



## **Consumer Satisfaction Services, Inc.**

**Capital Region  
4<sup>th</sup> Quarter 2024**

**PREPARED FOR:**

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

**Prepared By**  
**Consumer Satisfaction Services**

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# **Consumer Satisfaction Services, Inc.**

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

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# Executive Summary

## Survey Protocol

Consumer Satisfaction Services (CSS) is a consumer operated, non-profit organization. CSS gives a voice to consumers, by giving them the opportunity to express their opinion of services received as well as their treatment wants and needs. CSS also helps to identify trends and institute change for future consumers. Half of the CSS Board of Directors and all staff are self-identified as being in mental health and/or substance 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 over-all 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=1103) 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 1103 ( $n=1103$ ) respondents from the Capital Region including 540 adult consumers (49.0%) and 563 child/adolescent (51.0%) consumers.
- Sample: Of the 540 adult consumers, 524 (97.0%) responded for themselves, 14 (2.6%) had a parent/guardian respond for them and 2 (0.4%) responded for themselves with the additional input of a parent/guardian. Of the 563 child/adolescent consumers, 4 (0.7%) responded for themselves, 550 (97.7%) had a parent/guardian respond for them, and 9 (1.6%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 6 treatment levels of care were utilized by respondents and are included in this reporting period, 573 (51.9%) IBHS, 231 (20.9%) SUD Outpatient, 161 (14.6%) SUD Inpatient, 93 (8.4%) SUD Intensive Outpatient, 32 (2.9%) SUD Halfway House, and 13 (1.2%) ACT.
- Methods: Data was collected by 7 interviewers.
- Treatment Facility: Data was collected pertaining to 80 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 1103 interviews, 445 (40.3%) were conducted in person and 658 (59.7%) 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:

- 94.9% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 94.0% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 94.0% You feel comfortable in asking questions regarding your treatment Q18.
- 93.2% You are an important part of the treatment process Q26.
- 92.5% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 92.0% Your provider asks your permission before sharing your personal information Q20.
- 91.3% Your service provider explained the advantages of therapy or treatment Q27.
- 89.0% You trust your service provider Q22.
- 88.6% You have the option to change your service provider should you choose to Q16.
- 88.2% Overall, you are satisfied with the services received/are receiving Q29.
- 87.8% Your service provider spends adequate time with you Q19.
- 85.4% Your service provider explained the limitations of therapy or treatment Q28.

*\*You feel safe at this facility Q23. A high number of respondents reported that this question did not apply to them. With these cases removed, 93.5% reported that they agree or strongly agree that they feel safe at this facility and 2.9% neither agreed nor disagreed that they feel safe at this facility, and 3.6% reported that they disagree or strongly disagree that they feel safe at this facility. This is a more accurate representation of the data.*

## 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, 61.8% to 79.1% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 14.6% to 21.8% of responses reflect that no change has resulted from involvement in services. Finally, 2.5% to 5.9% 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, 78.5% reported that participating with school or work is better or much better, 17.9% reported no change, and 3.6% 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, 68.5% reported that being involved in community events is better or much better, 27.8% reported no change, and 3.7% 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**  
**4775 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 Request for Assistance is forwarded to Capital Area Behavioral Health Collaborative (CABHC) for action steps and follow up.

- CSS had no Requests for Assistance for the 4<sup>th</sup> Quarter 2024.

\* 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 1103 ( $n=1103$ ) respondents from the Capital Region including 540 adult consumers (49.0%) and 563 child/adolescent (51.0%) consumers.
- Sample: Of the 540 adult consumers, 524 (97.0%) responded for themselves, 14 (2.6%) had a parent/guardian respond for them and 2 (0.4%) responded for themselves with the additional input of a parent/guardian. Of the 563 child/adolescent consumers, 4 (0.7%) responded for themselves, 550 (97.7%) had a parent/guardian respond for them, and 9 (1.6%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 6 treatment levels of care were utilized by respondents and are included in this reporting period, 573 (51.9%) IBHS, 231 (20.9%) SUD Outpatient, 161 (14.6%) SUD Inpatient, 93 (8.4%) SUD Intensive Outpatient, 32 (2.9%) SUD Halfway House, and 13 (1.2%) ACT.
- Methods: Data was collected by 7 interviewers.
- Treatment Facility: Data was collected pertaining to 80 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 1103 interviews, 445 (40.3%) were conducted in person and 658 (59.7%) were conducted by phone.

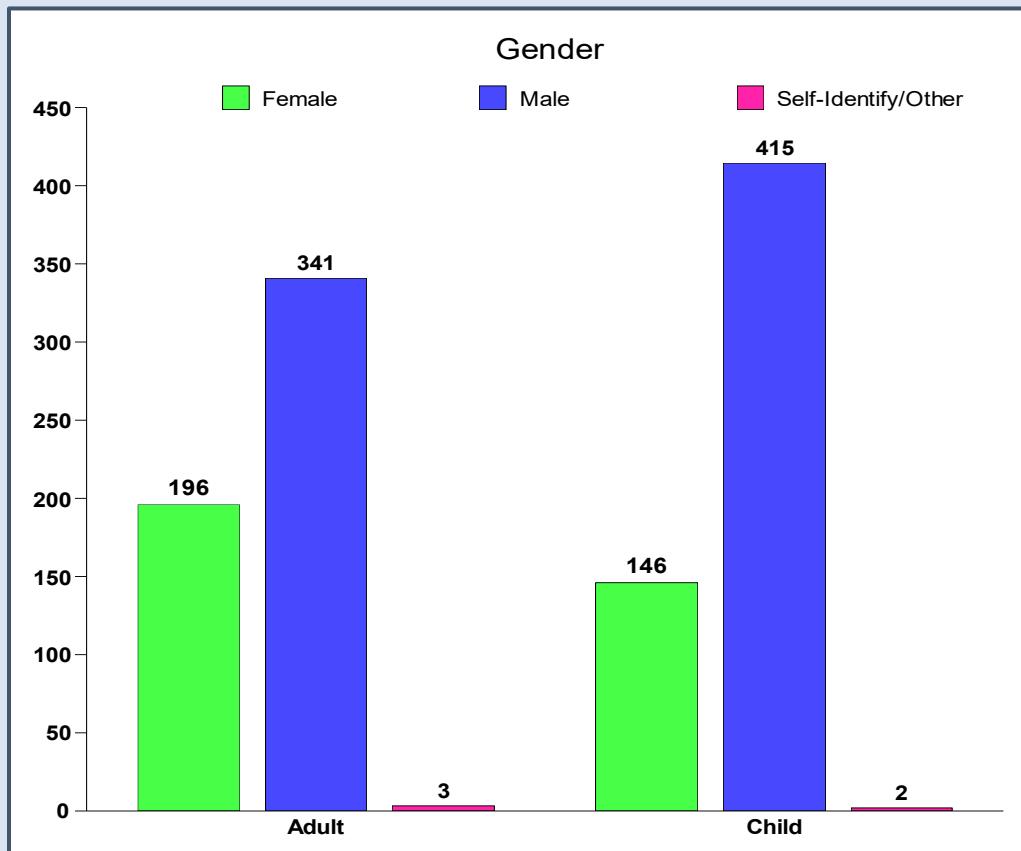
### County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster (37.0%). The remaining respondents reported residence in Dauphin (34.1%), Cumberland (14.3%), Lebanon (12.6%), and Perry County (2.0%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
<b>Total</b>	1103	158 14.30%	376 34.10%	408 37.00%	139 12.60%	22 2.00%
<b>Age Type</b>						
<b>Child</b>	563	71 12.60%	215 38.20%	184 32.70%	83 14.70%	10 1.80%
<b>Adult</b>	540	87 16.10%	161 29.80%	224 41.50%	56 10.40%	12 2.20%

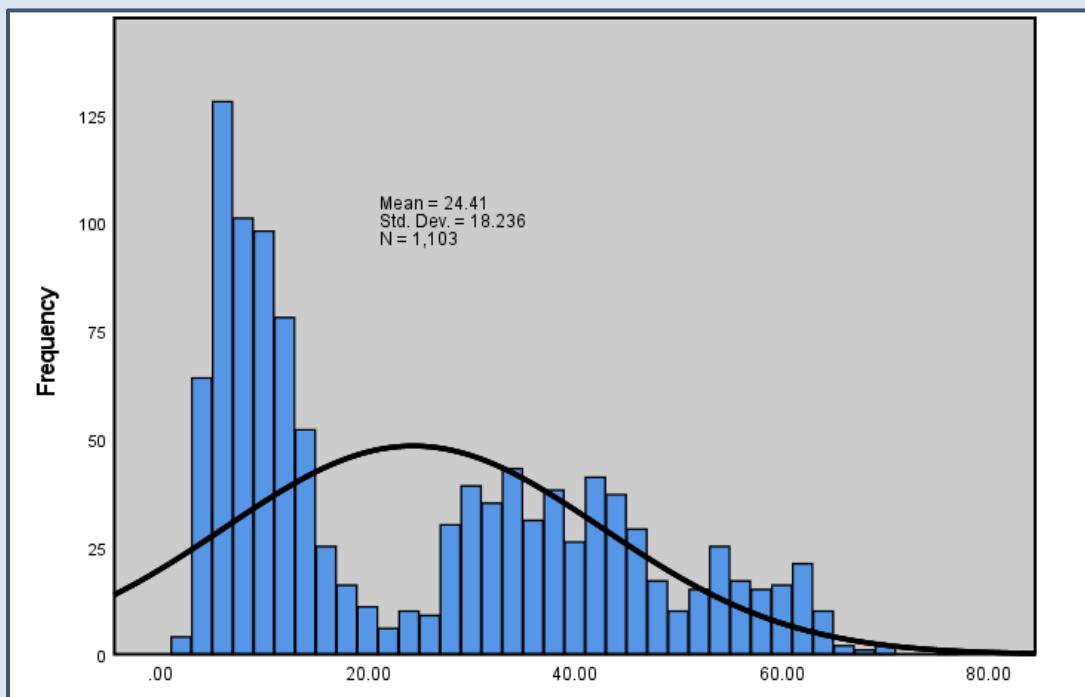
## Demographic Information

**Gender:** Overall, the sample is 31.0% Female (342), 68.5% Male (756), and 0.5% Self-Identify Other.



**Age:** Age of all respondents ranged from 2-75 years, with a mean age of 24.41 (SD 18.236).

### Age of All Respondents



**Race:** 525 respondents (47.6%) reported their race as White/Caucasian, 231 (20.9%) as Hispanic/Latino, 216 (19.6%) as African American, 94 (8.5%) as Multi-Racial, 18 (1.6%) as Asian/ Pacific Islander, 12 (1.1%) as Other, 6 (0.5%) Did Not Answer, and 1 (0.1%) as Native American/American Indian.

	Total	Race							
		African American	Asian/ Pacific Islander	Hispanic/ Latino	Native American/ American Indian	White/ Caucasian	Multi- Racial	Other	Did Not Answer
<b>Total</b>	1103	216 19.60%	18 1.60%	231 20.90%	1 0.10%	525 47.60%	94 8.50%	12 1.10%	6 0.50%
<b>Age Type</b>									
<b>Adult</b>	540	107 19.80%	6 1.10%	83 15.40%	1 0.20%	313 58.00%	23 4.30%	5 0.90%	2 0.40%
<b>Child</b>	563	109 19.40%	12 2.10%	148 26.30%	0 0	212 37.70%	71 12.60%	7 1.20%	4 0.70%

## 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.

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

**Survey Information:** Overall, 493 of the 1103 respondents (44.7%) reported they had been interviewed by their provider within the last year, 509 (46.1%) reported they had not been interviewed, 98 (8.9%) were not sure, and 3 (0.3%) 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
<b>Total</b>	1103	493 44.70%	509 46.10%	98 8.90%	3 0.30%
<b>Age Type</b>					
<b>Adult</b>	540	243 45.00%	245 45.40%	51 9.40%	1 0.20%
<b>Child</b>	563	250 44.40%	264 46.90%	47 8.30%	2 0.40%

Total Satisfaction Score				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std Dev
Adult	Yes	243	118.21	12.12
	No	245	112.29	16.68
	Not sure	51	114.90	10.43
	Total	539	115.20	14.51
Child	Yes	250	118.27	11.15
	No	264	113.48	12.22
	Not sure	47	115.79	12.95
	Total	561	115.81	12.02

*Our analysis indicates that adult and child/adolescent respondents 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 1103 respondents, 227 (20.6%) reported that they experienced some delay before beginning treatment. 838 respondents (76.0%) reported no delay before beginning treatment, and 38 (3.4%) reported that this question did not apply to them.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	1103	227 20.60%	838 76.00%	38 3.40%
Age Type				
Adult	540	22 4.10%	498 92.20%	20 3.70%
Child	563	205 36.40%	340 60.40%	18 3.20%

Total Satisfaction Score				
Q11 Were there delays before starting these services?		N	Mean	Std Dev
Adult	Yes	22	111.72	14.99
	No	498	115.28	14.43
	N/A	20	116.32	16.09
	Total	540	115.18	14.51
Child	Yes	205	113.43	13.74
	No	340	117.27	10.77
	N/A	18	115.08	8.45
	Total	563	115.80	12.00

*Our analysis indicates that child/adolescent respondents or their parent/guardian/POA who stated there were delays before starting these services reported significantly lower total satisfaction than those who reported no delays before starting these services.*

**Emergency Treatment:** 96 of the 1103 respondents (8.7%) indicated they needed emergency mental health or substance use service during the past year, 1002 respondents (90.8%) reported that they did not need emergency service, and 5 respondent (0.5%) 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 3.89 with a standard deviation of 1.280.

	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	96	7 7.30%	12 12.50%	6 6.30%	31 32.30%	40 41.70%	0 0
Age Type							
Adult	67	4 6.00%	5 7.50%	4 6.00%	21 31.30%	33 49.30%	0 0
Child	29	3 10.30%	7 24.10%	2 6.90%	10 34.50%	7 24.10%	0 0

## Mean Satisfaction of Treatment Facilities

- Data was collected from 80 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 Dev
PYRAMID BELLEVILLE	1	134.95	.
MALVERN WILLOW GROVE	2	132.00	8.49
WHITE DEER RUN NEW PERSPECTIVES	3	126.72	10.68
NASR CONSULTANT GROUP	1	126.00	.
ARS OF EPHRATA	5	125.46	6.43
EAGLEVILLE HOSPITAL	2	124.65	3.54
COMMUNITY CARE AND ADDICTION RECOVERY	2	124.00	2.83
PYRAMID ALTOONA	1	124.00	.
GAUDENZIA W SHORE OUTLET	3	123.70	7.95
CHESTER COUNTY INTERMEDIATE UNIT	14	123.02	6.12
HARWOOD HOUSE	1	123.00	.
ASCEND CLINICAL SERVICES - ADULT/TEEN CHALLENGE	12	122.64	11.06
GAUDENZIA INTEGRITY	2	122.53	3.49
WHITE DEER RUN YORK	3	122.38	9.01
CENTER FOR BEHAVIORAL HEALTH HA SA-OP	2	121.95	1.41
DAYSTAR CENTER	14	121.81	7.18
FIRETREE CONEWAGO	8	121.63	8.79
EXPRESSIVE PATHWAYS	23	120.98	11.78
GAUDENZIA CONCEPT 90	8	120.19	8.47
WHITE DEER RUN LANCASTER	6	120.05	7.95
VISTA FOUNDATION	20	119.53	15.24
PYRAMID HEALTHCARE INC ERIE	1	119.10	.
ARS OF LANCASTER LP SA-OP	10	119.03	15.16
PA COUNSELING SVCS	38	118.75	10.90
MAZZITTI AND SULLIVAN	37	118.64	11.93
PARAGON BEHAVIORAL HEALTH SERVICES LLC	12	118.62	8.24
DISCOVERY HOUSE CC, LLC SA-OP	4	118.54	15.57
FOLIUM INC	7	118.41	12.11
NUESTRA CLINICA OF SACA, INC.	9	118.13	18.79
PYRAMID QUAKERTOWN	4	118.09	4.78
BEHAVIOR THERAPY INTERNATIONAL LLC (BTI)	16	118.03	7.28

HOLCOMB BEHAVIORAL HEALTH SYSTEMS	17	117.74	12.30
NEW INSIGHTS II INC	16	117.67	8.81
PERRY HUMAN SERVICES	3	117.65	10.62
GAUDENZIA HARRISBURG	27	117.55	11.63
NAAMAN CENTER	28	117.34	10.31
BLUEPRINTS FOR ADDICTION RECOVERY INC	59	117.27	12.22
GAUDENZIA W SHORE OUTLET	6	117.20	3.34
FIRETREE SNYDER	3	116.77	12.34
MISSION AUTISM CLINICS LLC	12	116.76	10.97
PA PSYCHIATRIC INSTITUTE-SA OP	3	116.75	9.36
TRUENORTH WELLNESS SERVICES	21	116.49	15.47
WHITE DEER RUN ALLENWOOD	9	116.27	9.25
TW PONESSA BEHAVIORAL HEALTH	140	116.27	11.10
BRIGHT BEGINNINGS THERAPEUTIC SERVICES LLC	30	116.11	13.25
WELLSPLAN PHILHAVEN	70	116.06	12.33
GAUDENZIA COMMON GROUND	18	116.02	12.95
TEAMCARE BEHAVIORAL HEALTH	18	115.51	9.56
PYRAMID RIDGE MANOR	4	114.75	5.62
MALVERN INSTITUTE	3	114.65	15.40
HELPING HANDS FAMILY PENNSYLVANIA LLC	7	114.60	10.54
PA COUNSELING SERVICES	48	114.31	10.17
ALL BRIGHT ABA LLC	6	114.22	11.16
PYRAMID HEALTHCARE INC	2	114.03	5.76
PYRAMID YORK	6	114.01	6.07
YOUTH COUNSELING SERVICES LLC	10	113.88	10.71
YOUTH ADVOCATE PROGRAM	55	113.55	14.94
SWANK EARLY SKILLS DEVELOPMENT LLC	9	113.44	10.50
GATE HOUSE FOR MEN WOMEN INC	6	112.37	8.91
ROXBURY TREATMENT CENTER	20	112.28	20.67
PA COMPREHENSIVE BEHAVIORAL HEALTH	27	112.21	10.40
MERAKEY PENNSYLVANIA	15	112.20	9.96
BEHAVIOR INTERVENTIONS	17	112.15	17.11
GATE HOUSE FOR MEN MOUNTVILLE	1	112.00	.
ACHIEVING TRUE SELF	11	111.01	14.91
COMMUNITY SERVICES GROUP	8	110.72	7.60
PYRAMID HILLSIDE	3	110.72	10.75
PYRAMID DALLAS	2	110.12	36.72
ACCLAIM AUTISM	8	109.76	9.33

OTHER	7	108.77	16.32
LEBANON TREATMENT CENTER SA-OP	6	108.41	15.62
GENESIS HOUSE, INC	3	107.89	25.03
GATE HOUSE FOR MEN	2	107.49	0.70
ARS OF PENNSYLVANIA, LLC SA-OP	6	107.18	8.40
REHAB AFTER WORK	3	107.05	15.45
WHITE DEER RUN COVE FORGE	12	105.36	16.76
GAUDENZIA VANTAGE	3	101.98	21.65
BOWLING GREEN BRANDYWINE	15	98.41	28.45
PYRAMID PLANK RD	26	96.06	19.27
LIBERTAE, INC.	1	91.00	.
<b>Total</b>	<b>1103</b>	<b>115.50</b>	<b>13.28</b>

## Adult

### Total Satisfaction Score

Name of Treatment Facility	N	Mean	Std Dev
PYRAMID BELLEVILLE	1	134.95	.
MALVERN WILLOW GROVE	2	132.00	8.49
BEHAVIOR INTERVENTIONS	1	129.15	.
WHITE DEER RUN NEW PERSPECTIVES	3	126.72	10.68
NASR CONSULTANT GROUP	1	126.00	.
ARS OF EPHRATA	5	125.46	6.43
EAGLEVILLE HOSPITAL	2	124.65	3.54
PYRAMID ALTOONA	1	124.00	.
COMMUNITY CARE AND ADDICTION RECOVERY	2	124.00	2.83
GAUDENZIA W SHORE OUTLET	3	123.70	7.95
HARWOOD HOUSE	1	123.00	.
ASCEND CLINICAL SERVICES - ADULT/TEEN CHALLENGE	12	122.64	11.06
GAUDENZIA INTEGRITY	2	122.53	3.49
WHITE DEER RUN YORK	3	122.38	9.01
CENTER FOR BEHAVIORAL HEALTH HA SA-OP	2	121.95	1.41
DAYSTAR CENTER	14	121.81	7.18
FIRETREE CONEWAGO	8	121.63	8.79
GAUDENZIA CONCEPT 90	8	120.19	8.47
WHITE DEER RUN LANCASTER	6	120.05	7.95
PYRAMID HEALTHCARE INC ERIE	1	119.10	.
ARS OF LANCASTER LP SA-OP	10	119.03	15.16

PA COUNSELING SVCS	38	118.75	10.90
MAZZITTI AND SULLIVAN	37	118.64	11.93
DISCOVERY HOUSE CC, LLC SA-OP	4	118.54	15.57
NUESTRA CLINICA OF SACA, INC.	9	118.13	18.79
PYRAMID QUAKERTOWN	4	118.09	4.78
NEW INSIGHTS II INC	16	117.67	8.81
PERRY HUMAN SERVICES	3	117.65	10.62
NAAMAN CENTER	28	117.34	10.31
BLUEPRINTS FOR ADDICTION RECOVERY INC	59	117.27	12.22
GAUDENZIA W SHORE OUTLET	6	117.20	3.34
TW PONESSA BEHAVIORAL HEALTH	37	117.18	11.48
GAUDENZIA HARRISBURG	26	116.91	11.37
FIRETREE SNYDER	3	116.77	12.34
PA PSYCHIATRIC INSTITUTE-SA OP	3	116.75	9.36
WHITE DEER RUN ALLENWOOD	9	116.27	9.25
GAUDENZIA COMMON GROUND	18	116.02	12.95
PYRAMID RIDGE MANOR	4	114.75	5.62
MALVERN INSTITUTE	3	114.65	15.40
PYRAMID HEALTHCARE INC	2	114.03	5.76
PYRAMID YORK	6	114.01	6.07
YOUTH ADVOCATE PROGRAM	4	113.53	10.48
MERAKEY PENNSYLVANIA	7	113.07	12.49
GATE HOUSE FOR MEN WOMEN INC	6	112.37	8.91
ROXBURY TREATMENT CENTER	20	112.28	20.67
GATE HOUSE FOR MEN MOUNTVILLE	1	112.00	.
WELLSPLAN PHILHAVEN	6	111.14	16.63
PYRAMID HILLSIDE	3	110.72	10.75
PYRAMID DALLAS	2	110.12	36.72
VISTA FOUNDATION	2	110.08	10.02
PARAGON BEHAVIORAL HEALTH SERVICES LLC	1	109.95	.
LEBANON TREATMENT CENTER SA-OP	6	108.41	15.62
GENESIS HOUSE, INC	3	107.89	25.03
GATE HOUSE FOR MEN	2	107.49	0.70
ARS OF PENNSYLVANIA, LLC SA-OP	6	107.18	8.40
REHAB AFTER WORK	3	107.05	15.45
OTHER	6	105.39	14.97
WHITE DEER RUN COVE FORGE	12	105.36	16.76
TEAMCARE BEHAVIORAL HEALTH	1	105.19	.

GAUDENZIA VANTAGE	3	101.98	21.65
BOWLING GREEN BRANDYWINE	15	98.41	28.45
PYRAMID PLANK RD	26	96.06	19.27
LIBERTAE, INC.	1	91.00	.
HOLCOMB BEHAVIORAL HEALTH SYSTEMS	1	87.34	.
<b>Total</b>	<b>540</b>	<b>115.18</b>	<b>14.51</b>

<b>Child/Adolescent</b>			
<b>Total Satisfaction Score</b>			
<b>Name of Treatment Facility</b>	<b>N</b>	<b>Mean</b>	<b>Std Dev</b>
GAUDENZIA HARRISBURG	1	134.00	.
OTHER	1	129.00	.
CHESTER COUNTY INTERMEDIATE UNIT	14	123.02	6.12
EXPRESSIVE PATHWAYS	23	120.98	11.78
VISTA FOUNDATION	18	120.58	15.56
HOLCOMB BEHAVIORAL HEALTH SYSTEMS	16	119.64	9.79
PARAGON BEHAVIORAL HEALTH SERVICES LLC	11	119.40	8.16
FOLIUM INC	7	118.41	12.11
BEHAVIOR THERAPY INTERNATIONAL LLC (BTI)	16	118.03	7.28
MISSION AUTISM CLINICS LLC	12	116.76	10.97
WELLSHOP PHILHAVEN	64	116.52	11.91
TRUENORTH WELLNESS SERVICES	21	116.49	15.47
TEAMCARE BEHAVIORAL HEALTH	17	116.12	9.49
BRIGHT BEGINNINGS THERAPEUTIC SERVICES LLC	30	116.11	13.25
TW PONESSA BEHAVIORAL HEALTH	103	115.95	11.00
HELPING HANDS FAMILY PENNSYLVANIA LLC	7	114.60	10.54
PA COUNSELING SERVICES	48	114.31	10.17
ALL BRIGHT ABA LLC	6	114.22	11.16
YOUTH COUNSELING SERVICES LLC	10	113.88	10.71
YOUTH ADVOCATE PROGRAM	51	113.56	15.31
SWANK EARLY SKILLS DEVELOPMENT LLC	9	113.44	10.50
PA COMPREHENSIVE BEHAVIORAL HEALTH	27	112.21	10.40
MERAKEY PENNSYLVANIA	8	111.43	7.94
BEHAVIOR INTERVENTIONS	16	111.09	17.08
ACHIEVING TRUE SELF	11	111.01	14.91
COMMUNITY SERVICES GROUP	8	110.72	7.60
ACCLAIM AUTISM	8	109.76	9.33
<b>Total</b>	<b>563</b>	<b>115.80</b>	<b>12.00</b>

## 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 Dev
SUD INTENSIVE OUTPATIENT	93	119.57	10.12
SUD HALFWAY HOUSE	32	117.64	11.99
SUD OUTPATIENT	231	116.69	12.03
IBHS	573	115.63	11.99
ACT	13	112.18	13.94
SUD INPATIENT	161	110.79	18.87
<b>Total</b>	1103	115.50	13.28

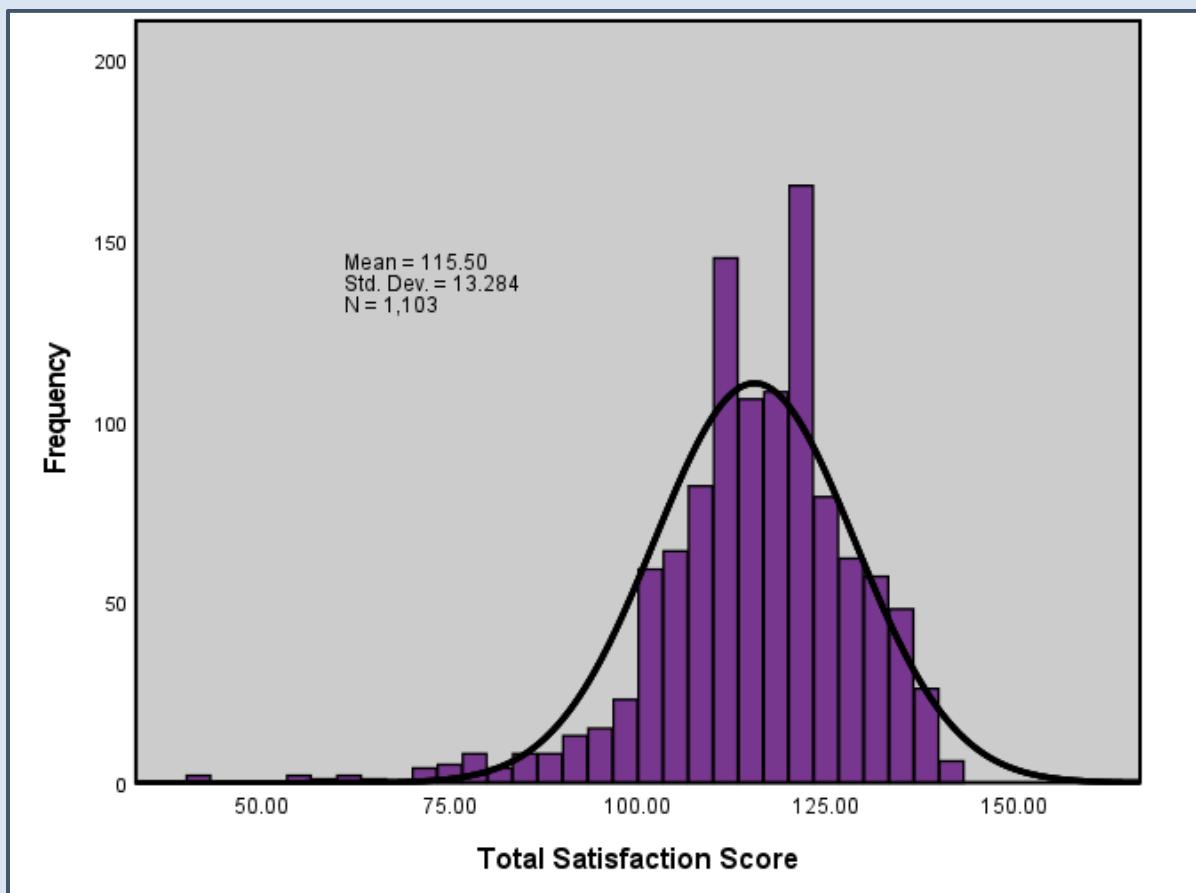
Adult			
Total Satisfaction Score			
Level of Care	N	Mean	Std Dev
SUD INTENSIVE OUTPATIENT	92	119.41	10.06
SUD HALFWAY HOUSE	32	117.64	11.99
SUD OUTPATIENT	231	116.69	12.03
ACT	13	112.18	13.94
SUD INPATIENT	160	110.67	18.88
IBHS	12	110.34	11.61
<b>Total</b>	540	115.18	14.51

Child/Adolescent			
Total Satisfaction Score			
Level of Care	N	Mean	Std Dev
SUD INTENSIVE OUTPATIENT	1	134.00	-
SUD INPATIENT	1	129.00	-
IBHS	561	115.75	11.98
<b>Total</b>	563	115.80	12.00

## 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 115.50 with a standard deviation of 13.284 indicating a high level of satisfaction. The TSS scores ranged from 40.0-140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

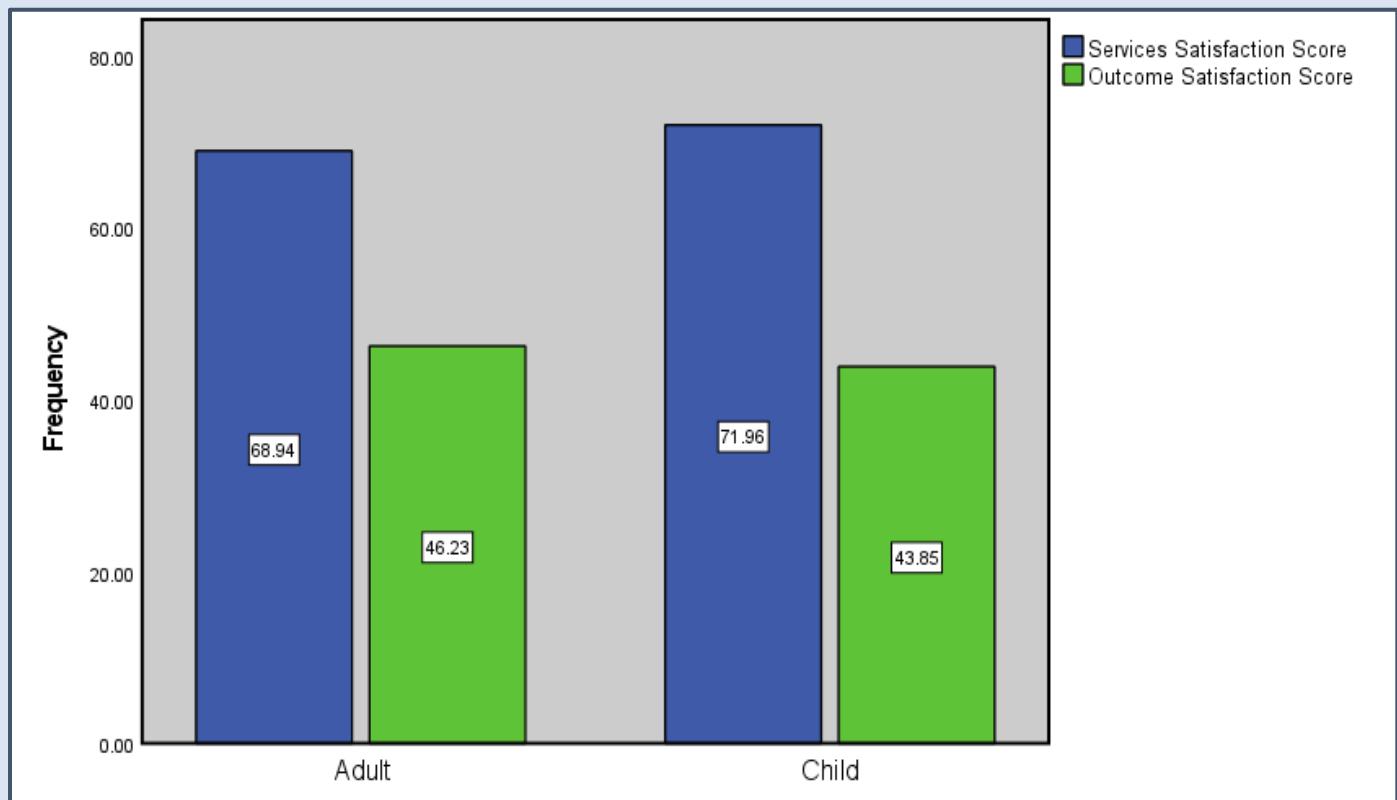


## Mean Satisfaction with Services and Outcomes of Services

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:

- 94.9% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 94.0% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 94.0% You feel comfortable in asking questions regarding your treatment Q18.
- 93.2% You are an important part of the treatment process Q26.
- 92.5% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 92.0% Your provider asks your permission before sharing your personal information Q20.
- 91.3% Your service provider explained the advantages of therapy or treatment Q27.
- 89.0% You trust your service provider Q22.
- 88.6% You have the option to change your service provider should you choose to Q16.
- 88.2% Overall, you are satisfied with the services received/are receiving Q29.
- 87.8% Your service provider spends adequate time with you Q19.
- 85.4% Your service provider explained the limitations of therapy or treatment Q28.

*\*You feel safe at this facility Q23. A high number of respondents reported that this question did not apply to them. With these cases removed, 93.5% reported that they agree or strongly agree that they feel safe at this facility and 2.9% neither agreed nor disagreed that they feel safe at this facility, and 3.6% reported that they disagree or strongly disagree that they feel safe at this facility. This is a more accurate representation of the data.*

**Summary responses from the Total group of respondents (N=1103) are presented in Table 1.**  
**Summary responses from the Adult group of respondents (N=540) are presented in Table 2.**  
**Summary responses from the Child/Adolescent group of respondents (N=563) are presented in Table 3.**

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

N=1103		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.	84.2	9.1	2.9	0.8	2.6	
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	76.2	9.5	3.0	1.1	8.3	
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.).	83.9	9.6	2.9	0.8	3.0	
16. You have the option to change your service provider should you choose to.	88.6	5.0	2.9	0.7	2.2	
17. You were informed about your rights and responsibilities regarding the treatment you received.	94.0	2.4	3.0	0.5	1.2	
18. You feel comfortable in asking questions regarding your treatment.	94.0	3.0	3.0	0.5	1.3	
19. Your service provider spends adequate time with you.	87.8	6.4	2.9	0.7	1.9	
20. Your provider asks your permission before sharing your personal information.	92.0	2.0	3.0	0.6	3.1	
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	94.9	1.1	3.0	0.5	2.2	
22. You trust your service provider.	89.0	5.9	2.9	0.6	1.6	
23. You feel safe at this facility.	75.3	2.9	3.5	1.3	19.4	
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	84.8	6.6	2.9	0.8	3.8	
25. You are included in the development of your treatment/recovery plan and goals for recovery.	92.5	3.1	3.0	0.6	2.4	
26. You are an important part of the treatment process.	93.2	2.5	3.0	0.6	2.0	
27. Your service provider explained the advantages of therapy or treatment.	91.3	4.4	2.9	0.6	1.5	
28. Your service provider explained the limitations of therapy or treatment.	85.4	6.7	2.9	0.7	2.2	
29. Overall, you are satisfied with the services received/are receiving.	88.2	7.3	2.9	0.7	1.5	

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

N=540		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.	80.0	12.2	2.8	0.9	3.1	
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	77.6	11.1	2.9	1.0	5.7	
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.).	84.8	10.2	2.9	0.8	2.6	
16. You have the option to change your service provider should you choose to.	83.7	8.5	2.8	0.7	1.9	
17. You were informed about your rights and responsibilities regarding the treatment you received.	93.5	3.9	2.9	0.5	0.4	
18. You feel comfortable in asking questions regarding your treatment.	92.0	5.2	2.9	0.5	0.6	
19. Your service provider spends adequate time with you.	87.0	8.9	2.8	0.7	1.1	
20. Your provider asks your permission before sharing your personal information.	93.0	3.1	2.9	0.5	0.7	
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	94.6	2.2	3.0	0.5	1.1	
22. You trust your service provider.	86.5	9.1	2.8	0.7	0.7	
23. You feel safe at this facility.	89.8	5.2	2.9	0.6	1.5	
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	79.8	10.7	2.8	0.9	3.3	
25. You are included in the development of your treatment/recovery plan and goals for recovery.	92.6	4.8	2.9	0.6	1.3	
26. You are an important part of the treatment process.	93.7	3.5	2.9	0.5	0.6	
27. Your service provider explained the advantages of therapy or treatment.	90.7	5.7	2.9	0.6	0.7	
28. Your service provider explained the limitations of therapy or treatment.	86.7	7.2	2.8	0.6	1.1	
29. Overall, you are satisfied with the services received/are receiving.	87.4	8.5	2.8	0.6	0.4	

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

N=563	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.	88.3	6.0	2.9	0.7	2.1
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	74.8	8.0	3.1	1.2	10.7
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.).	82.9	9.1	2.9	0.8	3.4
16. You have the option to change your service provider should you choose to.	93.3	1.6	3.0	0.6	2.5
17. You were informed about your rights and responsibilities regarding the treatment you received.	94.5	0.9	3.0	0.5	2.0
18. You feel comfortable in asking questions regarding your treatment.	95.9	0.9	3.0	0.5	2.0
19. Your service provider spends adequate time with you.	88.5	4.1	3.0	0.7	2.7
20. Your provider asks your permission before sharing your personal information.	91.1	0.9	3.1	0.7	5.3
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	95.2	0.0	3.1	0.5	3.2
22. You trust your service provider.	91.5	2.8	3.0	0.6	2.5
23. You feel safe at this facility.	61.5	0.7	4.1	1.5	36.6
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	89.5	2.7	3.0	0.7	4.3
25. You are included in the development of your treatment/recovery plan and goals for recovery.	92.4	1.4	3.0	0.6	3.4
26. You are an important part of the treatment process.	92.7	1.6	3.0	0.6	3.4
27. Your service provider explained the advantages of therapy or treatment.	91.8	3.0	3.0	0.6	2.1
28. Your service provider explained the limitations of therapy or treatment.	84.2	6.2	2.9	0.8	3.2
29. Overall, you are satisfied with the services received/are receiving.	89.0	6.0	2.9	0.7	2.5

## 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, 61.8% to 79.1% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 14.6% to 21.8% of responses reflect that no change has resulted from involvement in services. Finally, 2.5% to 5.9% 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, 78.5% reported that participating with school or work is better or much better, 17.9% reported no change, and 3.6% 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, 68.5% reported that being involved in community events is better or much better, 27.8% reported no change, and 3.7% 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=1103) are presented in Table 4.**  
**Summary responses from the Adult group of respondents (N=540) are presented in Table 5.**  
**Summary responses from the Child/Adolescent group of respondents (N=563) are presented in Table 6.**

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

Total N=1103	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	77.2	15.7	4.6	2.8	0.7	2.4
31. Feeling in control of your life.	67.6	19.3	4.5	3.0	1.1	8.5
32. Coping with personal crisis.	61.8	21.4	5.9	3.0	1.2	10.9
33. How you feel about yourself.	72.7	16.9	4.1	2.9	0.9	6.3
34. Feeling good (hopeful) about the future.	70.1	16.8	2.5	3.1	1.1	10.6
35. Enjoying your free time.	79.1	14.6	3.1	2.9	0.7	3.2
36. Strengthening your social support network.	71.2	21.2	3.4	2.8	0.8	4.2
37. Being involved in community activities.	57.4	23.3	3.1	3.2	1.3	16.2
38. Participating with school or work activities.	61.6	14.1	2.8	3.5	1.4	21.6
39. Interacting with people in social situations.	71.9	21.8	3.5	2.8	0.8	2.8
40. Coping with the specific problems or issues that led you to seek services.	77.7	14.8	4.7	2.8	0.8	2.8

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

Total N=540	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	81.3	14.1	3.1	2.8	0.6	1.5
31. Feeling in control of your life.	79.1	15.2	4.4	2.8	0.6	1.3
32. Coping with personal crisis.	72.4	17.8	5.7	2.8	0.9	4.1
33. How you feel about yourself.	82.0	12.6	3.9	2.8	0.6	1.5
34. Feeling good (hopeful) about the future.	83.7	11.9	3.1	2.9	0.6	1.3
35. Enjoying your free time.	81.3	12.6	3.9	2.9	0.7	2.2
36. Strengthening your social support network.	74.8	20.4	3.3	2.8	0.6	1.5
37. Being involved in community activities.	60.7	20.6	3.1	3.2	1.3	15.6
38. Participating with school or work activities.	51.7	11.3	2.0	3.9	1.6	35.0
39. Interacting with people in social situations.	74.1	20.7	3.7	2.8	0.7	1.5
40. Coping with the specific problems or issues that led you to seek services.	83.9	11.1	3.9	2.8	0.6	1.1

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

Total N=563	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	73.4	17.2	6.0	2.8	0.8	3.4
31. Feeling in control of your life.	56.7	23.3	4.6	3.1	1.3	15.5
32. Coping with personal crisis.	51.7	24.9	6.0	3.2	1.4	17.4
33. How you feel about yourself.	63.8	21.0	4.3	3.0	1.2	11.0
34. Feeling good (hopeful) about the future.	57.0	21.5	2.0	3.3	1.4	19.5
35. Enjoying your free time.	77.1	16.5	2.3	2.9	0.8	4.1
36. Strengthening your social support network.	67.7	22.0	3.6	2.9	1.0	6.7
37. Being involved in community activities.	54.2	25.9	3.0	3.2	1.4	16.9
38. Participating with school or work activities.	71.0	16.7	3.6	3.0	1.0	8.7
39. Interacting with people in social situations.	69.8	22.7	3.4	2.8	0.8	4.1
40. Coping with the specific problems or issues that led you to seek services.	71.8	18.3	5.5	2.8	0.9	4.4

## Satisfaction with the Managed Care Organization

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

- 52.6% of respondents (580 of the 1103) reported that they had received a copy of the PerformCare member handbook, 28.7% (317) reported that they had not received a copy of the member handbook, 18.3% (202) were not sure, and 0.4% (4) 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
<b>Total</b>	1103	580 52.60%	317 28.70%	202 18.30%	4 0.40%
<b>Adult</b>					
<b>Cumberland</b>	87	56 64.40%	12 13.80%	19 21.80%	0 0
<b>Dauphin</b>	161	70 43.50%	69 42.90%	22 13.70%	0 0
<b>Lancaster</b>	224	65 29.00%	117 52.20%	42 18.80%	0 0
<b>Lebanon</b>	56	18 32.10%	31 55.40%	7 12.50%	0 0
<b>Perry</b>	12	6 50.00%	0 0	6 50.00%	0 0
<b>Child</b>					
<b>Cumberland</b>	71	50 70.40%	11 15.50%	9 12.70%	1 1.40%
<b>Dauphin</b>	215	135 62.80%	34 15.80%	45 20.90%	1 0.50%
<b>Lancaster</b>	184	127 69.00%	27 14.70%	29 15.80%	1 0.50%
<b>Lebanon</b>	83	45 54.20%	16 19.30%	21 25.30%	1 1.20%
<b>Perry</b>	10	8 80.00%	0 0	2 20.00%	0 0

- 85.6% of respondents (944 of the 1103) reported that they were aware of their right to file a complaint or grievance, 7.9% (87) reported that they were not aware of their right to file a complaint or grievance, 5.3% (58) reported that they were not sure, and 1.3% (14) reported that this question did not apply.

	Total	Q2 Are you aware of your right to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	1103	944 85.60%	87 7.90%	58 5.30%	14 1.30%
<b>Adult</b>					
<b>Cumberland</b>	87	81 93.10%	4 4.60%	2 2.30%	0 0
<b>Dauphin</b>	161	133 82.60%	18 11.20%	10 6.20%	0 0
<b>Lancaster</b>	224	189 84.40%	26 11.60%	5 2.20%	4 1.80%
<b>Lebanon</b>	56	44 78.60%	9 16.10%	3 5.40%	0 0
<b>Perry</b>	12	11 91.70%	0 0	1 8.30%	0 0
<b>Child</b>					
<b>Cumberland</b>	71	60 84.50%	4 5.60%	5 7.00%	2 2.80%
<b>Dauphin</b>	215	188 87.40%	11 5.10%	12 5.60%	4 1.90%
<b>Lancaster</b>	184	163 88.60%	12 6.50%	8 4.30%	1 0.50%
<b>Lebanon</b>	83	66 79.50%	3 3.60%	11 13.30%	3 3.60%
<b>Perry</b>	10	9 90.00%	0 0	1 10.00%	0 0

- 59.6% of respondents (657 of the 1103) reported that they knew who to call to file a complaint or grievance, 33.8% (373) reported that they did not know who to call, 5.3% (59) were not sure, and 1.3% (14) reported that this question did not apply.

	Total	Q3 Do you know who to call to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	1103	657 59.60%	373 33.80%	59 5.30%	14 1.30%
<b>Adult</b>					
<b>Cumberland</b>	87	37 42.50%	47 54.00%	3 3.40%	0 0
<b>Dauphin</b>	161	75 46.60%	75 46.60%	10 6.20%	1 0.60%
<b>Lancaster</b>	224	110 49.10%	100 44.60%	10 4.50%	4 1.80%
<b>Lebanon</b>	56	23 41.10%	29 51.80%	4 7.10%	0 0
<b>Perry</b>	12	2 16.70%	9 75.00%	1 8.30%	0 0
<b>Child</b>					
<b>Cumberland</b>	71	59 83.10%	9 12.70%	2 2.80%	1 1.40%
<b>Dauphin</b>	215	150 69.80%	52 24.20%	9 4.20%	4 1.90%
<b>Lancaster</b>	184	137 74.50%	37 20.10%	9 4.90%	1 0.50%
<b>Lebanon</b>	83	57 68.70%	14 16.90%	9 10.80%	3 3.60%
<b>Perry</b>	10	7 70.00%	1 10.00%	2 20.00%	0 0

- 18.0% of respondents (199 of the 1103) reported that they had called PerformCare in the last twelve months for information, 69.4% (765) reported that they had not called PerformCare within the last twelve months, 4.4% (48) were not sure, and 8.3% (91) 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
<b>Total</b>	1103	199 18.00%	765 69.40%	48 4.40%	91 8.30%
<b>Adult</b>					
<b>Cumberland</b>	87	26 29.90%	61 70.10%	0 0	0 0
<b>Dauphin</b>	161	19 11.80%	129 80.10%	5 3.10%	8 5.00%
<b>Lancaster</b>	224	32 14.30%	174 77.70%	0 0	18 8.00%
<b>Lebanon</b>	56	3 5.40%	45 80.40%	2 3.60%	6 10.70%
<b>Perry</b>	12	0 0	10 83.30%	2 16.70%	0 0
<b>Child</b>					
<b>Cumberland</b>	71	12 16.90%	50 70.40%	4 5.60%	5 7.00%
<b>Dauphin</b>	215	42 19.50%	131 60.90%	13 6.00%	29 13.50%
<b>Lancaster</b>	184	48 26.10%	113 61.40%	11 6.00%	12 6.50%
<b>Lebanon</b>	83	14 16.90%	46 55.40%	11 13.30%	12 14.50%
<b>Perry</b>	10	3 30.00%	6 60.00%	0 0	1 10.00%

- 82.9% of those that requested information from PerformCare (165 of the 199) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 8.0% (16) reported that they were not able to obtain information without unnecessary delays, 7.5% (15) were not sure, and 1.5% (3) reported this question did not apply.

	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
<b>Total</b>	199	165 82.90%	16 8.00%	15 7.50%	3 1.50%
<b>Adult</b>					
<b>Cumberland</b>	26	25 96.20%	1 3.80%	0 0	0 0
<b>Dauphin</b>	19	17 89.50%	1 5.30%	1 5.30%	0 0
<b>Lancaster</b>	32	27 84.40%	3 9.40%	1 3.10%	1 3.10%
<b>Lebanon</b>	3	3 100.00%	0 0	0 0	0 0
<b>Perry</b>	0	0 0	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	12	8 66.70%	3 25.00%	0 0	1 8.30%
<b>Dauphin</b>	42	30 71.40%	3 7.10%	8 19.00%	1 2.40%
<b>Lancaster</b>	48	41 85.40%	4 8.30%	3 6.30%	0 0
<b>Lebanon</b>	14	12 85.70%	1 7.10%	1 7.10%	0 0
<b>Perry</b>	3	2 66.70%	0 0	1 33.30%	0 0

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

- 58.0% of respondents (525 of 905) reported that they were given a choice of at least 2 providers regarding the type of service they were seeking, 24.4% (221) reported that they were not given a choice, and 17.6% (159) were not sure.

	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
<b>Total</b>	905	525 58.00%	221 24.40%	159 17.60%
<b>Adult</b>				
<b>Cumberland</b>	86	59 68.60%	23 26.70%	4 4.70%
<b>Dauphin</b>	154	91 59.10%	52 33.80%	11 7.10%
<b>Lancaster</b>	138	72 52.20%	53 38.40%	13 9.40%
<b>Lebanon</b>	49	32 65.30%	8 16.30%	9 18.40%
<b>Perry</b>	11	6 54.50%	2 18.20%	3 27.30%
<b>Child</b>				
<b>Cumberland</b>	61	37 60.70%	9 14.80%	15 24.60%
<b>Dauphin</b>	189	100 52.90%	35 18.50%	54 28.60%
<b>Lancaster</b>	137	87 63.50%	16 11.70%	34 24.80%
<b>Lebanon</b>	70	34 48.60%	21 30.00%	15 21.40%
<b>Perry</b>	10	7 70.00%	2 20.00%	1 10.00%

*\*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.*

- 70.0% of respondents (648 of 926) reported that they were informed of the time approved for their services, 14.7% of respondents (136) were not informed of the time approved for services, and 15.3% (142) were not sure.

	Total	Q6 Were you informed of the time approved for your services? (Example: IBHS hours, treatment sessions)		
		Yes	No	Not Sure
Total	926	648 70.00%	136 14.70%	142 15.30%
<b>Adult</b>				
<b>Cumberland</b>	86	77 89.50%	6 7.00%	3 3.50%
<b>Dauphin</b>	157	111 70.70%	33 21.00%	13 8.30%
<b>Lancaster</b>	145	79 54.50%	47 32.40%	19 13.10%
<b>Lebanon</b>	49	31 63.30%	7 14.30%	11 22.40%
<b>Perry</b>	11	9 81.80%	1 9.10%	1 9.10%
<b>Child</b>				
<b>Cumberland</b>	65	53 81.50%	5 7.70%	7 10.80%
<b>Dauphin</b>	196	139 70.90%	14 7.10%	43 21.90%
<b>Lancaster</b>	135	91 67.40%	16 11.90%	28 20.70%
<b>Lebanon</b>	72	50 69.40%	5 6.90%	17 23.60%
<b>Perry</b>	10	8 80.00%	2 20.00%	0 0

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

- 82.6% of respondents (447 of the 541) reported when they called PerformCare staff treats them courteously and with respect, 7.8% (42) reported when they called PerformCare staff did not treat them courteously and with respect, and 9.6% (52) were not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
<b>Total</b>	541	447 82.60%	42 7.80%	52 9.60%
<b>Adult</b>				
<b>Cumberland</b>	67	62 92.50%	3 4.50%	2 3.00%
<b>Dauphin</b>	103	72 69.90%	20 19.40%	11 10.70%
<b>Lancaster</b>	84	77 91.70%	7 8.30%	0 0
<b>Lebanon</b>	16	16 100.00%	0 0	0 0
<b>Perry</b>	8	7 87.50%	0 0	1 12.50%
<b>Child</b>				
<b>Cumberland</b>	38	33 86.80%	2 5.30%	3 7.90%
<b>Dauphin</b>	85	66 77.60%	2 2.40%	17 20.00%
<b>Lancaster</b>	99	88 88.90%	2 2.00%	9 9.10%
<b>Lebanon</b>	37	22 59.50%	6 16.20%	9 24.30%
<b>Perry</b>	4	4 100.00%	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.*

- 92.6% of respondents (774 of 836) report overall they are satisfied with their interactions with PerformCare, 3.1% (26) report overall they are not satisfied with their interactions, and 4.3% (36) were not sure.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	836	774 92.60%	26 3.10%	36 4.30%
<b>Adult</b>				
<b>Cumberland</b>	83	79 95.20%	4 4.80%	0 0
<b>Dauphin</b>	141	128 90.80%	6 4.30%	7 5.00%
<b>Lancaster</b>	139	133 95.70%	4 2.90%	2 1.40%
<b>Lebanon</b>	44	44 100.00%	0 0	0 0
<b>Perry</b>	11	10 90.90%	0 0	1 9.10%
<b>Child</b>				
<b>Cumberland</b>	39	34 87.20%	3 7.70%	2 5.10%
<b>Dauphin</b>	185	169 91.40%	4 2.20%	12 6.50%
<b>Lancaster</b>	131	124 94.70%	1 0.80%	6 4.60%
<b>Lebanon</b>	56	46 82.10%	4 7.10%	6 10.70%
<b>Perry</b>	7	7 100.00%	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?**

- There has been nothing recent.
- I have been with PerformCare for a long time.
- I am not familiar with PerformCare.
- He goes to TeamCare.
- I cannot remember.
- However, they informed me about going online to get information.

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

- There was an issue where the MA system incorrectly filled out a form during renewal, which resulted in my son's MA being turned off. This caused significant regressions for him. I contacted PerformCare but did not receive the help I needed. I was referred to a caseworker, who then referred me to another resource, which led to another referral. The process was very frustrating, and as a result, he lost substantial progress in his therapy.
- She called first to ask about privileges and was informed that she could speak with family and use public transportation. However, she was later not allowed to contact her family or have a phone, despite being told otherwise. She feels that she was misled. She met with corporate twice but felt she did not receive the treatment she needed.
- I feel like I am a slave and constantly cleaning.
- There is nothing significant to report.
- I have not received anything at all from PerformCare.

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

- A number was provided years ago.
- Nothing has been received from PerformCare.
- No, because I do not have any complaints.
- My intensive care coordinator. (3)

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

- To get into treatment.
- To get assistance in getting a case manager.
- To get approval for my son's tablet.
- They informed me that I had to go through my insurance, Humana.
- Now, I will call them.
- I have never called.
- My mother helped me make the call because it was mandated by probation.
- The last time I called them was in May of last year.
- It is very difficult to get in touch with them, as I am always placed on hold.
- I called to get information about treatment.
- I called PerformCare to report that we had been delayed for two years. I feel that PerformCare is on their side.
- But I am planning to call them.

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

- They referred me to my insurance.
- PerformCare informed me that all facilities were experiencing staffing shortages. We are trying to set up Family-Based services so that he can receive support.
- No one got back to me, and I am still trying to secure services for my son.
- No, but they did try.

- It took approximately six months to obtain services.
- I did not receive any callbacks from PerformCare and was given a lot of runarounds. I would like to be contacted.
- I had to go through my insurance, Humana, because my medical coverage is through disability.

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

- Cumberland County D&A assisted me in finding placement.
- I went to the first available option.
- I went directly on my own.
- We got the first available bed.
- I was only given one option, and I did not care for it.
- I wanted both of my children to be with the same agency.
- I walked in on my own.
- I took the first provider that contacted me.
- I accepted the first available bed, and a co-worker helped me find Huntington Creek.
- This was the first with availability.
- There was only one agency with an opening, so there were no other options. This agency has seen my son and how he responds to treatment, and the experience has been very positive.
- I was told to go to Gaudenzia and was not given a choice.
- I was told to contact Humana Insurance.
- They sent me a list of providers.
- I was placed on a waiting list with different providers after receiving a list.
- I scheduled my first appointment, and that is who I went with.
- Services were already set up.
- The referral came from the school.
- I selected WDR myself.
- I chose my provider on my own. (7)
- Parole determined where I went.
- I arranged services independently.
- Not that I am aware of.
- I was not given a choice.
- My probation officer provided a list of places, but very few offered services in Spanish.
- I knew where I wanted to go and researched for myself.
- There was an issue with my secondary diagnosis.
- I am in a drug treatment program, and my counselor recommended this place, but I have been given opportunities to explore other providers.
- I went in already knowing where I wanted to go.
- I specifically wanted White Deer Run.
- I wanted to go to Philhaven, and they were absolutely great.
- I preferred to go somewhere else, but I had to wait for a bed. Due to my mental health diagnosis, it was difficult to get into certain facilities.
- I picked up in the middle of treatment.
- I chose Gaudenzia myself.
- I knew exactly where I wanted my child to go. (3)
- I was aware of Mission Autism but also explored other service providers for additional support.
- I went directly to the facilities and remained there.
- I had a list of options when I made my call.
- I found the provider myself. (5)
- I researched and found Helping Hands.
- I did not make the selection through them.

- I was unaware that I had a choice.
- I called to inquire about services at Blueprints.
- I already knew which provider I wanted services with.
- I already knew where I wanted to go.
- I do not recall.
- I arranged services on my own.
- Cumberland County D&A helped me significantly in finding placement.
- My placement was court-ordered.
- I called Gaudenzia. (2)
- I accepted the first available bed.

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

- Yes, when I first started last year.
- I went through my doctor's office to get information.
- I was just released from incarceration.
- True North conducted my evaluation, and then she received BHT services through Commonwealth Clinical Group.
- It was open-ended. (3)
- Not really, I just knew it was paid for.
- The most frustrating part was not knowing when I would be released. My counselor initially told me it would be less than six months, but it ended up being six and a half months.
- It was in the middle of services when he moved in with me.
- I was told how long it would take.
- I was told by PACS that I had been approved for 12 sessions, each lasting one hour, once a week.
- I was initially informed that my treatment would last 28–30 days. However, once I arrived, I was told it would be more than 40 days.
- I was not given an end date. I had one counselor from May to August, but in August, she moved to the West Shore, and I had to start over with someone new. I was not given the option to continue with my original counselor. My second counselor did not provide me with an end date, and session hours were never discussed.
- I cannot remember.
- I have not received the promised hours. He can only receive 16 hours per month, which is not what the physician recommended. As a result, he is unable to participate in school, Sunday school, and other normal activities.
- I did not want to know.
- I was not informed.
- He is still on the waiting list.
- Both times I have been in the program, they have cut my treatment short at 21 days, before I could complete it.

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

- They contacted me.
- Somewhat, they are alright. (2)
- I have been unable to reach PerformCare.
- No one got back to me.
- I have never called. (42)
- The services provided were great. (2)
- Yes, for my daughter's services.
- Definitely. (2)

- They provided the best service they could.
- Absolutely. (2)
- It was a long time ago.

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

- We currently have a great caseworker who goes above and beyond.
- They have not provided us with any help.
- She did not receive any assistance when she filed the grievance.
- They called me to check if things were going well.
- They asked if everything was going okay.
- During the psychiatric evaluation, there was a question I felt was inappropriate, so I discussed it further with the psychiatrist. One-on-one support was really needed, but there was not enough staff.
- I have had no direct interactions.
- There needs to be more communication.
- The service was more than excellent.
- The process has been hassle-free.
- I was not given two options due to bed availability because PerformCare cut my treatment short through Pyramid. As a result, I am in a secluded area, essentially on lockdown, and unable to find a job.
- I was confused about why I was only allowed to go to TeamCare.
- It happened a long time ago.