



Consumer Satisfaction Services, Inc.

**Capital Region
1st Quarter 2025**

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

**Prepared By
Consumer Satisfaction Services**

**4785 Linglestown Road
Suite 201
Harrisburg, PA 17112
(717) 651-1070
www.css-pa.org**

Consumer Satisfaction Services, Inc.

Board of Directors

Chair	Traci Schaeffer
Vice Chair	Steve Barndt
Secretary	Deborah Allen
Treasurer	Chris Kroft
Member at Large	Lisa Arifer-Polcha

Staff

Executive Director	Jessica Paul
Deputy Director	Abby Robinson
Program Administrator	Serina Polizzi
Survey Specialists	Debra Helwig
	Glenn Dieffenbach
	Florence Turney
	Jennifer Stevens
	Kathy Carr
	Diana Medina

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.....	3
Consumer Satisfaction.....	5
Total Satisfaction	11
Services	13
Outcomes of Services	17
Satisfaction with the Managed Care Organization.....	20
Consumer Comments	29

Executive Summary

Survey Protocol

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

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

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

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

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

Statistical Analysis

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

Each question has 5 possible responses that are included in the Mean Satisfaction Score. The responses range from 1 (Strongly Disagree) to 5 (Strongly Agree), this is called a Likert Scale. Higher scores represent higher satisfaction. All of these numbers are combined (added up) and that number is divided by the total number of questions (28) and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score is 140 (5×28) 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 ($n=224$) 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 224 ($n=224$) respondents from the Capital Region including 148 adult consumers (66.1%) and 76 child/adolescent (33.9%) consumers.
- Sample: Of the 148 adult consumers, 144 (97.3%) responded for themselves and 4 (2.7%) had a parent/guardian respond for them. Of the 76 child/adolescent consumers, 2 (2.6%) responded for themselves and 74 (97.4%) had a parent/guardian respond for them.
- Level of Care: In all, 3 treatment levels of care were utilized by respondents and are included in this reporting period, 123 (54.9%) Mental Health Partial Hospitalization, 38 (17.0%) Mobile Psychiatric Nursing, and 63 (28.1%) Psychiatric Rehabilitation.
- Methods: Data was collected by 7 interviewers.
- Treatment Facility: Data was collected pertaining to 9 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 224 interviews, 159 (71.0%) were conducted in person and 65 (29.0%) were conducted by phone.

Services

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

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

- 97.3% Your provider informed you who to call if you have questions about your mental health or substance use services Q13.
- 96.9% You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training) Q14.
- 94.6% Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.) Q15.
- 94.6% You have the option to change your service provider should you choose to Q16.
- 94.6% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 93.8% You feel comfortable in asking questions regarding your treatment Q18.
- 93.3% Your service provider spends adequate time with you Q19.
- 92.4% Your provider asks your permission before sharing your personal information Q20.
- 92.0% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 91.1% You trust your service provider Q22.
- 90.2% You feel safe at this facility Q23.
- 90.2% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.
- 87.5% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 87.1% You are an important part of the treatment process Q26.
- 86.3% Your service provider explained the advantages of therapy or treatment Q27.

Outcomes of Services

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

Respondents describe their lives as being better as a result of their services in the majority of cases. In total, 61.6% to 78.1% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 16.5% to 25.9% of responses reflect that no change has resulted from involvement in services. Finally, 4.0% to 12.1% of responses reflect things are worse as a result of services.

**Participating with school or work activities Q38. A high number of respondents reported that this question did not apply to them. With these cases removed, 69.2% reported that participating with school or work is better or much better, 19.2% reported no change, and 11.7% reported this as worse or much worse. This is a more accurate representation of the data.*

**Being involved in community activities Q37. A high number of respondents reported that this question did not apply to them. With these cases removed, 61.3% reported that being involved in community events is better or much better, 34.4% reported no change, and 4.3% reported this as worse or much worse. This is a more accurate representation of the data.*

We welcome questions, comments and suggestions. Please contact:

**Abby Robinson
Deputy Director
4785 Linglestown Road
Harrisburg PA, 17112
(717) 651-1070**

Request for Assistance

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

- CSS had no RFAs for the 1st Quarter 2025.

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

Survey Information

- **Sample:** The survey represents 224 ($n=224$) respondents from the Capital Region including 148 adult consumers (66.1%) and 76 child/adolescent (33.9%) consumers.
- **Sample:** Of the 148 adult consumers, 144 (97.3%) responded for themselves and 4 (2.7%) had a parent/guardian respond for them. Of the 76 child/adolescent consumers, 2 (2.6%) responded for themselves and 74 (97.4%) had a parent/guardian respond for them.
- **Level of Care:** In all, 3 treatment levels of care were utilized by respondents and are included in this reporting period, 123 (54.9%) Mental Health Partial Hospitalization, 38 (17.0%) Mobile Psychiatric Nursing, and 63 (28.1%) Psychiatric Rehabilitation.
- **Methods:** Data was collected by 7 interviewers.
- **Treatment Facility:** Data was collected pertaining to 9 Treatment Facilities that served members from the Capital Region.
- **Type:** Overall, of the 224 interviews, 159 (71.0%) were conducted in person and 65 (29.0%) were conducted by phone.

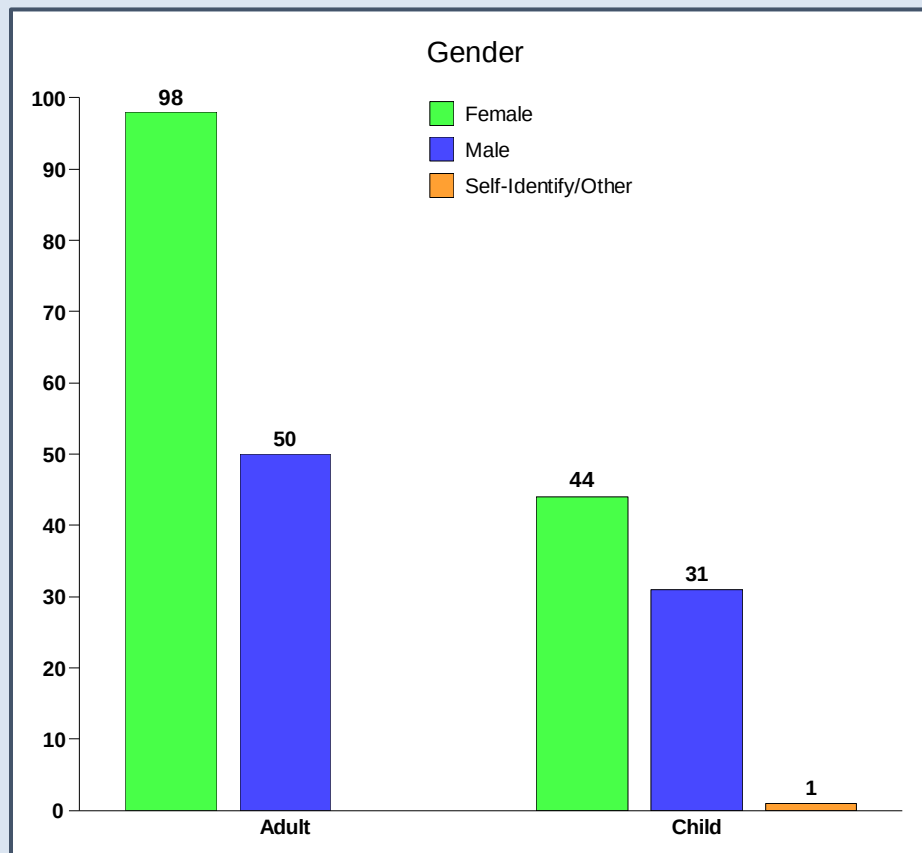
County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster (31.3%). The remaining respondents reported residence in Cumberland (25.4%), Dauphin (25.0%), Lebanon (16.1%), and Perry County (2.2%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	224	57 25.40%	56 25.00%	70 31.30%	36 16.10%	5 2.20%
Age Type						
Adult	148	54 36.50%	36 24.30%	27 18.20%	29 19.60%	2 1.40%
Child	76	4 5.30%	19 25.00%	43 56.60%	7 9.20%	3 3.90%

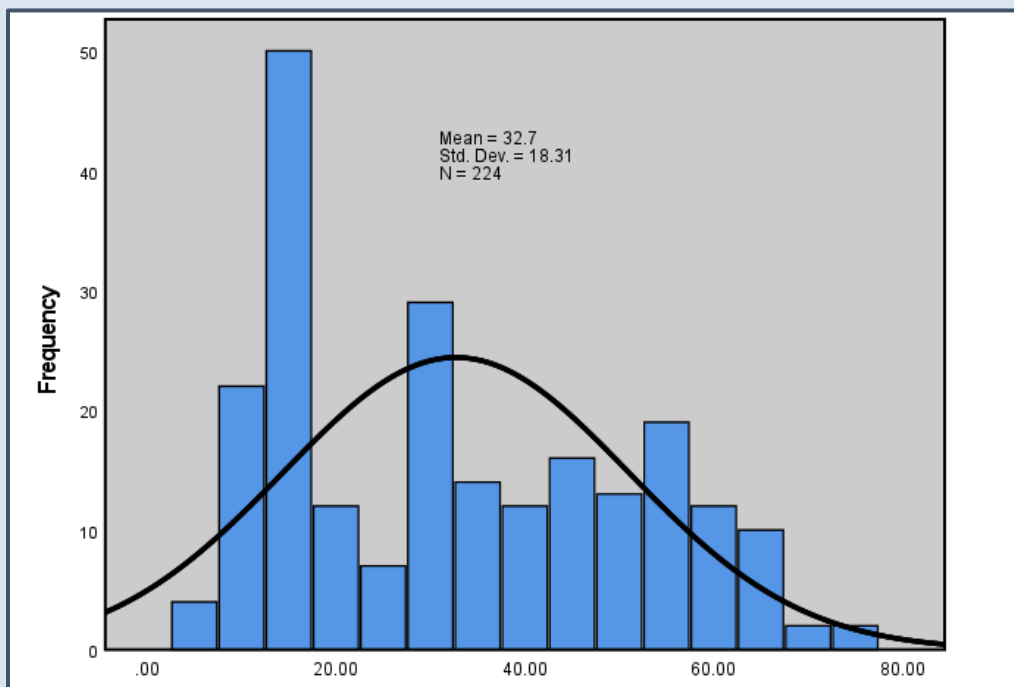
Demographic Information

Gender: Overall, the sample is 63.4% Female (142), 36.2% Male (81), and 0.4% Self-Identify Other (1).



Age: Age of all respondents ranged from 5-76 years, with a mean age of 32.7 (SD 18.310).

Age of All Respondents



Race: 146 respondents (65.2%) reported their race as White/Caucasian, 35 (15.6%) as Hispanic/Latino, 21 (9.4%) as African American, 18 (8.0%) as Multi-Racial, 2 (0.9%) as Asian/ Pacific Islander, 1 (0.4%) as Other, and 1 (0.4%) Did Not Answer.

	Total	Race							
		African American	Asian/ Pacific Islander	Hispanic/ Latino	Native American/ American Indian	White/ Caucasian	Multi-Racial	Other	Did Not Answer
Total	224	21 9.40%	2 0.90%	35 15.60%	0 0	146 65.20%	18 8.00%	1 0.40%	1 0.40%
Age Type									
Adult	148	14 9.50%	1 0.70%	13 8.80%	0 0	112 75.70%	7 4.70%	1 0.70%	0 0
Child	76	7 9.20%	1 1.30%	22 28.90%	0 0	34 44.70%	11 14.50%	0 0	1 1.30%

Consumer Satisfaction

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

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

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

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

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

Survey Information: Overall, 106 of the 224 respondents (47.3%) reported they had been interviewed by their provider within the last year, 83 (37.1%) reported they had not been interviewed, 34 (15.2%) were not sure, and 1 (0.4%) reported that this question did not apply.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	224	106 47.30%	83 37.10%	34 15.20%	1 0.40%
Age Type					
Adult	148	84 56.80%	35 23.60%	29 19.60%	0 0
Child	76	22 28.90%	48 63.20%	5 6.60%	1 1.30%

Total Satisfaction Score				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Deviation
Adult	Yes	84	117.21	10.82
	No	35	113.45	14.06
	Not sure	29	114.27	13.87
	Total	148	115.75	12.31
Child	Yes	22	117.71	12.36
	No	48	108.43	13.60
	Not sure	5	119.75	17.11
	Total	75	111.91	14.10

Our analysis indicates that child/adolescent respondents or their parent/guardian/POA who stated they had not been interviewed by their provider during the last year reported significantly lower total satisfaction than those who had been interviewed during the last year.

Service Delay: Of the 224 respondents, 21 (9.4%) reported that they experienced some delay before beginning treatment. 197 respondents (87.9%) reported no delay before beginning treatment, and 6 (2.7%) reported that this question did not apply to them.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	224	21 9.40%	197 87.90%	6 2.70%
Age Type				
Adult	148	9 6.10%	135 91.20%	4 2.70%
Child	76	12 15.80%	62 81.60%	2 2.60%

Total Satisfaction Score				
Q11 Were there delays before starting these services?		N	Mean	Std. Deviation
Adult	Yes	9	100.68	24.17
	No	135	116.99	10.20
	N/A	4	107.86	19.54
	Total	148	115.75	12.31
Child	Yes	12	111.82	15.95
	No	62	111.29	13.23
	N/A	2	138.10	1.27
	Total	76	112.08	14.08

Our analysis indicates that adult respondents who stated there were delays before starting these services reported significantly lower total satisfaction than those who reported no delays before starting these services. Our analysis indicates that child/adolescent respondents or their parent/guardian/POA who responded that this question did not apply, reported significantly higher total satisfaction than those who reported delays and no delays before starting these services.

Emergency Treatment: 57 of the 224 respondents (25.4%) indicated they needed emergency mental health or substance use service during the past year, 166 respondents (74.1%) reported that they did not need emergency service, and 1 respondent (0.4%) were unsure.

- Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.56 with a standard deviation of 1.310.

	Total	Q42a If yes, how satisfied are you with the help you received?					
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied	Does Not Apply
Total	57	5 8.80%	11 19.30%	3 5.30%	23 40.40%	15 26.30%	0 0
Age Type							
Adult	28	1 3.60%	6 21.40%	3 10.70%	12 42.90%	6 21.40%	0 0
Child	29	4 13.80%	5 17.20%	0 0	11 37.90%	9 31.00%	0 0

County of Residence:

Total Satisfaction Score				
Age Type County		N	Mean	Std. Deviation
Adult	Cumberland	53	119.07	10.44
	Dauphin	37	115.56	12.52
	Lancaster	27	110.35	15.63
	Lebanon	29	115.32	10.60
	Perry	2	110.20	0.87
	Total	148	115.75	12.31
Child	Cumberland	4	107.69	6.32
	Dauphin	19	114.34	14.02
	Lancaster	43	111.30	15.29
	Lebanon	7	113.23	13.72
	Perry	3	112.07	5.00
	Total	76	112.08	14.08

Our analysis indicates that adult respondents who identified their county of residence as Lancaster County reported significantly lower total satisfaction than those who reported their county of residence as Cumberland County.

Mean Satisfaction of Treatment Facilities

- Data was collected from 9 Treatment Providers in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed separately for Adult and Child/Adolescent Services for each facility. To help with interpretation, scores highlighted in **Green** (113-140) indicate a high level of satisfaction, scores highlighted in **Yellow** (85-112) indicate some level of satisfaction and scores highlighted in **Red** (below 84) indicate some level of dissatisfaction.

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
HERSHEY MEDICAL CENTER	2	125.40	14.98
MERAKEY PENNSYLVANIA	20	121.24	9.71
MERAKEY STEVENS CENTER	42	117.62	10.77
PA PSYCHIATRIC INSTITUTE	31	115.65	12.26
WELLSPAN PHILHAVEN	42	114.26	14.28
CSG (COMMUNITY SERVICES GROUP)	43	113.89	14.29
BEHAVIORAL HEALTHCARE CORPORATION	26	111.17	8.62
HOLY SPIRIT HOSPITAL	3	105.59	8.95
PONESSA BEHAVIORAL HEALTH	15	102.91	15.61
Total	224	114.50	13.02

Adult			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
PA PSYCHIATRIC INSTITUTE	6	123.44	10.40
MERAKEY PENNSYLVANIA	20	121.24	9.71
MERAKEY STEVENS CENTER	42	117.62	10.77
CSG (COMMUNITY SERVICES GROUP)	38	115.52	14.11
HERSHEY MEDICAL CENTER	1	114.81	.
BEHAVIORAL HEALTHCARE CORPORATION	26	111.17	8.62
WELLSPAN PHILHAVEN	12	109.43	17.43
HOLY SPIRIT HOSPITAL	3	105.59	8.95
Total	148	115.75	12.31

Child/Adolescent Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
HERSHEY MEDICAL CENTER	1	136.00	.
WELLSPAN PHILHAVEN	30	116.20	12.64
PA PSYCHIATRIC INSTITUTE	25	113.78	12.11
PONESSA BEHAVIORAL HEALTH	15	102.91	15.61
CSG (COMMUNITY SERVICES GROUP)	5	101.52	9.23
Total	76	112.08	14.08

Mean Satisfaction Level of Care

- Mean Satisfaction scores are listed separately for Adult and Child/Adolescent Services for each level of care. To help with interpretation, scores highlighted in **Green** (113-140) indicate a high level of satisfaction, scores highlighted in **Yellow** (85-112) indicate some level of satisfaction and scores highlighted in **Red** (below 84) indicate some level of dissatisfaction.

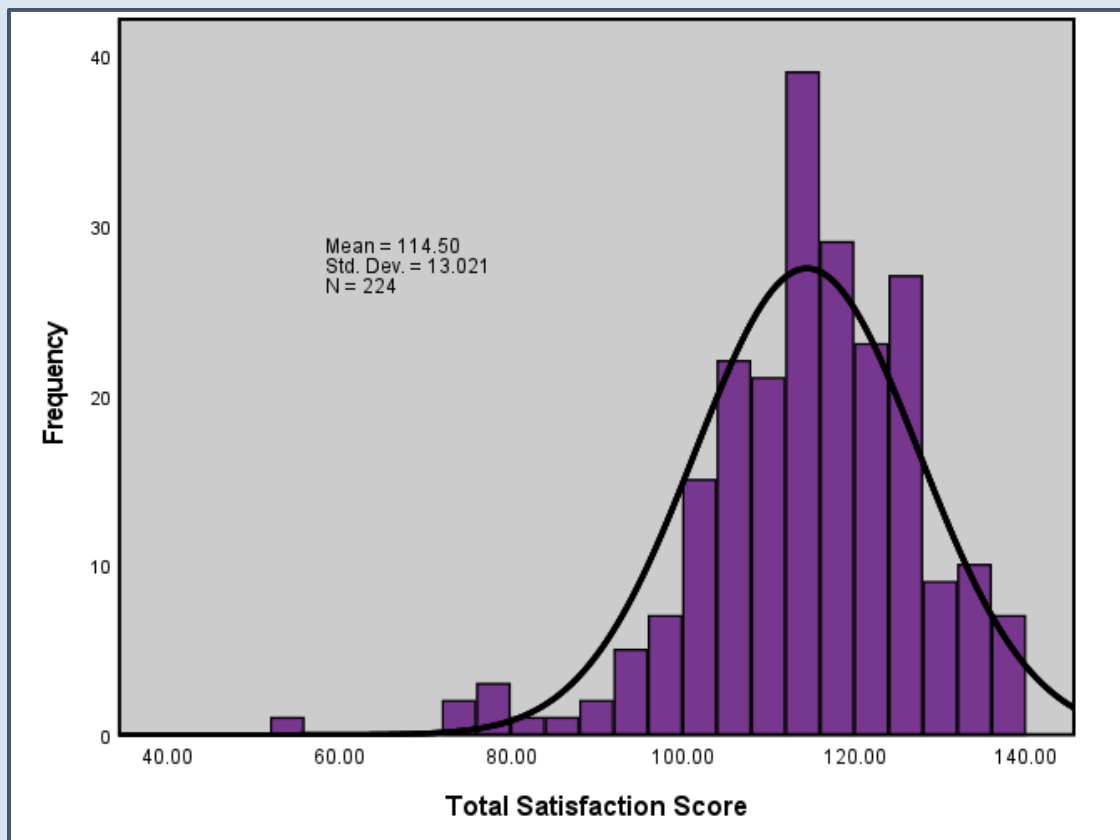
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
PSYCH REHAB	63	117.67	9.42
MOBILE PSYCH NURSING	38	114.03	10.25
MENTAL HEALTH PARTIAL	123	113.02	15.02
Total	224	114.50	13.02

Total Satisfaction Score				
Level of Care		N	Mean	Std. Deviation
Adult	PSYCH REHAB	63	117.67	9.42
	MENTAL HEALTH PARTIAL	47	114.55	16.46
	MOBILE PSYCH NURSING	38	114.03	10.25
	Total	148	115.75	12.31
Child	MENTAL HEALTH PARTIAL	76	112.08	14.08
	Total	76	112.08	14.08

Total Satisfaction

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

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 114.5 with a standard deviation of 13.021 indicating a high level of satisfaction. The TSS scores ranged from 53.0–139.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

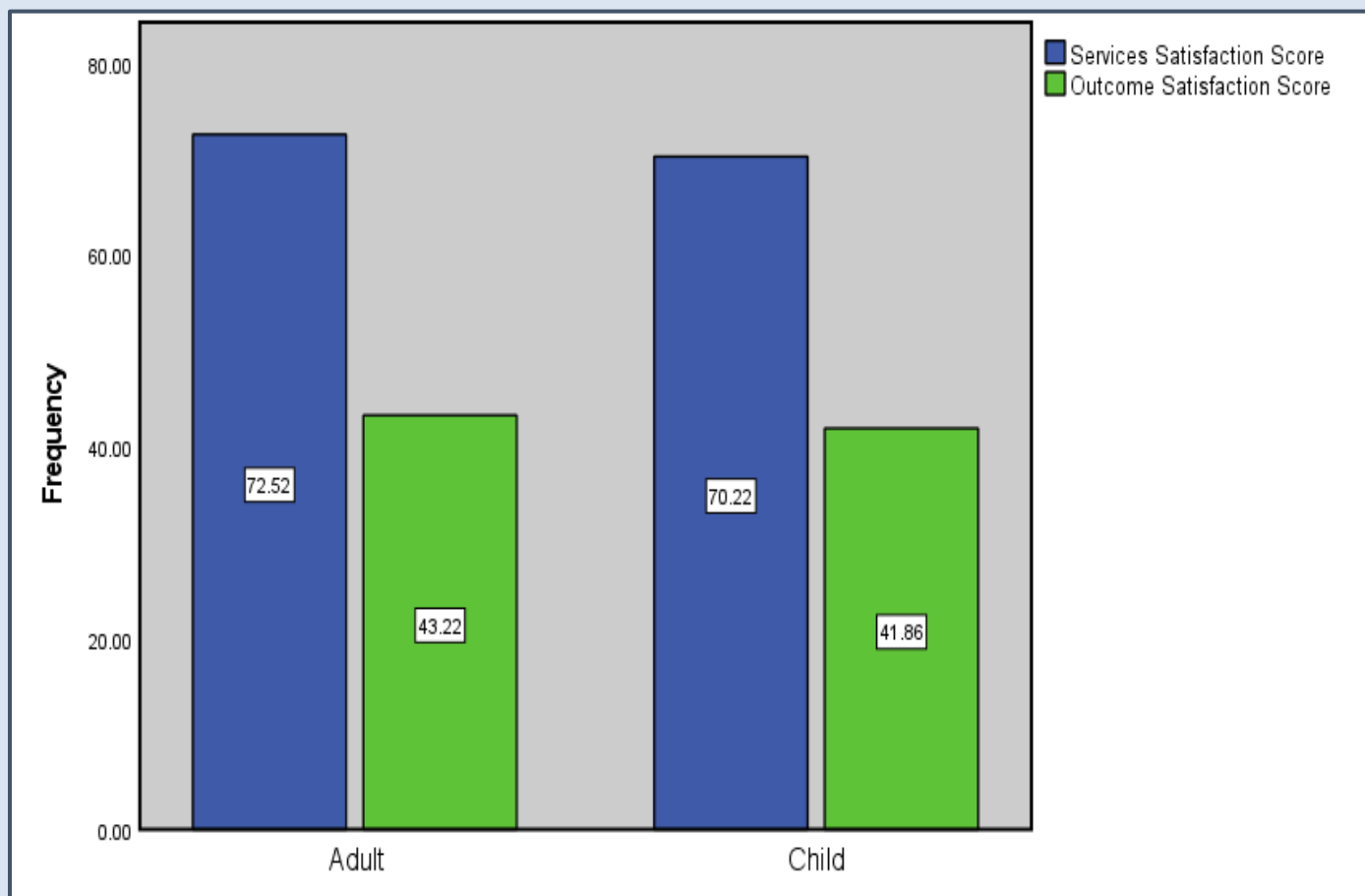


Mean Satisfaction with Services and Outcomes of Services

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

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

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



Services

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

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

- 97.3% Your provider informed you who to call if you have questions about your mental health or substance use services Q13.
- 96.9% You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training) Q14.
- 94.6% Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.) Q15.
- 94.6% You have the option to change your service provider should you choose to Q16.
- 94.6% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 93.8% You feel comfortable in asking questions regarding your treatment Q18.
- 93.3% Your service provider spends adequate time with you Q19.
- 92.4% Your provider asks your permission before sharing your personal information Q20.
- 92.0% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 91.1% You trust your service provider Q22.
- 90.2% You feel safe at this facility Q23.
- 90.2% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.
- 87.5% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 87.1% You are an important part of the treatment process Q26.
- 86.3% Your service provider explained the advantages of therapy or treatment Q27.

Summary responses from the Total group of respondents (N=224) are presented in Table 1.

Summary responses from the Adult group of respondents (N=148) are presented in Table 2.

Summary responses from the Child/Adolescent group of respondents (N=76) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=224	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
13. Your provider informed you who to call if you have questions about your mental health or substance use services.	91.1	4.5	2.9	0.5	0.4
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	87.1	3.1	3.1	0.8	5.4
15. Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.).	87.5	5.8	2.9	0.6	0.9
16. You have the option to change your service provider should you choose to.	92.4	3.6	2.9	0.4	0.0
17. You were informed about your rights and responsibilities regarding the treatment you received.	94.6	0.9	3.0	0.4	0.9
18. You feel comfortable in asking questions regarding your treatment.	93.3	3.6	2.9	0.4	0.0
19. Your service provider spends adequate time with you.	90.2	3.6	2.9	0.5	0.9
20. Your provider asks your permission before sharing your personal information.	94.6	1.3	3.0	0.5	1.8
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	96.9	1.8	3.0	0.3	0.4
22. You trust your service provider.	93.8	3.6	2.9	0.5	0.9
23. You feel safe at this facility.	84.4	1.8	3.3	1.0	11.2
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	83.5	6.7	2.9	0.8	3.6
25. You are included in the development of your treatment/recovery plan and goals for recovery.	94.6	2.7	2.9	0.4	0.4
26. You are an important part of the treatment process.	97.3	0.9	2.9	0.2	0.0
27. Your service provider explained the advantages of therapy or treatment.	90.2	3.1	2.9	0.5	0.9
28. Your service provider explained the limitations of therapy or treatment.	86.3	4.0	2.9	0.6	1.3
29. Overall, you are satisfied with the services received/are receiving.	92.0	5.4	2.9	0.5	0.0

Table 2 – Total Satisfaction – Services Questions – Adult Respondents

N=148	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
13. Your provider informed you who to call if you have questions about your mental health or substance use services.	91.9	3.4	2.9	0.4	0.0
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	87.8	2.0	3.1	0.8	6.1
15. Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.).	87.2	4.1	2.9	0.6	1.4
16. You have the option to change your service provider should you choose to.	92.6	3.4	2.9	0.4	0.0
17. You were informed about your rights and responsibilities regarding the treatment you received.	92.6	0.7	3.0	0.5	1.4
18. You feel comfortable in asking questions regarding your treatment.	90.5	4.7	2.9	0.5	0.0
19. Your service provider spends adequate time with you.	93.9	2.0	2.9	0.3	0.0
20. Your provider asks your permission before sharing your personal information.	92.6	2.0	3.0	0.5	2.0
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	95.3	2.7	3.0	0.4	0.7
22. You trust your service provider.	94.6	3.4	2.9	0.5	0.7
23. You feel safe at this facility.	77.7	2.0	3.4	1.2	16.9
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	80.4	6.8	2.9	0.9	4.7
25. You are included in the development of your treatment/recovery plan and goals for recovery.	96.6	1.4	3.0	0.4	0.7
26. You are an important part of the treatment process.	98.0	0.7	3.0	0.2	0.0
27. Your service provider explained the advantages of therapy or treatment.	89.9	2.0	2.9	0.5	1.4
28. Your service provider explained the limitations of therapy or treatment.	85.8	2.7	2.9	0.6	2.0
29. Overall, you are satisfied with the services received/are receiving.	95.9	2.0	2.9	0.3	0.0

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

N=76	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
13. Your provider informed you who to call if you have questions about your mental health or substance use services.	89.5	6.6	2.9	0.6	1.3
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	85.5	5.3	3.0	0.8	3.9
15. Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.).	88.2	9.2	2.8	0.6	0.0
16. You have the option to change your service provider should you choose to.	92.1	3.9	2.9	0.4	0.0
17. You were informed about your rights and responsibilities regarding the treatment you received.	98.7	1.3	3.0	0.2	0.0
18. You feel comfortable in asking questions regarding your treatment.	98.7	1.3	3.0	0.2	0.0
19. Your service provider spends adequate time with you.	82.9	6.6	2.9	0.8	2.6
20. Your provider asks your permission before sharing your personal information.	98.7	0.0	3.0	0.3	1.3
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	100.0	0.0	3.0	0.0	0.0
22. You trust your service provider.	92.1	3.9	2.9	0.5	1.3
23. You feel safe at this facility.	97.4	1.3	3.0	0.3	0.0
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	89.5	6.6	2.9	0.6	1.3
25. You are included in the development of your treatment/recovery plan and goals for recovery.	90.8	5.3	2.9	0.5	0.0
26. You are an important part of the treatment process.	96.1	1.3	2.9	0.3	0.0
27. Your service provider explained the advantages of therapy or treatment.	90.8	5.3	2.9	0.5	0.0
28. Your service provider explained the limitations of therapy or treatment.	86.8	6.6	2.8	0.5	0.0
29. Overall, you are satisfied with the services received/are receiving.	84.2	11.8	2.7	0.7	0.0

Outcomes of Services

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

Respondents describe their lives as being better as a result of their services in the majority of cases. In total, 61.6% to 78.1% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 16.5% to 25.9% of responses reflect that no change has resulted from involvement in services. Finally, 4.0% to 12.1% of responses reflect things are worse as a result of services.

**Participating with school or work activities Q38. A high number of respondents reported that this question did not apply to them. With these cases removed, 69.2% reported that participating with school or work is better or much better, 19.2% reported no change, and 11.7% reported this as worse or much worse. This is a more accurate representation of the data.*

**Being involved in community activities Q37. A high number of respondents reported that this question did not apply to them. With these cases removed, 61.3% reported that being involved in community events is better or much better, 34.4% reported no change, and 4.3% 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=224) are presented in Table 4.
Summary responses from the Adult group of respondents (N=148) are presented in Table 5.
Summary responses from the Child/Adolescent group of respondents (N=76) are presented in Table 6.

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

Total N=224	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	72.8	17.0	8.9	2.7	0.7	1.3
31. Feeling in control of your life.	70.1	18.8	8.9	2.7	0.8	2.2
32. Coping with personal crisis.	61.6	19.2	12.1	2.8	1.1	7.1
33. How you feel about yourself.	67.9	22.8	8.9	2.6	0.7	0.4
34. Feeling good (hopeful) about the future.	72.8	19.6	6.3	2.7	0.7	1.3
35. Enjoying your free time.	78.1	17.4	4.0	2.8	0.6	0.4
36. Strengthening your social support network.	65.6	25.9	7.1	2.6	0.7	1.3
37. Being involved in community activities.	50.9	28.6	3.6	3.2	1.4	17.0
38. Participating with school or work activities.	37.1	10.3	6.3	4.2	1.8	46.4
39. Interacting with people in social situations.	69.2	22.8	6.3	2.7	0.7	1.8
40. Coping with the specific problems or issues that led you to seek services.	77.2	16.5	5.8	2.7	0.6	0.4

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

Total N=148	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	70.9	19.6	8.1	2.7	0.7	1.4
31. Feeling in control of your life.	71.6	18.9	8.1	2.7	0.7	1.4
32. Coping with personal crisis.	64.9	18.9	11.5	2.7	1.0	4.7
33. How you feel about yourself.	69.9	18.9	11.5	2.6	0.7	0.0
34. Feeling good (hopeful) about the future.	78.4	16.9	4.7	2.7	0.5	0.0
35. Enjoying your free time.	80.4	16.2	3.4	2.8	0.5	0.0
36. Strengthening your social support network.	68.9	23.6	6.8	2.6	0.7	0.7
37. Being involved in community activities.	50.0	27.7	3.4	3.0	1.4	18.9
38. Participating with school or work activities.	20.3	9.5	4.1	4.8	1.7	66.2
39. Interacting with people in social situations.	73.0	20.9	4.1	2.8	0.7	2.0
40. Coping with the specific problems or issues that led you to seek services.	79.7	16.2	4.1	2.8	0.5	0.0

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

	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
Total N=76						
30. Managing daily problems.	76.3	11.8	10.5	2.7	0.8	1.3
31. Feeling in control of your life.	67.1	18.4	10.5	2.7	0.9	3.9
32. Coping with personal crisis.	55.3	19.7	13.2	2.9	1.3	11.8
33. How you feel about yourself.	64.5	30.3	3.9	2.7	0.7	1.3
34. Feeling good (hopeful) about the future.	61.8	25.0	9.2	2.7	0.9	3.9
35. Enjoying your free time.	73.7	19.7	5.3	2.7	0.7	1.3
36. Strengthening your social support network.	59.2	30.3	7.9	2.6	0.8	2.6
37. Being involved in community activities.	52.6	30.3	3.9	3.0	1.3	13.2
38. Participating with school or work activities.	69.7	11.8	10.5	2.9	1.1	7.9
39. Interacting with people in social situations.	61.8	26.3	10.5	2.6	0.8	1.3
40. Coping with the specific problems or issues that led you to seek services.	72.4	17.1	9.2	2.7	0.8	1.3

Satisfaction with the Managed Care Organization

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

- 44.2% of respondents (99 of the 224) reported that they had received a copy of the PerformCare member handbook, 29.0% (65) reported that they had not received a copy of the member handbook, 26.3% (59) were not sure, and 0.4% (1) reported that this question did not apply.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	224	99 44.20%	65 29.00%	59 26.30%	1 0.40%
Adult					
Cumberland	54	22 40.70%	19 35.20%	12 22.20%	1 1.90%
Dauphin	36	16 44.40%	10 27.80%	10 27.80%	0 0
Lancaster	27	11 40.70%	8 29.60%	8 29.60%	0 0
Lebanon	29	12 41.40%	9 31.00%	8 27.60%	0 0
Perry	2	0 0	1 50.00%	1 50.00%	0 0
Child					
Cumberland	4	3 75.00%	1 25.00%	0 0	0 0
Dauphin	19	15 78.90%	2 10.50%	2 10.50%	0 0
Lancaster	43	14 32.60%	15 34.90%	14 32.60%	0 0
Lebanon	7	3 42.90%	0 0	4 57.10%	0 0
Perry	3	3 100.00%	0 0	0 0	0 0

- 88.4% of respondents (198 of the 224) reported that they were aware of their right to file a complaint or grievance, 6.7% (15) reported that they were not aware of their right to file a complaint or grievance, and 4.9% (11) reported that they were not sure.

	Total	Q2 Are you aware of your right to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
Total	224	198 88.40%	15 6.70%	11 4.90%	0 0
Adult					
Cumberland	54	52 96.30%	2 3.70%	0 0	0 0
Dauphin	36	30 83.30%	4 11.10%	2 5.60%	0 0
Lancaster	27	23 85.20%	4 14.80%	0 0	0 0
Lebanon	29	28 96.60%	1 3.40%	0 0	0 0
Perry	2	2 100.00%	0 0	0 0	0 0
Child					
Cumberland	4	4 100.00%	0 0	0 0	0 0
Dauphin	19	16 84.20%	0 0	3 15.80%	0 0
Lancaster	43	33 76.70%	4 9.30%	6 14.00%	0 0
Lebanon	7	7 100.00%	0 0	0 0	0 0
Perry	3	3 100.00%	0 0	0 0	0 0

- 65.6% of respondents (147 of the 224) reported that they knew who to call to file a complaint or grievance, 29.5% (66) reported that they did not know who to call, and 4.9% (11) were not sure.

	Total	Q3 Do you know who to call to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
Total	224	147 65.60%	66 29.50%	11 4.90%	0 0
Adult					
Cumberland	54	42 77.80%	11 20.40%	1 1.90%	0 0
Dauphin	36	22 61.10%	11 30.60%	3 8.30%	0 0
Lancaster	27	15 55.60%	12 44.40%	0 0	0 0
Lebanon	29	14 48.30%	14 48.30%	1 3.40%	0 0
Perry	2	2 100.00%	0 0	0 0	0 0
Child					
Cumberland	4	3 75.00%	1 25.00%	0 0	0 0
Dauphin	19	12 63.20%	4 21.10%	3 15.80%	0 0
Lancaster	43	27 62.80%	13 30.20%	3 7.00%	0 0
Lebanon	7	7 100.00%	0 0	0 0	0 0
Perry	3	3 100.00%	0 0	0 0	0 0

- 11.2% of respondents (25 of the 224) reported that they had called PerformCare in the last twelve months for information, 75.0% (168) reported that they had not called PerformCare within the last twelve months, 9.4% (21) were not sure, and 4.5% (10) reported this question did not apply.

	Total	Q4 In the last twelve months, did you call member services at PerformCare to get information? (example: help for counseling, treatment or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	224	25 11.20%	168 75.00%	21 9.40%	10 4.50%
Adult					
Cumberland	54	5 9.30%	37 68.50%	7 13.00%	5 9.30%
Dauphin	36	3 8.30%	30 83.30%	2 5.60%	1 2.80%
Lancaster	27	3 11.10%	20 74.10%	4 14.80%	0 0
Lebanon	29	3 10.30%	24 82.80%	1 3.40%	1 3.40%
Perry	2	0 0	2 100.00%	0 0	0 0
Child					
Cumberland	4	0 0	4 100.00%	0 0	0 0
Dauphin	19	2 10.50%	14 73.70%	3 15.80%	0 0
Lancaster	43	8 18.60%	28 65.10%	4 9.30%	3 7.00%
Lebanon	7	0 0	7 100.00%	0 0	0 0
Perry	3	1 33.30%	2 66.70%	0 0	0 0

- 88.0% of those that requested information from PerformCare (22 of the 25) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 4.0% (1) reported that they were not able to obtain information without unnecessary delays, and 8.0% (2) were not sure.

	Total	Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?			
		Yes	No	Not Sure	Does Not Apply
Total	25	22 88.00%	1 4.00%	2 8.00%	0 0
Adult					
Cumberland	5	4 80.00%	0 0	1 20.00%	0 0
Dauphin	3	2 66.70%	0 0	1 33.30%	0 0
Lancaster	3	3 100.00%	0 0	0 0	0 0
Lebanon	3	3 100.00%	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0
Child					
Cumberland	0	0 0	0 0	0 0	0 0
Dauphin	2	2 100.00%	0 0	0 0	0 0
Lancaster	8	7 87.50%	1 12.50%	0 0	0 0
Lebanon	0	0 0	0 0	0 0	0 0
Perry	1	1 100.00%	0 0	0 0	0 0

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

- 37.1% of respondents (83 of 224) reported that they were given a choice of at least 2 providers regarding the type of service they were seeking, 27.2% (61) reported that they were not given a choice, 24.6% (55) were not sure, and 11.2% (25) reported this question did not apply.

	Total	Q5 Were you given a choice of at least two (2) Providers from PerformCare regarding the type of service you were seeking?			
		Yes	No	Not Sure	Does Not Apply
Total	224	83 37.10%	61 27.20%	55 24.60%	25 11.20%
Adult					
Cumberland	54	18 33.30%	15 27.80%	18 33.30%	3 5.60%
Dauphin	36	13 36.10%	8 22.20%	12 33.30%	3 8.30%
Lancaster	27	10 37.00%	8 29.60%	3 11.10%	6 22.20%
Lebanon	29	10 34.50%	13 44.80%	4 13.80%	2 6.90%
Perry	2	1 50.00%	1 50.00%	0 0	0 0
Child					
Cumberland	4	1 25.00%	2 50.00%	1 25.00%	0 0
Dauphin	19	9 47.40%	3 15.80%	6 31.60%	1 5.30%
Lancaster	43	16 37.20%	9 20.90%	8 18.60%	10 23.30%
Lebanon	7	3 42.90%	1 14.30%	3 42.90%	0 0
Perry	3	2 66.70%	1 33.30%	0 0	0 0

- 51.8% of respondents (116 of 224) reported that they were informed of the time approved for their services, 15.2% of respondents (34) were not informed of the time approved for services, 24.1% (54) were not sure, and 8.9% (20) reported this question did not apply.

	Total	Q6 Were you informed of the time approved for your services? (Example: IBHS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	224	116 51.80%	34 15.20%	54 24.10%	20 8.90%
Adult					
Cumberland	54	38 70.40%	4 7.40%	11 20.40%	1 1.90%
Dauphin	36	19 52.80%	2 5.60%	14 38.90%	1 2.80%
Lancaster	27	8 29.60%	7 25.90%	6 22.20%	6 22.20%
Lebanon	29	12 41.40%	12 41.40%	5 17.20%	0 0
Perry	2	2 100.00%	0 0	0 0	0 0
Child					
Cumberland	4	3 75.00%	0 0	1 25.00%	0 0
Dauphin	19	12 63.20%	0 0	5 26.30%	2 10.50%
Lancaster	43	15 34.90%	8 18.60%	10 23.30%	10 23.30%
Lebanon	7	4 57.10%	1 14.30%	2 28.60%	0 0
Perry	3	3 100.00%	0 0	0 0	0 0

- 79.6% of respondents (78 of the 98) reported when they called PerformCare staff treats them courteously and with respect, 13.3% (13) reported when they called PerformCare staff did not treat them courteously and with respect, and 7.1% (7) were not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	98	78 79.60%	13 13.30%	7 7.10%
Adult				
Cumberland	21	15 71.40%	5 23.80%	1 4.80%
Dauphin	9	5 55.60%	2 22.20%	2 22.20%
Lancaster	14	14 100.00%	0 0	0 0
Lebanon	14	14 100.00%	0 0	0 0
Perry	0	0 0	0 0	0 0
Child				
Cumberland	3	2 66.70%	1 33.30%	0 0
Dauphin	6	3 50.00%	1 16.70%	2 33.30%
Lancaster	24	19 79.20%	3 12.50%	2 8.30%
Lebanon	4	3 75.00%	1 25.00%	0 0
Perry	3	3 100.00%	0 0	0 0

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

- 98.3% of respondents (175 of 178) report overall they are satisfied with their interactions with PerformCare, 1.1% (2) report overall they are not satisfied with their interactions, and 0.6% (1) were not sure.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	178	175 98.30%	2 1.10%	1 0.60%
Adult				
Cumberland	34	33 97.10%	1 2.90%	0 0
Dauphin	36	36 100.00%	0 0	0 0
Lancaster	21	21 100.00%	0 0	0 0
Lebanon	24	24 100.00%	0 0	0 0
Perry	0	0 0	0 0	0 0
Child				
Cumberland	4	3 75.00%	1 25.00%	0 0
Dauphin	18	18 100.00%	0 0	0 0
Lancaster	34	33 97.10%	0 0	1 2.90%
Lebanon	4	4 100.00%	0 0	0 0
Perry	3	3 100.00%	0 0	0 0

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

PerformCare Comments:

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

- Yes, but it got lost.

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

- I have been unhappy with the lack of autism service at CSG.
- I didn't know.
- I am aware but don't need to.

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

- No comments.

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

- My child has a social worker in the school that takes care of that.
- I have monthly meeting.
- Have a case manager with CSG.
- I have not needed to. I have a case manager who helps with any services I need.

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

- We're still waiting on services from Ponessa since last year but PerformCare has checked in periodically.

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

- They kind of assigned me one. I like my mobile psych nurse.
- They got her the first available.
- Psychiatrist associated with Holy Spirit Penn State took care of the transition.
- Not that I am aware of.
- My doctor picked Star for me.
- Most of the time I knew where I wanted to go.
- I went from inpatient to partial and I knew where I wanted to go.
- I was already receiving services through Ponessa for partial and I have been waiting for outpatient since May.
- I knew where I wanted to go. (4)
- I just chose them because I am 5 minutes from Mount Gretna.
- I got a whole bunch of choices.
- I chose PPI.
- His school district recommended CSG.

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

- Not at the beginning.
- I have 3 days here.

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

- Never called. (3)
- I have not called them. (2)
- I do not call them, they call me.

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

- Very Satisfied.
- No, they did not explain what services where to be expected.