



Consumer Satisfaction Services, Inc.

Capital Region 4th Quarter Report April-June 2016

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

Consumer Satisfaction Services

4775 Linglestown Road

Suite 201

Harrisburg, PA 17112

(717) 651-1070

www.css-pa.org

Consumer Satisfaction Services, Inc.

Board of Directors

Chair	Brian Havlik
Vice Chair	Steve Barndt
Secretary	Cindy Galliher
Treasurer	Chris Kroft
	Angela Rhodes

Staff

Executive Director	Jessica Paul
C/FST Manager	Abby Robinson
Survey Specialists	Martha Mercurio
	Bridget Horn
	Mary Schram
	Maggie Paul
	Debra Helwig

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

Table of Contents

Executive Summary	I
Request for Assistance	1
Survey Information	2
Demographic Information.....	4
Consumer Satisfaction.....	6
Total Satisfaction	10
Services	12
Outcomes of Services	16
Satisfaction with the Managed Care Organization.....	18
Consumer Comments	27

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.

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

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

Statistical Analysis

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

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

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

The use of the word 'significant' in this document indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05. A significant trend indicates a probability level which approaches significance i.e. the probability level is between .05 and 1.0.

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

Frequencies may not sum to total (n=471) 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 471 (n=471) respondents from the Capital Region including 322 Adults (68.4%) and 149 children/adolescents (31.6%).
- Sample: Of the 322 adult consumers, 299 (92.8%) responded for themselves, 8 (2.5%) had a parent/guardian respond for them, and 15 (4.7%) responded for themselves with a parent/guardian present. Of the 149 child/adolescent consumers, 4 (2.7%) responded for themselves, 138 (92.6%) had a parent/guardian respond for them, and 7 (4.7%) responded for themselves with a parent/guardian present.
- Level of Care: In all, 3 treatment levels of care were accessed by the respondents. 89 (18.9%) received Targeted Case Management, Intensive (ICM), 208 (44.2%) received Targeted Case Management, Blended (BM), and 174 (36.9%) received Targeted Case Management, Resource Coordination (RC).
- Methods: Data was collected by 6 interviewers.
- Treatment Facility: Data was collected from 7 Treatment Facilities in the Capital Region.
- Type: Overall, of the 471 interviews 453 (96.2%) were face-to-face interviews and 18 (3.8%) were conducted by phone.

Services

The survey has 17 questions that ask the consumer about their satisfaction with the services they receive. According to survey responses, consumers report some level of satisfaction with their services.

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

- 95.8% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 94.3% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 93.8% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 93.2% My provider asks my permission before sharing my personal information Q20.
- 90.9% I am an important part of the treatment process Q26.
- 89.4% I feel comfortable in asking questions regarding my treatment Q18.
- 88.7% I feel safe at this facility Q23.
- 87.3% Overall, I am satisfied with the services I am receiving Q29.
- 86.6% I trust my service provider Q22.
- 86.4% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 86.2% My service provider explained the advantages of my therapy or treatment Q27.

While satisfaction is generally high, further exploration is warranted regarding the following items (15% or greater for Strongly Disagree/Disagree responses):

- Adult Respondents: 15.2% My service provider spends adequate time with me Q19.
- Adult Respondents: 15.2% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.

Outcomes of Services

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

Consumers describe their lives as being better as a result of their services in a majority of cases. In total, 49.3% to 73.5% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 17.0% to 35.7% of consumer's responses reflect that no change has resulted from involvement in services. Only 4.5% to 10.8% of consumer's responses reflect that things are worse as a result of services.

We welcome questions, comments and suggestions. Please contact:

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

Request for Assistance

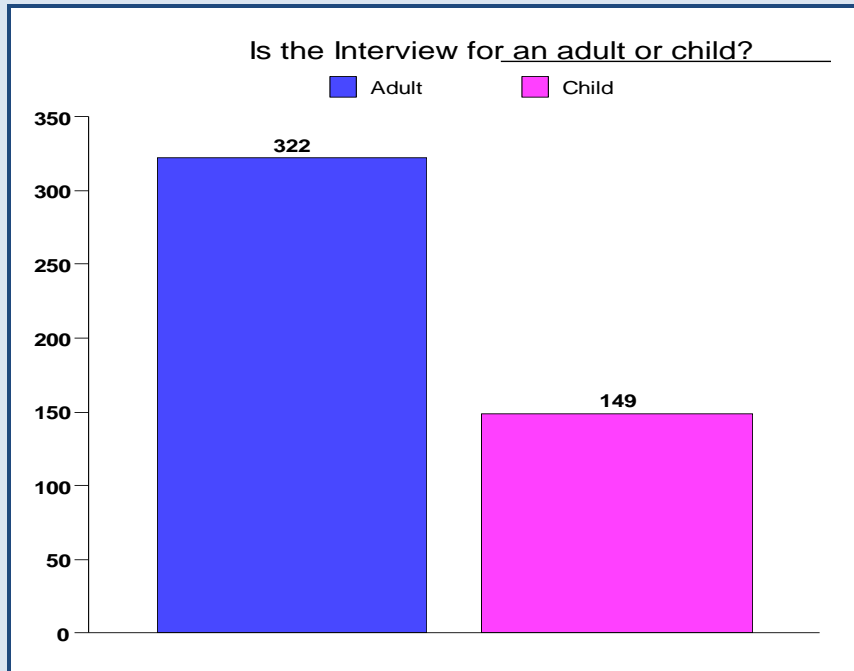
During the interview, if a Consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), Perform Care or any other part of the MH system that can reasonably be addressed, the surveyor will ask the Consumer if they would like 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 4th Quarter 15-16. However, a consumer concern was forwarded to Perform Care and handled as a formal complaint. The consumer reported that he was not receiving return phone calls from his case manager and that his case manager did not take him for emergency services when needed. Perform Care contacted the provider as well as the consumer to clarify the issue and decide the correct course of action. The consumer chose to stay with his current case manager. The case manager's supervisor reviewed the phone call policy with the case manager so that this situation would not occur in the future. Upon follow up, the consumer reported satisfaction with the outcome and required no further assistance.

* 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.

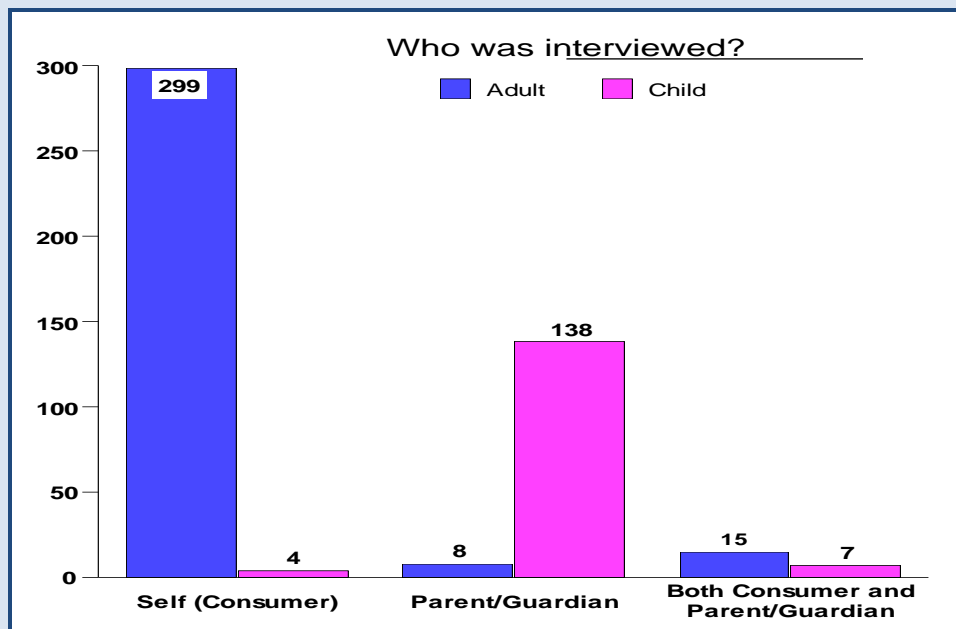
Survey Information

- Sample: The survey represents 471 ($n=471$) respondents from the Capital Region including 322 Adults (68.4%) and 149 children/adolescents (31.6%).



Our analysis found no significant differences in total satisfaction based on age.

- Sample: Of the 322 adult consumers, 299 (92.8%) responded for themselves, 8 (2.5%) had a parent/guardian respond for them, and 15 (4.7%) responded for themselves with a parent/guardian present. Of the 149 child/adolescent consumers, 4 (2.7%) responded for themselves, 138 (92.6%) had a parent/guardian respond for them, and 7 (4.7%) responded for themselves with a parent/guardian present.



Our analysis found no significant differences in total satisfaction based on who was interviewed.

- Level of Care: In all, 3 treatment levels of care were accessed by the respondents. 89 (18.9%) received Targeted Case Management, Intensive (ICM), 208 (44.2%) received Targeted Case Management, Blended (BM), and 174 (36.9%) received Targeted Case Management, Resource Coordination (RC).
- Methods: Data was collected by 6 interviewers.
- Treatment Facility: Data was collected from 7 Treatment Facilities in the Capital Region.
- Type: Overall, of the 471 interviews 453 (96.2%) were face-to-face interviews and 18 (3.8%) were conducted by phone.

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

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Base	471	68 14.40%	257 54.60%	82 17.40%	50 10.60%	14 3.00%
Adult						
In Person	312	50 16.00%	182 58.30%	47 15.10%	25 8.00%	8 2.60%
Phone	10	0 0	5 50.00%	1 10.00%	4 40.00%	0 0
Child						
In Person	141	15 10.60%	70 49.60%	32 22.70%	18 12.80%	6 4.30%
Phone	8	3 37.50%	0 0	2 25.00%	3 37.50%	0 0

County of Residence:

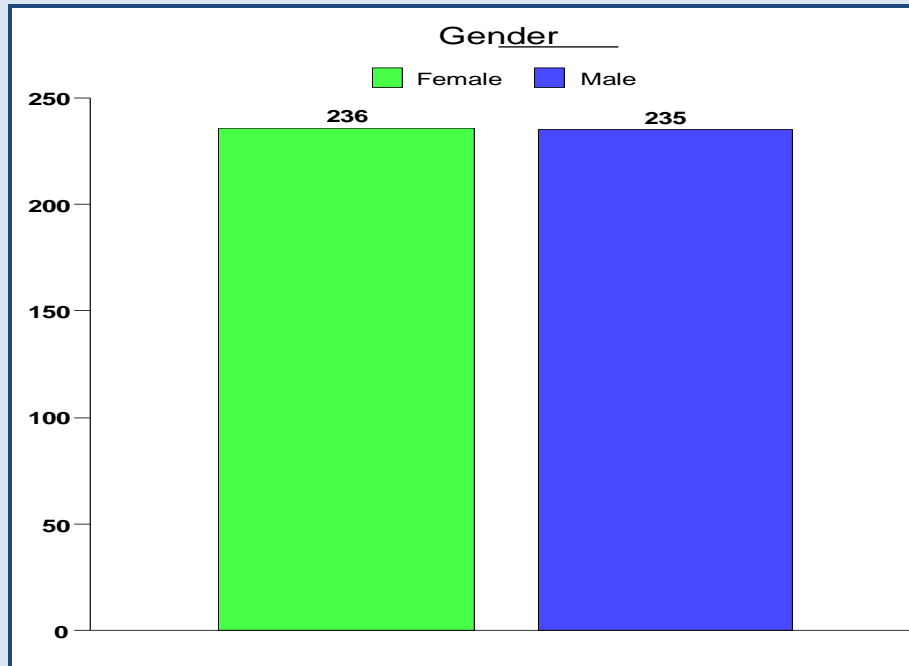
The table below shows the county of residence in alphabetical order. The largest number of respondents reported residence in Dauphin County (54.6%). The remaining respondents reported residence in Lancaster (17.4%), Cumberland (14.4%), Lebanon (10.6%), and Perry (3.0%).

	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	471	68 14.40%	257 54.60%	82 17.40%	50 10.60%	14 3.00%
Adult	322	50 15.50%	187 58.10%	48 14.90%	29 9.00%	8 2.50%
Child	149	18 12.10%	70 47.00%	34 22.80%	21 14.10%	6 4.00%

Our analysis found no significant differences in total satisfaction based on county of residence.

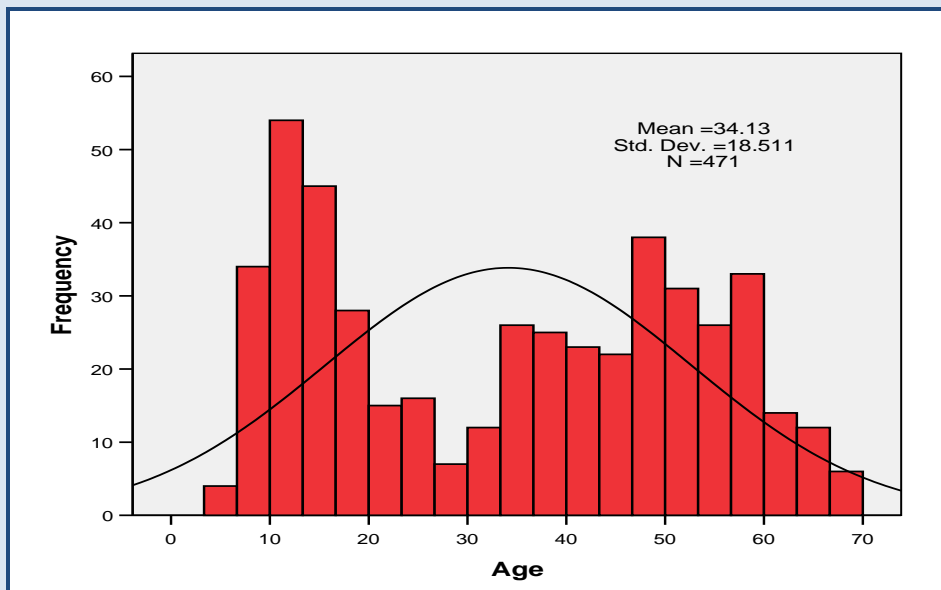
Demographic Information

- Gender: Overall, the sample is 50.1% female (236) and 49.9% male (235).



- Age: Age of all respondents ranged from 5-70 years, with a mean age of 34.13 (SD 18.511).

Age of All Respondents



Age of **Adult** respondents ranged from 18-75 years, with a mean age of 44.21 (SD= 13.256).

Age of **Child** respondents ranged from 5-17 years, with a mean age of 12.35 (SD= 2.894).

- Race: 276 respondents (58.6%) reported their race as White/Caucasian, 101 (21.4%) as African American, 44 (9.3%) as Hispanic/Latino, 38 (8.1%) as Multi-Racial, 9 (1.9%) as Other, 1 (0.2%) as Native American/American Indian, 1 (0.2%) as Asian/Pacific Islander, and 1 (0.2%) did not answer.

	Base	Race							
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American / American Indian	White / Caucasian	Multi-Racial	Other	Did not answer
Total	471	101 21.40%	1 0.20%	44 9.30%	1 0.20%	276 58.60%	38 8.10%	9 1.90%	1 0.20%
Adult	322	74 23.00%	1 0.30%	24 7.50%	1 0.30%	189 58.70%	24 7.50%	8 2.50%	1 0.30%
Child	149	27 18.10%	0 0	20 13.40%	0 0	87 58.40%	14 9.40%	1 0.70%	0 0

Consumer Satisfaction

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

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

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

The use of the word 'significant' in this document indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05. A significant trend indicates a probability level which approaches significance i.e. the probability level is between .05 and 1.0.

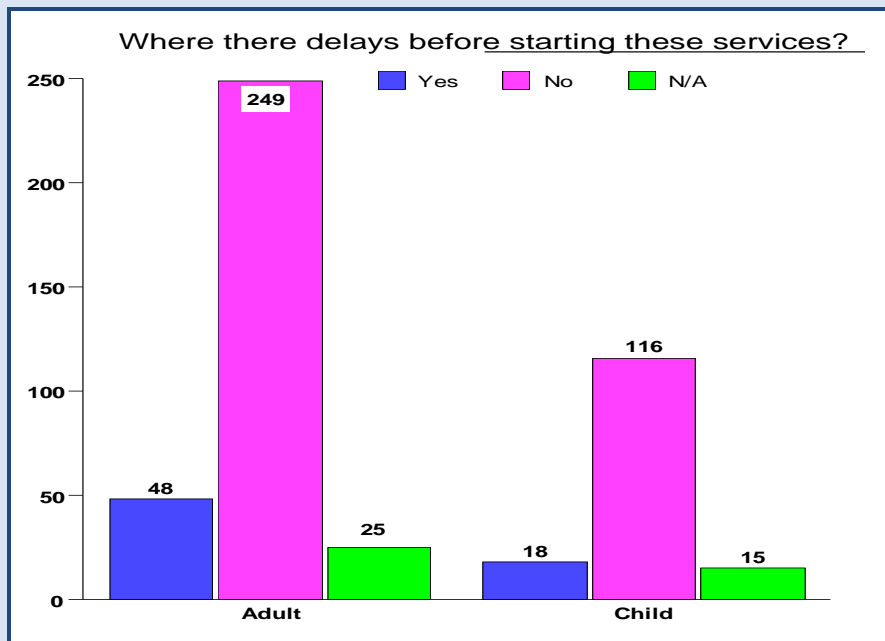
This section includes questions involving provider satisfaction surveys, service delays, and emergency treatment.

- Survey Information: Overall, 228 of the 471 respondents (28.6%) reported they had been interviewed by their provider within the last year, 194 (61.9%) reported they had not been interviewed, and 49 (8.8%) were not sure.

Total Satisfaction Score		Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	Total
Adult	N	156	133	33	322
	Mean	114.44	108.16	109.68	111.36
	Std. Deviation	12.28	14.60	17.41	14.14
Child	N	72	61	16	149
	Mean	114.69	110.30	109.90	112.38
	Std. Deviation	11.29	13.19	16.99	12.88

Our analysis indicates that adult consumers who were surveyed by their provider in the last year reported significantly higher levels of total satisfaction than those who reported they had not been surveyed by their provider in the last year. There were no significant differences in total satisfaction for child/adolescent respondents.

- Service Delay:
 - Of the 322 adult consumers 48 (14.9%) reported that they experienced some delay before beginning treatment. 249 consumers (77.3%) reported no delay before beginning treatment, and 25 (7.8%) consumers felt that this question did not apply to them.
 - Of the 149 child consumers 18 (12.1%) reported that they experienced some delay before beginning treatment. 116 consumers (77.8%) reported no delay before beginning treatment, and 15 (10.1%) consumers felt that this question did not apply to them.



Our analysis indicates significant differences in total satisfaction for both adult and child respondents. Adult consumers who report that they did not experience a service delay expressed higher total satisfaction than those who reported they did have a service delay and those who claimed this question did not apply to them. Child consumers who reported that they did not experience a service delay expressed significantly higher satisfaction than those who claimed this question did not apply to them.

Emergency Treatment: 54 of the 322 adult respondents (16.8%) indicated they needed emergency mental health or substance abuse service during the past year. 30 of the 149 child respondents (20.1%) indicated they needed emergency mental health or substance abuse service during the past year.

- 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 3.69 with standard deviation 1.371.

	Base	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
Total	84	10 11.90%	9 10.70%	8 9.50%	27 32.10%	30 35.70%
Adult	54	5 9.30%	4 7.40%	4 7.40%	19 35.20%	22 40.70%
Child	30	5 16.70%	5 16.70%	4 13.30%	8 26.70%	8 26.70%

Mean Satisfaction Race

Total Satisfaction Score			
Race	N	Mean	Std. Deviation
Asian/Pacific Islander	1	124.00	.
White / Caucasian	276	113.62	12.59
Multi-Racial	38	111.15	17.07
Other	9	109.99	15.55
African American	101	109.53	13.61
Hispanic/Latino	44	106.49	13.68
Native American / American Indian	1	98.00	.
Did not answer	1	58.00	.
Total	471	111.68	13.75

Our analysis indicated significant differences in total satisfaction with regard to Race. Adult consumers who identified their race as White/Caucasian reported significantly higher satisfaction than those who identified their race as Hispanic/Latino.

Mean Satisfaction Gender

Total Satisfaction Score				
	Gender	N	Mean	Std. Deviation
Adult	Female	187	109.65	15.17
	Male	135	113.72	12.24
	Total	322	111.36	14.14
Child	Female	49	109.94	12.40
	Male	100	113.57	13.01
	Total	149	112.38	12.88

According to our analysis, adult male consumers reported significantly higher satisfaction than adult female consumers.

Mean Satisfaction Method

Total Satisfaction Score				
Is the interview for	Method of Interview	Mean	N	Std. Deviation
Adult	In Person	110.9168	312	14.04417
	Phone	125.1250	10	9.68995
	Total	111.3581	322	14.13578
Child	In Person	112.6897	141	13.07126
	Phone	106.8460	8	7.46987
	Total	112.3759	149	12.88441

According to our analysis, adult consumers who completed their survey over the phone reported significantly higher total satisfaction than those who completed their survey in person.

Mean Satisfaction of Treatment Facilities

- Data was collected from 7 Treatment Facilities 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.

Adult Services

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
Lebanon MH/MR	29	113.78	8.48
Community Services Group	18	112.95	10.53
CMU	178	112.25	14.97
Northwestern-Stevens Center	35	111.86	14.27
Lancaster MH/MR	31	109.64	12.01
Holy Spirit Hospital	19	105.39	15.94
Keystone	12	102.31	15.43
Total	322	111.36	14.14

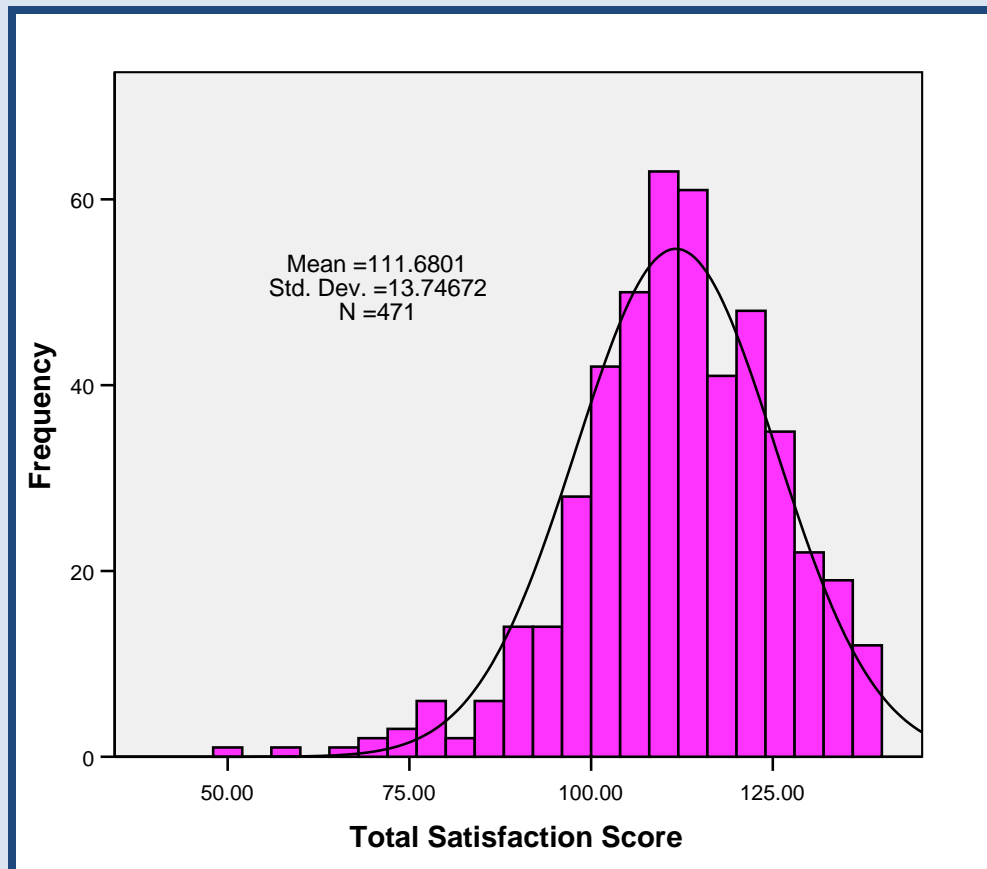
Child/Adolescent Services

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
Lebanon MH/MR	21	115.57	11.15
CMU	74	113.17	11.91
Community Services Group	8	112.69	11.58
Lancaster MH/MR	25	111.02	14.52
Holy Spirit Hospital	16	110.52	16.34
Northwestern-Stevens Center	5	99.40	11.35
Total	149	112.38	12.88

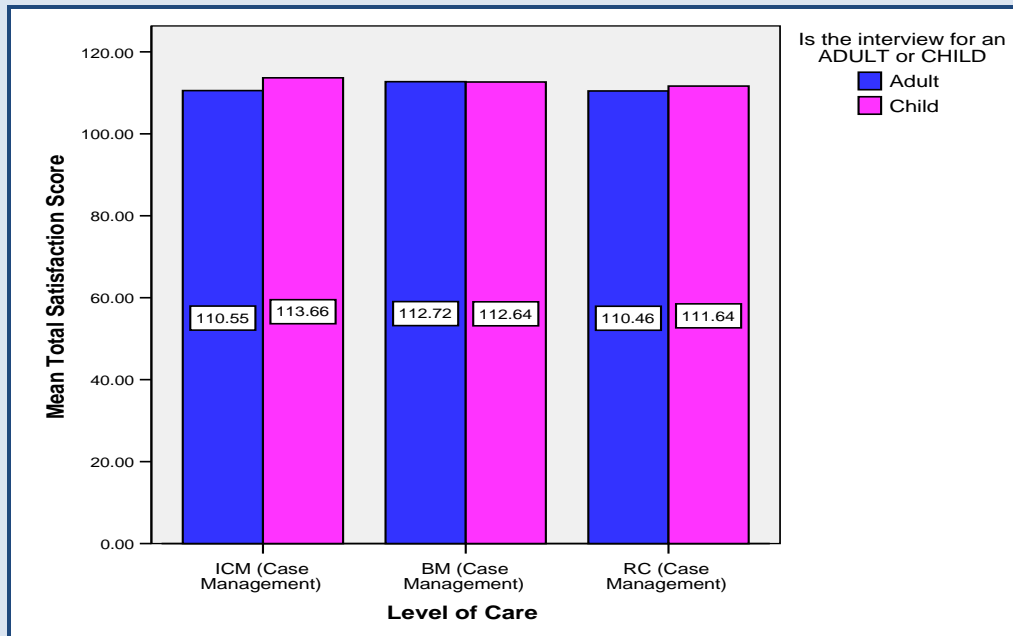
Total Satisfaction

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) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale has a range of 28-140. Scores 113-140 indicate a high level of satisfaction, scores 85-112 indicate some level of satisfaction and scores below 84 indicate some level of dissatisfaction.

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 111.6801 with a standard deviation 13.74672 indicating some level of satisfaction overall. The TSS scores ranged from 49 – 140. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.



Mean Satisfaction by Level of Care

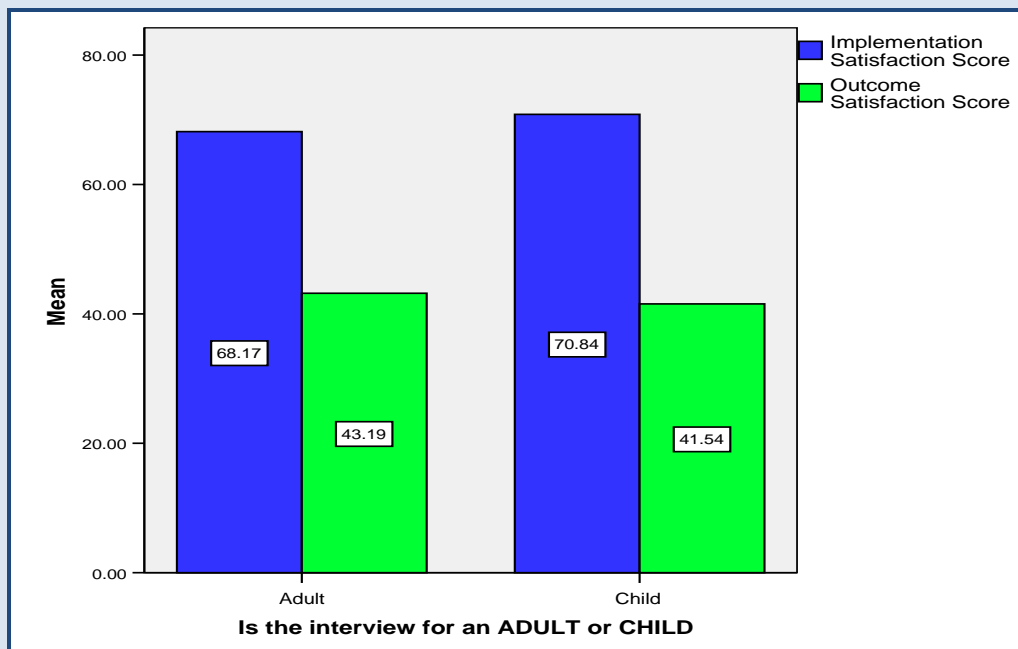


Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 33.2-85. Scores 68-85 indicate a high level of satisfaction, scores 51-67 indicate some level of satisfaction and scores below 50 indicate some level of dissatisfaction with services.

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

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



Services

The survey has 17 questions that ask the consumer about their satisfaction with the services they receive. According to survey responses, consumers report some level of satisfaction with their services.

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

- 95.8% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 94.3% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 93.8% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 93.2% My provider asks my permission before sharing my personal information Q20.
- 90.9% I am an important part of the treatment process Q26.
- 89.4% I feel comfortable in asking questions regarding my treatment Q18.
- 88.7% I feel safe at this facility Q23.
- 87.3% Overall, I am satisfied with the services I am receiving Q29.
- 86.6% I trust my service provider Q22.
- 86.4% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 86.2% My service provider explained the advantages of my therapy or treatment Q27.

While satisfaction is generally high, further exploration is warranted regarding the following items (15% or greater for Strongly Disagree/Disagree responses):

- Adult Respondents: 15.2% My service provider spends adequate time with me Q19.
- Adult Respondents: 15.2% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.

**Summary responses from the Total group of respondents (N=471) are presented in Table 1.
Summary responses from the Adult group of respondents (N=322) are presented in Table 2.
Summary responses from the Child/Adolescent group of respondents (N=149) are presented in Table 3.**

Table 1 – Total Satisfaction – Services Questions

N=471	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	86.4	10.2	2.8	0.6	0.0
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	83.7	10.8	2.9	0.9	3.2
15. When I came to this program I was given information on all the services that were available to me.	82.8	11.7	2.7	0.7	0.4
16. I have the option to change my service provider should I choose to.	84.9	9.6	2.8	0.6	0.4
17. I was informed about my rights and responsibilities regarding the treatment I have received.	94.3	3.8	2.9	0.4	0.2
18. I feel comfortable in asking questions regarding my treatment.	89.4	7.0	2.8	0.6	0.4
19. My service provider spends adequate time with me.	80.9	14.0	2.7	0.8	0.8
20. My provider asks my permission before sharing my personal information.	93.2	3.2	2.9	0.5	0.8
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	93.8	1.3	3.0	2.6	2.5
22. I trust my service provider.	86.6	7.2	2.8	0.6	0.4
23. I feel safe at this facility.	88.7	3.6	3.0	2.7	3.2
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	81.5	11.3	2.8	2.8	2.1
25. I am included in the development of my treatment/recovery plan and goals for recovery.	95.8	2.1	3.0	0.4	0.6
26. I am an important part of the treatment process.	90.9	5.3	2.9	0.5	0.2
27. My service provider explained the advantages of my therapy or treatment.	86.2	9.8	2.8	0.7	0.6
28. My service provider explained the limitations of my therapy or treatment.	81.3	11.7	2.7	0.8	1.3
29. Overall, I am satisfied with the services I am receiving.	87.3	8.7	2.8	0.6	0.4

Table 2 – Total Satisfaction – Services Questions Adult

N=322	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	84.8	10.6	2.7	0.6	0.0
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	82.9	11.5	2.9	0.9	3.7
15. When I came to this program I was given information on all the services that were available to me.	82.0	12.7	2.7	0.7	0.6
16. I have the option to change my service provider should I choose to.	82.9	11.2	2.7	0.7	0.6
17. I was informed about my rights and responsibilities regarding the treatment I have received.	92.5	5.3	2.9	0.5	0.3
18. I feel comfortable in asking questions regarding my treatment.	87.3	8.7	2.8	0.6	0.6
19. My service provider spends adequate time with me.	79.8	15.2	2.7	0.8	1.2
20. My provider asks my permission before sharing my personal information.	93.5	3.7	2.9	0.5	0.9
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	91.9	1.6	3.1	0.7	3.7
22. I trust my service provider.	85.4	7.1	2.8	0.6	0.6
23. I feel safe at this facility.	89.4	4.0	2.9	0.6	1.9
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	74.8	15.2	2.7	0.9	2.8
25. I am included in the development of my treatment/recovery plan and goals for recovery.	95.7	2.5	2.9	0.4	0.3
26. I am an important part of the treatment process.	90.4	6.2	2.8	0.5	0.0
27. My service provider explained the advantages of my therapy or treatment.	83.2	12.7	2.7	0.7	0.9
28. My service provider explained the limitations of my therapy or treatment.	79.2	14.0	2.7	0.8	0.9
29. Overall, I am satisfied with the services I am receiving.	84.8	10.6	2.8	0.7	0.3

Table 3 – Total Satisfaction – Services Questions Child/Adolescent

N=149	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	89.9	9.4	2.8	0.6	0.0
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	85.2	9.4	2.8	0.8	2.0
15. When I came to this program I was given information on all the services that were available to me.	84.6	9.4	2.8	0.6	0.0
16. I have the option to change my service provider should I choose to.	89.3	6.0	2.8	0.5	0.0
17. I was informed about my rights and responsibilities regarding the treatment I have received.	98.0	0.7	3.0	0.2	0.0
18. I feel comfortable in asking questions regarding my treatment.	94.0	3.4	2.9	0.4	0.0
19. My service provider spends adequate time with me.	83.2	11.4	2.7	0.7	0.0
20. My provider asks my permission before sharing my personal information.	92.6	2.0	2.9	0.4	0.7
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	98.0	0.7	3.0	0.2	0.0
22. I trust my service provider.	89.3	7.4	2.8	0.5	0.0
23. I feel safe at this facility.	87.2	2.7	3.1	0.8	6.0
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	96.0	2.7	3.0	0.4	0.7
25. I am included in the development of my treatment/recovery plan and goals for recovery.	96.0	1.3	3.0	0.4	1.3
26. I am an important part of the treatment process.	91.9	3.4	2.9	0.5	0.7
27. My service provider explained the advantages of my therapy or treatment.	92.6	3.4	2.9	0.4	0.0
28. My service provider explained the limitations of my therapy or treatment.	85.9	6.7	2.9	0.7	2.0
29. Overall, I am satisfied with the services I am receiving.	92.6	4.7	2.9	0.5	0.7

Outcomes of Services

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

Consumers describe their lives as being better as a result of their services in a majority of cases. In total, 49.3% to 73.5% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 17.0% to 35.7% of consumer's responses reflect that no change has resulted from involvement in services. Only 4.5% to 10.8% of consumer's responses reflect that things are worse as a result of services.

**As there was such a high proportion of respondents in the does not apply category for Question 38, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented below. When the Not Applicable responses are removed, 59.3% of consumers believe that services have improved their lives, 32.7% reported no change, and 8.0% reported things are worse.*

Summary responses from the Total group of respondents (N=471) are presented in Table 4. Summary responses from the Adult group of respondents (N=322) are presented in Table 5. Summary responses from the Child/Adolescent group of respondents (N=149) are presented in Table 6.

Table 4 – Total Satisfaction – Outcomes of Services Questions

Total N=471	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	73.5	17.0	8.1	2.7	0.7	1.5
31. Feeling in control of my life.	70.5	17.4	10.8	2.6	0.8	1.3
32. Coping with personal crisis.	60.1	25.1	10.4	2.7	1.0	4.5
33. How I feel about myself.	67.5	21.2	9.8	2.6	0.8	1.5
34. Feeling good (hopeful) about the future.	67.7	19.1	10.8	2.7	0.8	2.3
35. Enjoying my free time.	73.5	21.0	4.5	2.7	0.6	1.1
36. Strengthening my social support network.	61.4	28.9	8.1	2.6	0.8	1.7
37. Being involved in community activities.	49.3	35.7	6.8	2.8	1.1	8.3
38. Participating with school or work activities.	34.6	19.1	4.7	4.0	1.8	41.6
39. Interacting with people in social situations.	59.7	29.9	7.4	2.6	0.9	3.0
40. Coping with specific problems or issue that led to seek services.	72.4	18.3	8.3	2.7	0.7	1.1

Table 5 – Total Satisfaction – Outcomes of Services Questions Adult

Total N=322	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	77.6	14.6	6.2	2.8	0.7	1.6
31. Feeling in control of my life.	76.1	13.4	9.6	2.7	0.7	0.9
32. Coping with personal crisis.	63.7	22.4	11.8	2.6	0.9	2.2
33. How I feel about myself.	70.8	18.0	10.6	2.6	0.7	0.6
34. Feeling good (hopeful) about the future.	70.5	15.5	12.7	2.6	0.8	1.2
35. Enjoying my free time.	73.6	21.4	4.0	2.7	0.6	0.9
36. Strengthening my social support network.	61.2	28.6	8.7	2.6	0.8	1.6
37. Being involved in community activities.	48.8	37.0	7.5	2.7	1.1	7.1
38. Participating with school or work activities.	28.0	12.1	2.5	2.6	1.7	57.5
39. Interacting with people in social situations.	60.6	28.6	7.5	2.7	0.9	3.4
40. Coping with specific problems or issue that led to seek services.	76.1	16.8	6.2	2.7	0.7	1.3

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

Total N=149	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	64.4	22.1	12.1	2.6	0.8	1.3
31. Feeling in control of my life.	58.4	26.2	13.4	2.5	0.9	2.0
32. Coping with personal crisis.	52.3	30.9	7.4	2.8	1.2	9.4
33. How I feel about myself.	60.4	28.2	8.1	2.7	1.0	3.4
34. Feeling good (hopeful) about the future.	61.7	26.8	6.7	2.7	0.9	4.7
35. Enjoying my free time.	73.2	20.1	5.4	2.7	0.7	1.3
36. Strengthening my social support network.	61.7	29.5	6.7	2.6	0.8	2.0
37. Being involved in community activities.	51.0	32.9	5.4	2.9	1.2	10.7
38. Participating with school or work activities.	49.0	34.2	9.4	2.7	1.1	7.4
39. Interacting with people in social situations.	57.7	32.9	7.4	2.6	0.8	2.0
40. Coping with specific problems or issue that led to seek services.	64.4	21.5	12.8	2.6	0.8	1.3

Satisfaction with the Managed Care Organization

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

- 44.4% of respondents (209 of the 471) reported that they had received a copy of the Perform Care member handbook. 37.4% (176) did not receive a member handbook, 17.8% (84) were not sure, and 0.4% (2) reported that this question did not apply.

	Base	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	471	209 44.40%	176 37.40%	84 17.80%	2 0.40%
Adult					
Cumberland	50	9 18.00%	26 52.00%	15 30.00%	0 0
Dauphin	187	73 39.00%	90 48.10%	24 12.80%	0 0
Lancaster	48	11 22.90%	22 45.80%	14 29.20%	1 2.10%
Lebanon	29	15 51.70%	6 20.70%	8 27.60%	0 0
Perry	8	2 25.00%	5 62.50%	1 12.50%	0 0
Child					
Cumberland	18	10 55.60%	3 16.70%	5 27.80%	0 0
Dauphin	71	49 69.00%	10 14.10%	12 16.90%	0 0
Lancaster	33	21 63.60%	8 24.20%	3 9.10%	1 3.00%
Lebanon	21	16 76.20%	3 14.30%	2 9.50%	0 0
Perry	6	3 50.00%	3 50.00%	0 0	0 0

- 88.5% of respondents (417 of the 471) reported that they are aware of their right to file a complaint or grievance. 9.8% (46) were not aware of their right to file a complaint or grievance, 4.3% (6) were not sure, and 0.4% (2) reported that this question did not apply.

	Base	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	471	417 88.50%	46 9.80%	6 1.30%	2 0.40%
Adult					
Cumberland	50	44 88.00%	5 10.00%	1 2.00%	0 0
Dauphin	187	153 81.80%	29 15.50%	3 1.60%	2 1.10%
Lancaster	48	43 89.60%	4 8.30%	1 2.10%	0 0
Lebanon	29	26 89.70%	2 6.90%	1 3.40%	0 0
Perry	8	7 87.50%	1 12.50%	0 0	0 0
Child					
Cumberland	18	18 100.00%	0 0	0 0	0 0
Dauphin	71	68 95.80%	3 4.20%	0 0	0 0
Lancaster	33	31 93.90%	2 6.10%	0 0	0 0
Lebanon	21	21 100.00%	0 0	0 0	0 0
Perry	6	6 100.00%	0 0	0 0	0 0

- 68.2% of respondents (321 of the 471) reported that they knew who to call to file a complaint or grievance. 26.8% (126) reported that they did not know who to call, 3.2% (15) were not sure, and 1.9% (9) reported that this question did not apply.

	Base	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	471	321 68.20%	126 26.80%	15 3.20%	9 1.90%
Adult					
Cumberland	50	41 82.00%	6 12.00%	2 4.00%	1 2.00%
Dauphin	187	112 59.90%	65 34.80%	5 2.70%	5 2.70%
Lancaster	48	30 62.50%	14 29.20%	3 6.30%	1 2.10%
Lebanon	29	17 58.60%	7 24.10%	3 10.30%	2 6.90%
Perry	8	3 37.50%	5 62.50%	0 0	0 0
Child					
Cumberland	18	17 94.40%	1 5.60%	0 0	0 0
Dauphin	71	56 78.90%	14 19.70%	1 1.40%	0 0
Lancaster	33	22 66.70%	10 30.30%	1 3.00%	0 0
Lebanon	21	19 90.50%	2 9.50%	0 0	0 0
Perry	6	4 66.70%	2 33.30%	0 0	0 0

- 11.5% of respondents (54 of the 471) reported that they had called Perform Care in the last twelve months for information. 82.8% (390) did not call Perform Care within the last twelve months, 1.9% (9) were not sure, and 3.8% (18) reported that this question does not apply.

	Base	Q4 In the last twelve months, did you call member services at Perform Care to get information? (example: help for counseling, treatment or other services) If NO, go to question 35.			
		Yes	No	Not Sure	Does Not Apply
Total	471	54 11.50%	390 82.80%	9 1.90%	18 3.80%
Adult					
Cumberland	50	1 2.00%	43 86.00%	1 2.00%	5 10.00%
Dauphin	187	14 7.50%	165 88.20%	2 1.10%	6 3.20%
Lancaster	48	3 6.30%	41 85.40%	1 2.10%	3 6.30%
Lebanon	29	4 13.80%	22 75.90%	2 6.90%	1 3.40%
Perry	8	0 0	8 100.00%	0 0	0 0
Child					
Cumberland	18	5 27.80%	13 72.20%	0 0	0 0
Dauphin	71	14 19.70%	53 74.60%	2 2.80%	2 2.80%
Lancaster	33	9 27.30%	22 66.70%	1 3.00%	1 3.00%
Lebanon	21	3 14.30%	18 85.70%	0 0	0 0
Perry	6	1 16.70%	5 83.30%	0 0	0 0

- 77.8% of those that requested information from Perform Care (56 of the 72) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 15.3% (11) were not able to get information without delays, and 6.9% (5) were not sure.

	Base	Q4A I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.		
		Yes	No	Not Sure
Total	72	56 77.80%	11 15.30%	5 6.90%
Adult				
Cumberland	2	2 100.00%	0 0	0 0
Dauphin	20	16 80.00%	4 20.00%	0 0
Lancaster	4	2 50.00%	1 25.00%	1 25.00%
Lebanon	8	4 50.00%	1 12.50%	3 37.50%
Perry	0	0 0	0 0	0 0
Child				
Cumberland	5	5 100.00%	0 0	0 0
Dauphin	16	15 93.80%	1 6.30%	0 0
Lancaster	10	8 80.00%	1 10.00%	1 10.00%
Lebanon	6	3 50.00%	3 50.00%	0 0
Perry	1	1 100.00%	0 0	0 0

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

- 49.9% of respondents (235 of 471) were given a choice of at least 2 providers regarding the type of service they were seeking. 31.0% of respondents (146) reported that they were not given a choice, 9.8% (46) were not sure, and 9.3% (44) reported that this question did not apply.

	Base	Q5 I was given a choice of at least two (2) Providers from Perform Care regarding the type of service I am seeking.			
		Yes	No	Not Sure	Does Not Apply
Total	471	235 49.90%	146 31.00%	46 9.80%	44 9.30%
Adult					
Cumberland	50	16 32.00%	22 44.00%	12 24.00%	0 0
Dauphin	187	82 43.90%	66 35.30%	15 8.00%	24 12.80%
Lancaster	48	16 33.30%	20 41.70%	6 12.50%	6 12.50%
Lebanon	29	14 48.30%	10 34.50%	4 13.80%	1 3.40%
Perry	8	1 12.50%	4 50.00%	0 0	3 37.50%
Child					
Cumberland	18	12 66.70%	3 16.70%	3 16.70%	0 0
Dauphin	71	49 69.00%	14 19.70%	4 5.60%	4 5.60%
Lancaster	33	21 63.60%	5 15.20%	2 6.10%	5 15.20%
Lebanon	21	19 90.50%	1 4.80%	0 0	1 4.80%
Perry	6	5 83.30%	1 16.70%	0 0	0 0

- 65.6% of respondents (309 of 471) were informed of the time approved for their services. 25.1% of respondents (118) were not informed of the time approved for services, 8.5% (40) were not sure, and 0.8% (4) reported that this question did not apply.

	Base	Q6 I was informed of the time approved for my services. (Example: BHRS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	471	309 65.60%	118 25.10%	40 8.50%	4 0.80%
Adult					
Cumberland	50	21 42.00%	21 42.00%	7 14.00%	1 2.00%
Dauphin	187	114 61.00%	59 31.60%	12 6.40%	2 1.10%
Lancaster	48	25 52.10%	18 37.50%	5 10.40%	0 0
Lebanon	29	19 65.50%	5 17.20%	5 17.20%	0 0
Perry	8	4 50.00%	2 25.00%	1 12.50%	1 12.50%
Child					
Cumberland	18	14 77.80%	2 11.10%	2 11.10%	0 0
Dauphin	71	61 85.90%	6 8.50%	4 5.60%	0 0
Lancaster	33	26 78.80%	4 12.10%	3 9.10%	0 0
Lebanon	21	21 100.00%	0 0	0 0	0 0
Perry	6	4 66.70%	1 16.70%	1 16.70%	0 0

- 82.8% of respondents (96 of the 116) report when they call Perform Care staff treats them courteously and with respect. 3.4% (4) reported that Perform Care staff did not treat them courteously and with respect, and 13.8% (16) were not sure.

	Base	Q7 When I call Perform Care staff treats me courteously and with respect.		
		Yes	No	Not Sure
Total	116	96 82.80%	4 3.40%	16 13.80%
Adult				
Cumberland	2	1 50.00%	0 0	1 50.00%
Dauphin	55	39 70.90%	3 5.50%	13 23.60%
Lancaster	2	2 100.00%	0 0	0 0
Lebanon	4	3 75.00%	0 0	1 25.00%
Perry	1	1 100.00%	0 0	0 0
Child				
Cumberland	5	5 100.00%	0 0	0 0
Dauphin	28	27 96.40%	0 0	1 3.60%
Lancaster	12	11 91.70%	1 8.30%	0 0
Lebanon	6	6 100.00%	0 0	0 0
Perry	1	1 100.00%	0 0	0 0

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

- 92.8% of respondents (259 of 279) report overall they are satisfied with their interactions with Perform Care. 2.9% of respondents (8) report overall they are not satisfied with their interactions with Perform Care, and 4.3% (12) was not sure.

	Base	Q8 Overall, I am satisfied with the interactions I have had with Perform Care.		
		Yes	No	Not Sure
Total	279	259 92.80%	8 2.90%	12 4.30%
Adult				
Cumberland	15	13 86.70%	1 6.70%	1 6.70%
Dauphin	119	111 93.30%	3 2.50%	5 4.20%
Lancaster	16	15 93.80%	0 0	1 6.30%
Lebanon	26	24 92.30%	1 3.80%	1 3.80%
Perry	1	1 100.00%	0 0	0 0
Child				
Cumberland	11	9 81.80%	1 9.10%	1 9.10%
Dauphin	49	47 95.90%	0 0	2 4.10%
Lancaster	19	17 89.50%	2 10.50%	0 0
Lebanon	21	20 95.20%	0 0	1 4.80%
Perry	2	2 100.00%	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 need one.

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

- Although I want to, the mobile therapist says I can't.
- I assume that.
- Never received any information from them.
- So they can retaliate against me, I can't do that.
- Too afraid.

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

- I actually went to the director of Mental Health in Dauphin County.
- I don't want to start no trouble.
- I usually call and tell my case manager or if it's real bad her supervisor.
- I'd call the number on my MA card--Gateway.
- I'd call till I found out.
- I'd go to the internet.
- I'm sure I could figure it out.
- My case manager helps with that.
- My ombudsman would do that.
- Start with worker and on up.
- Was told that if consumer files a grievance, psych can drop me as a client. That it is doctor right to do so. Gaveme an ultimatum.

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

- Don't know.
- Not happy with caseworker.
- They never contact me.

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

- At first the service was very helpful but now is getting worse.
- At first we have good communication but now is getting worse.
- Some of the time.
- They told me they had a right not to see me CMU/NHS and Perform Care wouldn't help me till I cried. Eventually they intervened.

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

- After discharge from PPI, automatically to CMU.
- Closer for me.
- CMU closer for me.
- Gets nothing from Perform Care.
- I choose Holy Spirit.
- I went to CMU on my own.
- It's been a long, long time since I started.
- Never communicate with me.
- They were recommended.

- Was transferred to a private facility.
- We took the first one.

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

- As long as I needed it.
- As long as I qualify. I'll be ending soon; I've got a good job.
- At first but now I been having delay with the TSS.
- Does not remember.
- Does not know why but have had services for 29 years.
- Every two weeks.
- I get statements of approval.
- I was sent a letter.
- It's renewed every year.
- Probably my grandma.
- She goes above and beyond.

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

- Consumer felt stereotyped.
- Felt stereotyped.
- For the most part. We have had a difficult year with Perform Care.
- I recently contacted them.
- Just recently called them and they treat me very courteously.
- My case manager does.
- Never contact with me.
- Sometimes they give guardian "run around".

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

- AmeriHealth.
- I was told my services should be downgraded because of my age when my disability had not changed.
- I haven't had any interaction with them.
- It's been a struggle to get services lately.
- Mobile therapy is being cancelled unexpectedly because they say goals have not been met.
- No interactions with them.
- Some serious issues with case manager and in order to get it resolved I have had to go to the state agencies.
- They follow up all the time.
- Too much change and confusion.