<b>Adult</b>				
Cumberland	52	46 88.50%	1 1.90%	5 9.60%
Dauphin	113	94 83.20%	3 2.70%	16 14.20%
Lancaster	111	103 92.80%	2 1.80%	6 5.40%
Lebanon	23	21 91.30%	1 4.30%	1 4.30%
Perry	4	4 100.00%	0 0	0 0
<b>Child/Adolescent</b>				
Cumberland	112	108 96.40%	3 2.70%	1 0.90%
Dauphin	189	180 95.20%	6 3.20%	3 1.60%
Lancaster	287	280 97.60%	2 0.70%	5 1.70%
Lebanon	20	14 70.00%	6 30.00%	0 0
Perry	7	6 85.70%	0 0	1 14.30%

*\*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.*

- 93.6% of respondents (1086 of 1160) report overall they are satisfied with their interactions with Perform Care. 2.4% of respondents (28) report overall they are not satisfied with their interactions with Perform Care, and 4.0% (46) were not sure.

	Total	Q8 Overall, I am satisfied with the interactions I have had with PerformCare.		
		Yes	No	Not Sure
Total	1160	1086 93.60%	28 2.40%	46 4.00%
<b>Adult</b>				
Cumberland	60	56 93.30%	1 1.70%	3 5.00%
Dauphin	125	111 88.80%	2 1.60%	12 9.60%
Lancaster	132	121 91.70%	3 2.30%	8 6.10%
Lebanon	44	42 95.50%	1 2.30%	1 2.30%
Perry	4	4 100.00%	0 0	0 0
<b>Child/Adolescent</b>				
Cumberland	123	117 95.10%	5 4.10%	1 0.80%
Dauphin	209	194 92.80%	7 3.30%	8 3.80%
Lancaster	333	321 96.40%	2 0.60%	10 3.00%
Lebanon	117	107 91.50%	7 6.00%	3 2.60%
Perry	13	13 100.00%	0 0	0 0

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

**Perform Care Comments:**

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

- I through it away.



- They did not even send me an insurance card.
- No. I have not received anything like that.
- No. I do not know who that is.
- My mental health piece of my insurance just switched over to Perform Care a few days ago.
- Moved and my address is iffy. (Surveyor note: provided County Assistance Office number).
- I still have not even received my insurance card yet.
- I received mail from them.
- I have a printed copy from online.
- I do not think so.
- I do not think I received one.
- I asked not to receive it.
- Familiar with Perform Care because of my girlfriend's child having it.

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

- Yes, I understand.
- We are not people who complain and the facility was great.
- I was told by someone in billing that I could not file a complaint but later my counselor told me I could.

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

- The next person higher up.
- The main office.
- My caseworker at Perform Care. Could happen soon.
- My case worker at CMU.
- My case worker.
- It is in my booklet but I have no complaints yet.
- It is posted several places at PPI.
- I am sure I could figure it out.
- I would look in the book.
- I would call the director or my counselor.
- I would call the county office.
- I would call my counselor.
- I would access the information in the book.
- I think I have paperwork somewhere.
- No but I could find out. If I call the office they would tell me.
- No but I assume it is in the book.
- No but I can find out.

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

- Yes. I was not happy at all with TSS.
- Yes. Very kind and helpful.
- RASE Project did that with me.
- Perform Care did not return my phone calls. My child's physical address is Dauphin County, but mailing address is currently Cumberland. I could not get services. Finally got emergency treatment through Hershey Medical Center.
- No in fact for 5 years I never even knew I had a specific person I can call through Perform Care.
- My caseworker did while I was waiting with her. She is wonderful; I do not know what I would do without her.
- My case manager got me in contact with his counseling.

- Monthly phone team meetings.
- I did not call, but they called me.
- Family and providers meet in a team meeting.
- Yes. I did it myself.
- Called providers not Perform Care.
- No but they call me with updates and such.

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

- Yes. We did a conference call to try and improve services; our hours were not being filled.
- Not Sure. They need to follow up with provider so my child can receive services until June so he can participate in summer camp services.
- They are amazing.
- Team meetings were very helpful and necessary.
- Sometimes information was not totally accurate.
- Some help but child has problems.
- Shortage of TSS; has not had one for months.
- Perform Care kind of kept transferring me. I got hung up on a couple of times accidentally I am sure, but finally I got the information that I needed which was concerning insurance issues.
- *Mom:* My child has another insurance listed which does not exist and I am unable to get services for him until this is straightened out.
- It was not an easy process to get services set up. We went around in circles.
- I was but it was a bit of a pain. It took forever to speak to a real person.
- Had difficulties with insurance.
- For two years I have been trying to get respite care. I have called Perform Care a few times and have received no information.
- Care Manager did not get information back to me.

**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 the waiting list was much longer.
- We were on a wait list for BHRS for 5 years before we got the MT.
- We had NHS but were on a waiting list for so long when Perform Care told us they had availability at TW Ponessa we said ok.
- Was just pointed toward one: TW Ponessa.
- Took time to receive services with TSS.
- No. This is the closest one.
- They recommended TW Ponessa and until recently I was under the impression that they were the only place I could get these services through.
- They offered but I was already set on going here.
- The wait lists were and continue to be the problem.
- The school suggested PPI.
- Providers were referred by therapist.
- Does Not Apply. On probation.
- No because parole sent me here. I am happy that they told me to come here.
- Opportunities were offered by psychiatrist.
- No one shared this information.
- No one has offered. We were recommended and they plugged us right in.
- No. I just called PA Counseling because my PO suggested them.
- No but we chose Philhaven.

- No but I chose Blueprints.
- No because we were looking for specialized WRAP services.
- My probation officer said this was the closest.
- No. My PO sent me here.
- It was a real difficult process because of the waiting list.
- It was already set up when I got out of rehab.
- In the very beginning, it was the first available. The outpatient counseling was good but the home based did not work out. They cancelled and quit on us. My daughter did not want to have different people.
- I am on state parole. They chose it for me.
- Does Not Apply. I was here before so I chose to come here again.
- I was here 2 years ago so I was familiar with this place and chose to come back.
- I was assigned by my parole officer.
- I wanted the first bed available.
- I wanted a faith based place.
- I searched on my own.
- Does Not Apply. I prefer coming here because I was here before. I love this place. They helped me through a lot.
- I personally searched out this place. My neighbor recommended this place.
- I like coming here.
- I did not look any further; it was close to my home.
- I chose when in rehab. I looked for the closest place that would be easy to get to.
- No. I chose this one mainly because of transportation issues.
- I chose this (2).
- No. I came straight from an associated inpatient facility to here.
- I came here because they are close to my home.
- I called here.
- I called Gaudenzia myself.
- I automatically came here.
- I asked for TW Ponessa. We love them.
- I asked for PA Counseling.
- Did not realize that.
- No. Continued from rehab to same provider for outpatient.
- Yes but others were far away.
- Yes but I wanted to go to PPI.
- No but I chose TW Ponessa myself.
- Yes but everything is further away.
- No. Although I was already informed of the providers in the area.
- No but I already knew what was available.
- Already chose the provider prior to engaging Perform Care.

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

- The stay was open ended.
- Yes. Perform Care sent me letters.
- Perform Care did not tell me but their providers did.
- My counselor told me.

- I got a letter.
- I got a letter saying I was approved for a month and so many treatment sessions. I thought it would be more.
- Yes. Have to stay for the whole thing.
- Did not ask.
- Yes but the hours are not currently being filled.
- Yes. Although the paperwork they sent out was a little confusing.

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

- When we have called in for services they were.
- Perform Care staff member was rude during telephone team meeting.
- Perform Care calls family regularly to make sure things are going well. I do not call them.
- Does Not Apply. I have not had to call them.

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

- They try to save money at the expense of the child. Services not effective or consistent.
- Perform Care is right on top of everything we need.
- Perform Care did not supply all types of services that were needed for my child.
- Often they could be quick to judge a situation.
- No complaints.
- *Mom:* No but this does not reflect on the staff.
- Have some current problems with involvement with decisions.
- Have not had direct contact with them but very satisfied.

**Additional Perform Care Questions**

- Services did not work for my son.
- Perform Care did not supply all the kinds of services needed for my children.
- Our case manager Tiffany has been absolutely amazing and I hope she gets all the credit she deserves.
- Not happy at all with services or lack of staff.
- Keep up the good work.
- It would be nice if Perform Care was more proactive in finding programs that suit us.
- I was impressed that Perform Care did a conference call with me and Philhaven.
- He could be getting more services (respite in particular). Qualifies but Youth Advocate does not have the staff.