



Consumer Satisfaction Services, Inc.

Capital Region Annual Report January 2023-December 2023

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

Staff

Executive Director	Jessica Paul
C/FST Manager	Abby Robinson
Program Assistant	Serina Polizzi
Survey Specialists	Mary Schram
	Debra Helwig
	Glenn Dieffenbach
	Florence Bostdorf
	Jennifer Stevens
	Kathy Carr
	Diana Medina

Table of Contents

Executive Summary	I
Overview of Improvement Activities	1
Request for Assistance	2
Survey Information.....	3
Demographic Information.....	5
Consumer Satisfaction.....	7
Total Satisfaction	14
Services	16
Outcomes of Services	20
Satisfaction with the Managed Care Organization.....	22
Crisis Intervention Report (Appendix A)	
Consumer Satisfaction.....	31
Total Satisfaction	34
Services.....	36
Outcomes of Services	40
Satisfaction with the Managed Care Organization.....	41

Executive Summary

Survey Information (Includes demographic information for crisis intervention level of care)

- Sample: The survey represents 1788 (n=1788) respondents from the Capital Region including 1288 adults (72.0%) and 500 children/adolescents (28.0%).
- Sample: Of the 1288 adult respondents, 1239 (96.2%) responded for themselves, 40 (3.1%) had a parent/guardian respond for them, and 9 (0.7%) responded for themselves with the additional input of a parent/guardian. Of the 500 child/adolescent respondents, 17 (3.4%) responded for themselves, 474 (94.8%) had a parent/guardian respond for them, and 9 (1.8%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 15 treatment levels of care were accessed by the respondents. 566 (31.7%) Crisis Intervention, 318 (17.8%) Partial Hospitalization, 211 (11.8%) SUD Inpatient Rehabilitation, 175 (9.8%) Mental Health Inpatient, 172 (9.6%) TCM Blended Case Management, 105 (5.9%) TCM Resource Coordination, 78 (4.4%) Psychiatric Rehabilitation, 35 (2.0%) SUD Halfway House, 35 (2.0%) Mobile Psychiatric Nursing, 29 (1.6%) TCM Intensive Case Management, 26 (1.5%) Residential Treatment Facility, 18 (1.0%) Medication Assisted Recovery Services, 10 (0.6%) EIBS, 6 (0.3%) Extended Acute Care, and 4 (0.2%) CRR Host Home.
- Methods: Data was collected by 9 interviewers.
- Treatment Facility: Data was collected pertaining to 79 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 1788 interviews 596 (33.3%) were face-to-face interviews, 1191 (66.6%) were conducted by phone, and 1 (0.1%) was conducted by mail.

Services

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

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

- 95.1% Program staff respects my ethnic, cultural, and religious background in my recovery/treatment Q21.
- 93.8% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 93.5% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 92.9% I feel comfortable in asking questions regarding my treatment Q18.
- 92.9% I am an important part of the treatment process Q26.
- 92.7% My provider asks my permission before sharing my personal information Q20.
- 89.1% I trust my service provider Q22.
- 87.7% My service provider explained the advantages of my therapy or treatment Q27.
- 86.6% Overall, I am satisfied with the services I am receiving Q29.
- 86.0% My service provider explained the limitations of my therapy or treatment Q28.
- 85.2% My service provider spends adequate time with me Q19.

Outcomes of Services

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

Members describe their lives as being better as a result of their services in the majority of cases. In total, 65.8% to 80.4% of respondent's responses reflect how services have improved their lives in each outcome area. Additionally, 15.0% to 22.4% of respondents' responses reflect that no change has resulted from involvement in services. Only 3.8% to 8.7% of respondent's responses reflect how things are worse as a result of services.

Crisis Intervention Services

The survey has 13 questions that ask respondents about their satisfaction with the Crisis Intervention services they receive. According to survey responses, individuals report some level of satisfaction with their services.

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

- 89.6% I was treated with dignity and respect by the crisis worker Q15.
- 88.0% I was involved as much as I could be in determining what care I received Q9.
- 87.5% Adult: I felt comfortable asking the crisis worker questions Q13.

While satisfaction is generally high, further exploration is warranted for the following questions and is with regards to both adult and child/adolescent respondents, unless otherwise noted (15% or greater reported dissatisfaction):

- 16.3% Child/Adolescent: The crisis worker discussed other services that may benefit me in my treatment/recovery Q12.

Outcomes of Crisis Intervention Services

The survey asks respondents 4 questions about how much they feel their life has improved based on receiving services.

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 64.9% to 77.4% of individuals' responses reflect that services have improved their lives in each outcome area. Additionally, 16.2% to 20.1% of responses reflect that no change has resulted from involvement in services. Only 2.5% to 6.6% of responses reflect that things are worse as a result of services.

Crisis Intervention Survey Tool and Report

CSS utilized a separate tool created specifically for the level of care crisis intervention which was surveyed during the 1st Quarter 2023. Due to the difference in data, only some information could be communicated in an aggregate manner for the annual report. Demographic information has been combined for a total of 1788 member responses; however total satisfaction score data and analysis could not be completed in a similar manner. As such, data related to the 566 crisis intervention respondents is included as an appendix on page 31, for reference.

We welcome questions, comments and suggestions. Please contact:

**Abby Robinson
C/FST Manager
4775 Linglestown Road, Suite 201
Harrisburg PA, 17112
(717) 651-1070**

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 order to keep staff and respondents safe during the Covid 19 pandemic, CSS surveyed the majority of individuals over the phone rather than visit in person for face to face interviews. The transition back to in person surveying continues. Although telephone was the preferred method for the majority of this feedback, CSS was able to work in collaboration with some of our Psych Rehab and Drop In Center facilities to conduct surveys with recipients at a physical location. 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 standard satisfaction survey tool consists of 45 questions that cover topics including satisfaction with PerformCare, satisfaction with services being received, and the impact of services on overall life improvement. CSS, in collaboration with the Committee for the Improvement of Member Satisfaction (CIMS) modified the satisfaction survey tool in order to create a new tool that is specific for Crisis Intervention as some of the questions in the standard tool do not apply for this level of care. This tool seeks to identify strengths and opportunities for this specific level of care and avoid the confusion of questions that apply to levels of care that are lengthy or ongoing. This survey tool consists of 27 questions.

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 (17 for Crisis Intervention survey). These 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/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 in the tool and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score for the standard survey tool is 140 (5*28) and the lowest possible score is 28 (1*28) whereas for the crisis intervention tool the highest possible score is 85 (5*17) and the lowest possible score is 17 (1*17). 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=1788) All Levels of Care; (n=1222) Excludes Crisis Intervention; or (n=566) Crisis Intervention as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.

Overview of Improvement Activities

The Capital Area Behavioral Health Collaborative (CABHC) represents Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties and contracts with CSS to annually survey a sampling of Medicaid recipients in this five county area who have received mental health or substance use disorder services.

System Focus

The CABHC contract provides for CSS to host the Committee for the Improvement of Member Satisfaction (CIMS). This committee identifies trends utilizing the data gathered by the CSS surveys and then develops action steps for specific improvements. There are currently 12 members in the group. This includes individuals from CSS, CABHC and the five counties consisting of providers of D&A services, Single County Authorities, county mental health agencies and representatives from PerformCare.

During this reporting period, members of CIMS discussed ongoing staffing concerns, the resource list, report findings, and specific questions that consistently reflect low total satisfaction. Continuing discussion regarding these topics will continue into the next reporting year. A report highlighting the results of the telehealth survey questions created in late 2022 will be reviewed during the next reporting period and additional initiatives may become apparent as a result.

Stakeholder Meetings

CSS participates in the program within each county known as Community Support Program (CSP). CSP offers individuals an opportunity to discuss issues that they are experiencing when navigating the system, meet others in recovery, have ongoing dialogue with county administrators and learn about resources and services in their community. During this reporting period, CSS has offered assistance with CSP programs that have had difficulty reestablishing their member base following the Covid 19 pandemic. CSS also takes part in the Stakeholder Advisory Committee hosted by PerformCare and shares information collected from the survey process. Additionally, CSS continues to participate in the Consumer Family Focus Committee meetings and offers input regarding activities in the community, as well as trends that are recognized within the data and member feedback. CSS also shares survey results with the Quality Improvement Utilization Management committee hosted by PerformCare on a biannual basis. CSS also maintains collaborations with other recovery organizations and coalitions such as PMHCA, PRO-A, Regional CSP, Regional C/FST and the Statewide Coalition of Satisfaction Teams.

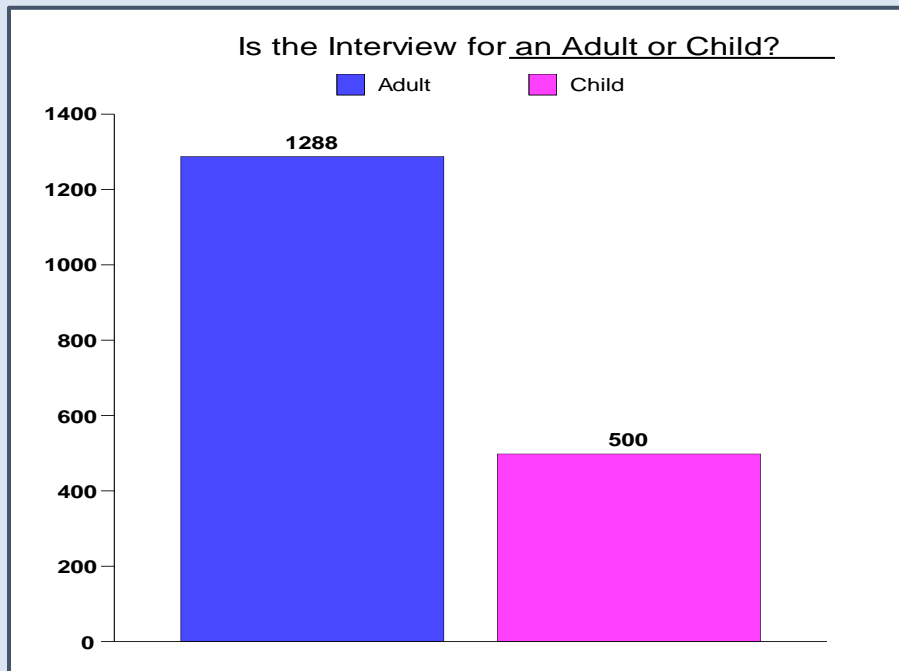
Request for Assistance

During the interview, if a member 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 MH system that can reasonably be addressed, the surveyor will ask the member 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 PerformCare and Capital Area Behavioral Health Collaborative (CABHC) for action steps and follow up.

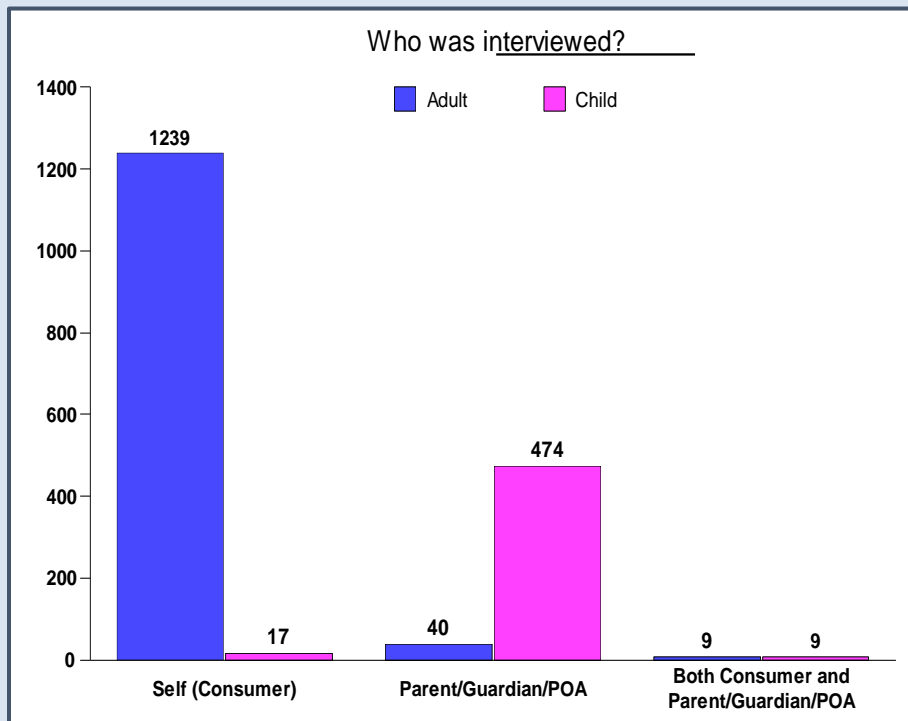
- CSS had three Requests for Assistance during the calendar year 2023.
 - A member reported that the facility where they receive services did not have a working toilet paper dispenser, leaving the roll to be handled by everyone using the facilities. The provider was contacted and as a result repaired the toilet paper dispenser as well as updating the paper towel dispenser.
 - A member reported that their provider had a 5 minute late arrival policy in place and that extending that time to 10 minutes would be helpful. The provider updated their policy for late arrivals by extending it to 10 minutes and committing that new signage would be posted reflecting the change.
 - A parent/guardian reported that their child had an initial intake and one session with a therapist who then left the organization with no replacement. The provider was supposed to contact the parent with information about an alternative therapist; however, a call was never received. The parent requested additional services in a timely manner. The provider reported they placed this member on a waiting list because they were unable to do more at that time due to staffing shortages and after searching for a qualified therapist for several months, the member began school-based therapy through the provider.

Survey Information

- Sample: The survey represents 1788 (n=1788) respondents from the Capital Region including 1288 adults (72.0%) and 500 children/adolescents (28.0%).



- Sample: Of the 1288 adult respondents, 1239 (96.2%) responded for themselves, 40 (3.1%) had a parent/guardian respond for them, and 9 (0.7%) responded for themselves with the additional input of a parent/guardian. Of the 500 child/adolescent respondents, 17 (3.4%) responded for themselves, 474 (94.8%) had a parent/guardian respond for them, and 9 (1.8%) responded for themselves with the additional input of a parent/guardian.



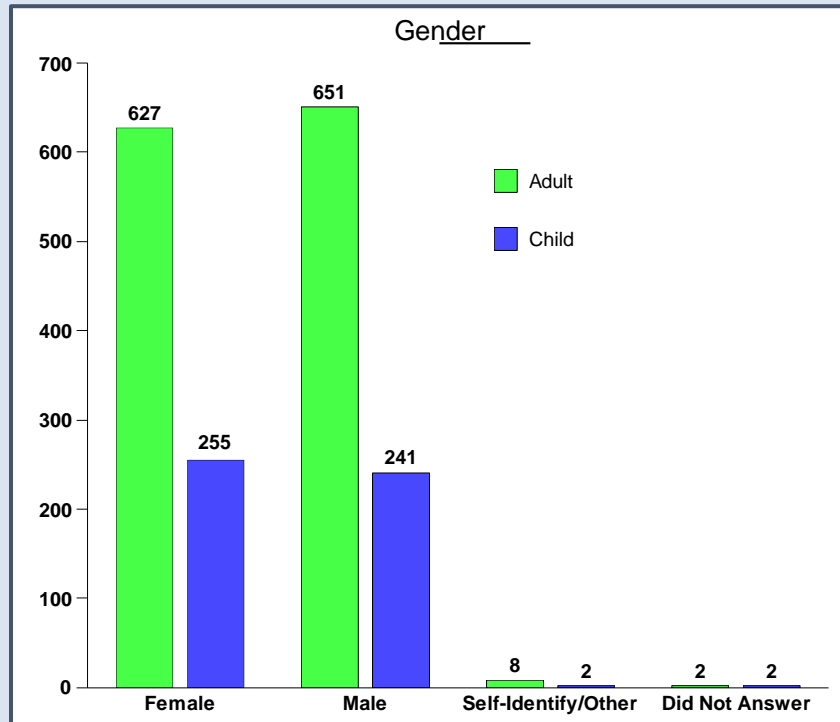
- Level of Care: In all, 15 treatment levels of care were accessed by the respondents. 566 (31.7%) Crisis Intervention, 318 (17.8%) Partial Hospitalization, 211 (11.8%) SUD Inpatient Rehabilitation, 175 (9.8%) Mental Health Inpatient, 172 (9.6%) TCM Blended Case Management, 105 (5.9%) TCM Resource Coordination, 78 (4.4%) Psychiatric Rehabilitation, 35 (2.0%) SUD Halfway House, 35 (2.0%) Mobile Psychiatric Nursing, 29 (1.6%) TCM Intensive Case Management, 26 (1.5%) Residential Treatment Facility, 18 (1.0%) Medication Assisted Recovery Services, 10 (0.6%) EIBS, 6 (0.3%) Extended Acute Care, and 4 (0.2%) CRR Host Home.
- Methods: Data was collected by 9 interviewers.
- Treatment Facility: Data was collected pertaining to 79 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 1788 interviews 596 (33.3%) were face-to-face interviews, 1191 (66.6%) were conducted by phone, and 1 (0.1%) was conducted by mail.

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

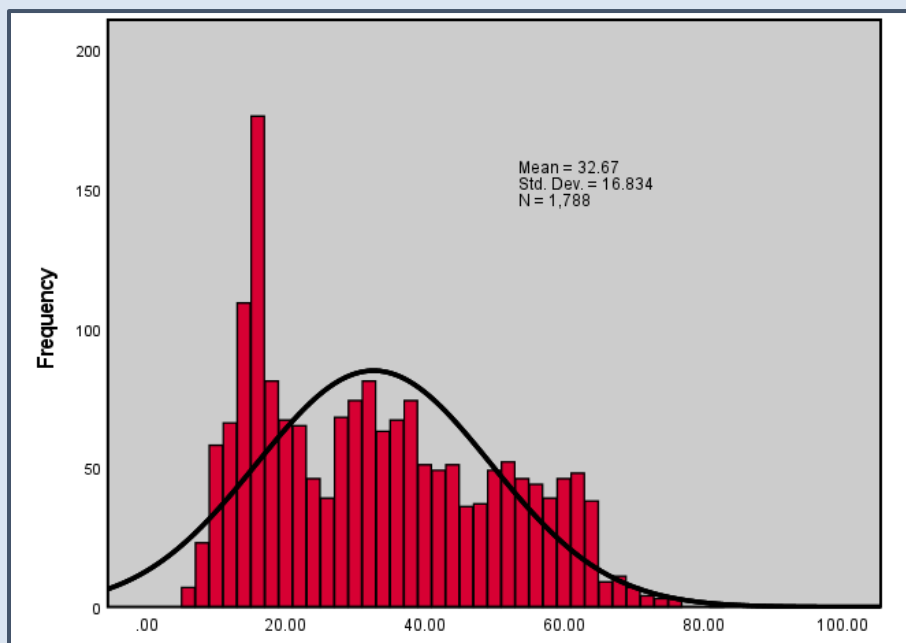
	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	1788	360 20.10%	407 22.80%	690 38.60%	285 15.90%	46 2.60%
Adult						
In Person	535	85 15.90%	145 27.10%	217 40.60%	77 14.40%	11 2.10%
Phone	753	175 23.20%	164 21.80%	263 34.90%	135 17.90%	16 2.10%
Mail	0	0 0	0 0	0 0	0 0	0 0
Child						
In Person	61	4 6.60%	23 37.70%	28 45.90%	3 4.90%	3 4.90%
Phone	438	96 21.90%	74 16.90%	182 41.60%	70 16.00%	16 3.70%
Mail	1	0 0	1 100.00%	0 0	0 0	0 0

Demographic Information

Gender: Overall, the sample is 49.3% female (882), 49.9% male (892), 0.6% self-identified or identified as other (10), and 0.2% did not answer this question (4). Of the 1288 adult respondents, 48.7% (627) identified as female, 50.5% (651) identified as male, 0.6% self-identified or identified as other (8), and 0.2% did not answer this question (2). Of the 500 child/adolescent respondents, 51.0% (255) identified as female, and 48.2% (241) identified as male, 0.4% self-identified or identified as other (2), and 0.4% did not answer this question (4).



Age: Age of all respondents ranged from 6-81 years, with a mean age of 32.67 (SD 16.834).



Age of **Adult** respondents ranged from 18-81 years, with a mean age of 40.09 (SD= 13.911).

Age of **Child/Adolescent** respondents ranged from 6-17 years, with a mean age of 13.56 (SD= 2.776).

County of Residence: The largest number of respondents reported residence in Lancaster County 690 (38.6%). The remaining respondents reported residence in Dauphin 407 (22.8%), Cumberland 360 (20.1%), Lebanon 285 (15.9%), and 46 Perry (2.6%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	1788	360 20.10%	407 22.80%	690 38.60%	285 15.90%	46 2.60%
Age Type						
Adult	1288	260 20.20%	309 24.00%	480 37.30%	212 16.50%	27 2.10%
Child	500	100 20.00%	98 19.60%	210 42.00%	73 14.60%	19 3.80%

Race: 1161 respondents (64.9%) reported their race as White/Caucasian, 246 (13.8%) as African American, 164 (9.2%) as Multi-Racial, 162 (9.1%) as Hispanic/Latino, 17 (1.0%) Did Not Answer, 15 (0.8%) as Other, 13 (0.7%) as Native American/American Indian, and 10 (0.6%) as Asian/Pacific Islander.

	Total	Age Type	
		Adult	Child
Total	1788	1288 72.00%	500 28.00%
Race			
African American	246	194 78.90%	52 21.10%
Asian/ Pacific Islander	10	7 70.00%	3 30.00%
Hispanic/ Latino	162	108 66.70%	54 33.30%
Native American/ American Indian	13	12 92.30%	1 7.70%
White/ Caucasian	1161	870 74.90%	291 25.10%
Multi-Racial	164	76 46.30%	88 53.70%
Other	15	9 60.00%	6 40.00%
Did Not Answer	17	12 70.60%	5 29.40%

Consumer Satisfaction

This section of the report looks at different dimensions of member satisfaction with all services (excluding crisis intervention data *reported in another section) 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/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 in the tool which is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score for the standard survey tool is 140 (5*28) and the lowest possible score is 28 (1*28).

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

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

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

- **Survey Information:** Overall, 531 of the 1222 respondents (43.5%) reported they had been interviewed by their provider within the last year, 572 (46.8%) reported they had not been interviewed, 117 (9.6%) were not sure, and 2 (0.2%) report that this question did not apply to them.

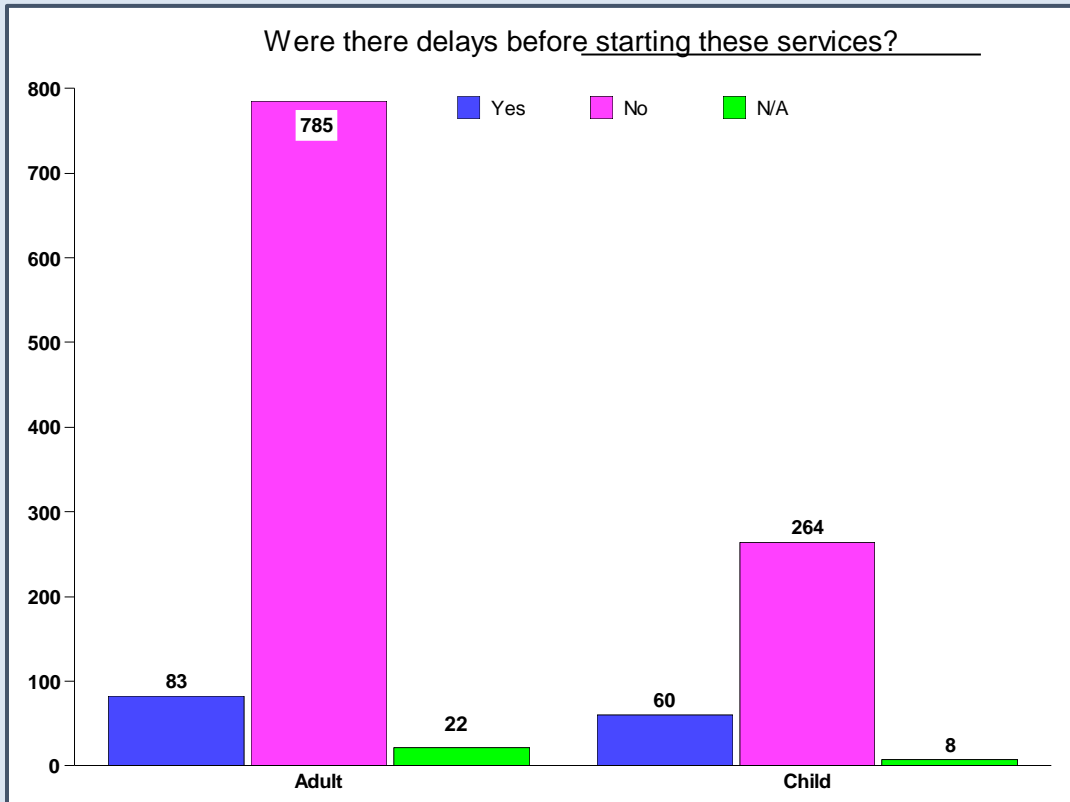
Total Satisfaction Score				
Age Type		N	Mean	Std. Deviation
Has your provider interviewed you on your satisfaction level with services during the last year?				
Adult	Yes	393	116.05	11.28
	No	418	110.36	13.57
	Not sure	78	115.12	12.59
	N/A	1	112.93	0.00
	Total	890	113.29	12.80
Child	Yes	138	114.84	11.26
	No	154	107.37	16.59
	Not sure	39	111.39	14.23
	N/A	1	118.00	0.00
	Total	332	110.98	14.67

Our analysis indicates that adult respondents who were surveyed by their provider in the last year reported significantly higher levels of total satisfaction than those who were not interviewed by their provider or were not sure if they were surveyed by their provider.

Our analysis indicates that child/adolescent respondents who were surveyed by their provider in the last year reported significantly higher levels of total satisfaction than those who were not interviewed by their provider.

• **Service Delay:**

- Of the 890 adult respondents 83 (9.3%) reported that they experienced some delay before beginning treatment. 785 respondents (88.2%) reported no delay before beginning treatment, and 22 (2.5%) respondents felt that this question did not apply to them.
- Of the 332 child/adolescent respondents 60 (18.1%) reported that they experienced some delay before beginning treatment. 264 respondents (79.5%) reported no delay before beginning treatment, and 8 (2.4%) respondents felt that this question did not apply to them.



Total Satisfaction Score				
Age Type		N	Mean	Std. Deviation
Q11 Were there delays before starting these services?				
Adult	Yes	83	108.90	14.28
	No	785	113.93	12.47
	N/A	22	107.13	14.20
	Total	890	113.29	12.80
Child	Yes	60	109.20	12.86
	No	264	111.46	14.88
	N/A	8	108.51	20.61
	Total	332	110.98	14.67

Our analysis indicates that adult respondents who did not experience a service delay reported significantly higher levels of total satisfaction than those who did experience a service delay as well as those who selected not applicable.

- **Emergency Treatment:** 210 of the 890 adult respondents (23.6%) indicated they needed emergency mental health or substance use services during the past year. 127 of the 332 child/adolescent respondents (38.3%) indicated they needed emergency mental health or substance use services 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 3.71 with standard deviation 1.340.

	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	337	39 11.60%	39 11.60%	12 3.60%	136 40.40%	109 32.30%	2 0.60%
Age Type							
Adult	210	18 8.60%	18 8.60%	7 3.30%	88 41.90%	78 37.10%	1 0.50%
Child	127	21 16.50%	21 16.50%	5 3.90%	48 37.80%	31 24.40%	1 0.80%

Mean Satisfaction Who Was Interviewed

Total Satisfaction Score				
Age Type		N	Mean	Std. Deviation
Who was interviewed				
Adult	Self (Consumer)	866	113.36	12.54
	Parent/Guardian/POA	16	115.48	12.30
	Both Consumer and Parent/Guardian/POA	8	101.66	29.99
	Total	890	113.29	12.80
Child	Self (Consumer)	15	108.94	14.47
	Parent/Guardian/POA	311	111.12	14.73
	Both Consumer and Parent/Guardian/POA	6	108.73	13.70
	Total	332	110.98	14.67

According to our analysis, adult respondents who completed the survey with the additional input of a parent or guardian reported significantly lower total satisfaction than those who responded for themselves or had a parent/guardian respond for them. The low number of respondents in this category may explain this significance.

Mean Satisfaction of Treatment Facilities

- Data was collected from 79 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.

Total Satisfaction Score			
Adult	N	Mean	Std. Deviation
Name of Treatment Facility			
YORK HOSPITAL INPATIENT PSYCH UNIT	2	129.47	3.58
GATEHOUSE MARIETTA	5	126.79	11.86
PYRAMID-TRADITIONS	2	126.50	14.85
PYRAMID YORK	1	126.00	0.00
EAGLEVILLE	1	125.00	0.00
DAYSTAR	9	123.09	4.97
WDR YORK - PARTIAL	3	121.64	6.39
NEW INSIGHTS II	27	120.97	10.52
HARRISBURG MAZZITTI AND SULLIVAN	6	119.24	11.07
THE VISTA FOUNDATION E I B S PROGRAM	4	118.84	12.94
DARS MANOS HOUSE	4	118.36	16.85
BLUEPRINTS FOR ADDICTION RECOVERY	81	118.06	12.27
GATEHOUSE MOUNTVILLE	3	118.00	3.61
GATEHOUSE FOR MEN AND WOMEN	2	117.50	7.78
BROOKE GLENN BEHAVIORAL HOSPITAL	5	117.19	11.66
GAUDENZIA CONCEPT 90	7	116.53	7.28
GATEHOUSE LITIZ	2	116.50	4.95
WELLSPAN PHILHAVEN	21	115.95	12.78
MALVERN BEHAVIORAL HEALTH	1	115.93	0.00
RASE PROJECT	18	115.46	6.23
BEHAVIORAL HEALTHCARE CORPORATION	24	115.23	13.02
WDR ALLENWOOD	29	115.11	7.26
WDR LANCASTER	1	115.00	0.00
MILTON S HERSHEY MEDICAL CENTER	4	114.98	10.90
PENN STATE HOLY SPIRIT MEDICAL CENTER	28	114.76	17.45
NHS STEVENS CENTER 33 STATE AVE	28	114.60	13.85
ROXBURY	19	114.59	12.13
WELLSPAN PHILHAVEN INPATIENT	17	114.51	7.27
COMMUNITY SERVICES GROUP INC	101	114.43	11.65

PENNSYLVANIA PSYCHIATRIC INSTITUTE	15	114.38	17.20
TOWER BEHAVIORAL HEALTH	3	114.22	21.19
GAUDENZIA COMMON GROUND	11	113.59	9.49
WDR YORK - ZION	19	113.55	12.53
WDR YORK - DAVIES	9	113.27	4.93
COVE FORGE	25	112.83	10.13
LANCASTER COUNTY BH/DS	25	112.78	8.83
(SAM) SERVICE ACCESS AND MANAGEMENT INC.	48	112.23	12.24
CONEWAGO SNYDER	10	112.01	13.51
CMU	38	111.66	11.58
SACA-NUESTRA CLINICA	4	111.58	5.33
MERAKEY PENNSYLVANIA	26	111.55	10.84
LANCASTER BEHAVIORAL HEALTH	41	111.50	15.03
PYRAMID-PINE RIDGE	8	111.33	14.50
MERAKEY NHS STEVENS CENTER	34	110.52	10.34
EPHRATA COMMUNIY HOSPITAL	5	108.98	5.82
THE HORSHAM CLINIC	4	108.48	15.36
ROXBURY PSYCHIATRIC HOSPITAL	7	108.13	10.94
KEYSTONE SERVICE SYSTEM INC	5	107.94	7.26
FOUNDATIONS BEHAVIORAL HEALTH	1	107.67	0.00
BELMONT BEHAVIORAL HEALTH LLC	4	107.22	5.05
WDR NEW PERSPECTIVES	10	106.90	15.16
GAUDENZIA VANTAGE HOUSE	11	105.85	18.00
NAAMAN CENTER (TEEN CHALLENGE)	17	105.76	10.58
KEYSTONE PSYCHIATRIC REHABILITATION PROGRAM	3	104.27	5.67
BOWLING GREEN/BRANDYWINE	7	103.69	13.52
UHS OF PENNSYLVANIA INC	2	102.48	42.84
HAVEN BEHAVIORAL HEALTH	4	102.18	10.75
PYRAMID PLANK RD	28	101.10	16.58
FAIRMOUNT BEHAVIORAL HEALTH SYSTEM	3	98.98	13.87
PYRAMID-GRATITUDE HOUSE	4	96.48	18.31
FRIENDS BEHAVIORAL HEALTH SYSTEM LP	4	95.73	21.16
Total	890	113.29	12.80

Total Satisfaction Score			
Child/Adolescent Name of Treatment Facility	N	Mean	Std. Deviation
TOWER BEHAVIORAL HEALTH	1	126.00	0.00
WELLSPAN PHILHAVEN INPATIENT	8	121.13	8.84
PRESSLEY RIDGE SCHOOLS	1	120.00	0.00
HOFFMAN HOMES-RTF	4	118.98	15.56
DEVEREUX FOUNDATION	1	118.00	0.00
LANCASTER COUNTY BH/DS	38	116.23	10.46
PENN STATE HOLY SPIRIT MEDICAL CENTER	7	115.20	10.70
THE BRADLEY CENTER NORTH	5	114.40	5.18
UHS OF PENNSYLVANIA INC	4	114.19	14.85
CMU	16	113.68	7.52
PERSEUS HOUSE INC	1	113.61	0.00
NHS STEVENS CENTER 33 STATE AVE	9	113.25	13.85
DARS MANOS HOUSE	5	113.20	7.42
WELLSPAN PHILHAVEN	48	112.84	14.92
SILVER SPRINGS MARTIN LUTHER-RTF	8	111.98	7.33
PENNSYLVANIA PSYCHIATRIC INSTITUTE	56	111.39	14.42
FOUNDATIONS BEHAVIORAL HEALTH	2	111.00	16.97
COMMUNITY SERVICES GROUP INC	21	110.80	11.52
CHILDRENS HOME OF YORK, INC	1	110.00	0.00
T W PONESSA & ASSOCIATES COUNSELING SERVICES INC	26	109.69	14.16
(SAM) SERVICE ACCESS AND MANAGEMENT INC.	18	109.57	14.90
THE VISTA FOUNDATION E I B S PROGRAM	6	108.77	13.54
CHOR YOUTH & FAMILY SERVICES INC	1	106.00	0.00
MERAKEY CAPITAL	2	105.50	10.61
ROXBURY PSYCHIATRIC HOSPITAL	7	103.66	17.92
FAIRMOUNT BEHAVIORAL HEALTH SYSTEM	2	103.50	3.54
THE HORSHAM CLINIC	4	103.25	16.05
BELMONT BEHAVIORAL HEALTH LLC	12	102.07	12.52
HARBORCREEK YOUTH SERVICES-ST JOSEPH HOUSE	2	97.50	23.33
SOUTHWOOD PSYCHIATRIC HOSPITAL	2	96.32	20.76
LANCASTER BEHAVIORAL HEALTH	12	96.03	31.14
FRIENDS BEHAVIORAL HEALTH SYSTEM LP	1	79.00	0.00
DIVERSIFIED TREATMENT ALTERNATIVE CENTERS LLC	1	74.77	0.00
Total	332	110.98	14.67

Mean Satisfaction of Level of Care

- Data was collected for 11 Levels of Care. The distribution of respondents is presented below. 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.

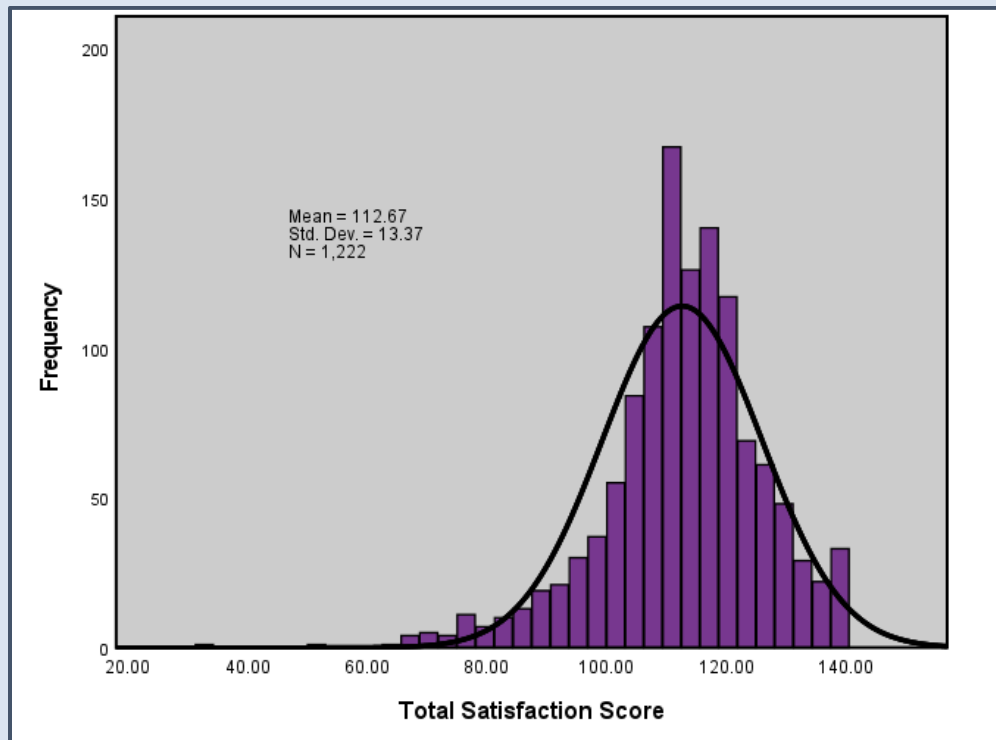
Total Satisfaction Score			
Adult Level of Care	N	Mean	Std. Deviation
EIBS	4	118.84	12.94
PARTIAL HOSPITALIZATION	195	116.75	12.39
HALFWAY HOUSE	35	116.69	13.94
MEDICATION ASSISTED RECOVERY SERVICES	18	115.46	6.23
ICM TCM (INTENSIVE CASE MANAGEMENT)	25	114.75	10.81
PSYCH REHAB	78	114.72	10.13
MOBILE PSYCH NURSING	35	113.93	11.68
RC TCM (RESOURCE COORDINATION)	55	112.81	14.74
BCM TCM (BLENDED CASE MANAGEMENT)	119	112.27	11.93
EAC	6	110.98	7.15
MENTAL HEALTH INPATIENT	114	110.81	14.53
INPATIENT REHABILITATION	206	110.48	12.97
Total	890	113.29	12.80

Total Satisfaction Score			
Child/Adolescent Level of Care	N	Mean	Std. Deviation
RC TCM (RESOURCE COORDINATION)	50	116.09	10.67
INPATIENT REHABILITATION	5	113.20	7.42
CRR-HOST HOME	4	112.25	9.95
PARTIAL HOSPITALIZATION	123	111.86	14.21
BCM TCM (BLENDED CASE MANAGEMENT)	53	111.11	11.92
RTF (RESIDENTIAL TREATMENT FACILITY)	26	109.76	13.64
ICM TCM (INTENSIVE CASE MANAGEMENT)	4	109.50	14.06
EIBS	6	108.77	13.54
MENTAL HEALTH INPATIENT	61	105.47	19.85
Total	332	110.98	14.67

Total Satisfaction

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

- The overall mean for Total Satisfaction Score (TSS) was 112.67 with a standard deviation 13.37 indicating some level of satisfaction overall. The TSS scores ranged from 32 – 140. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.

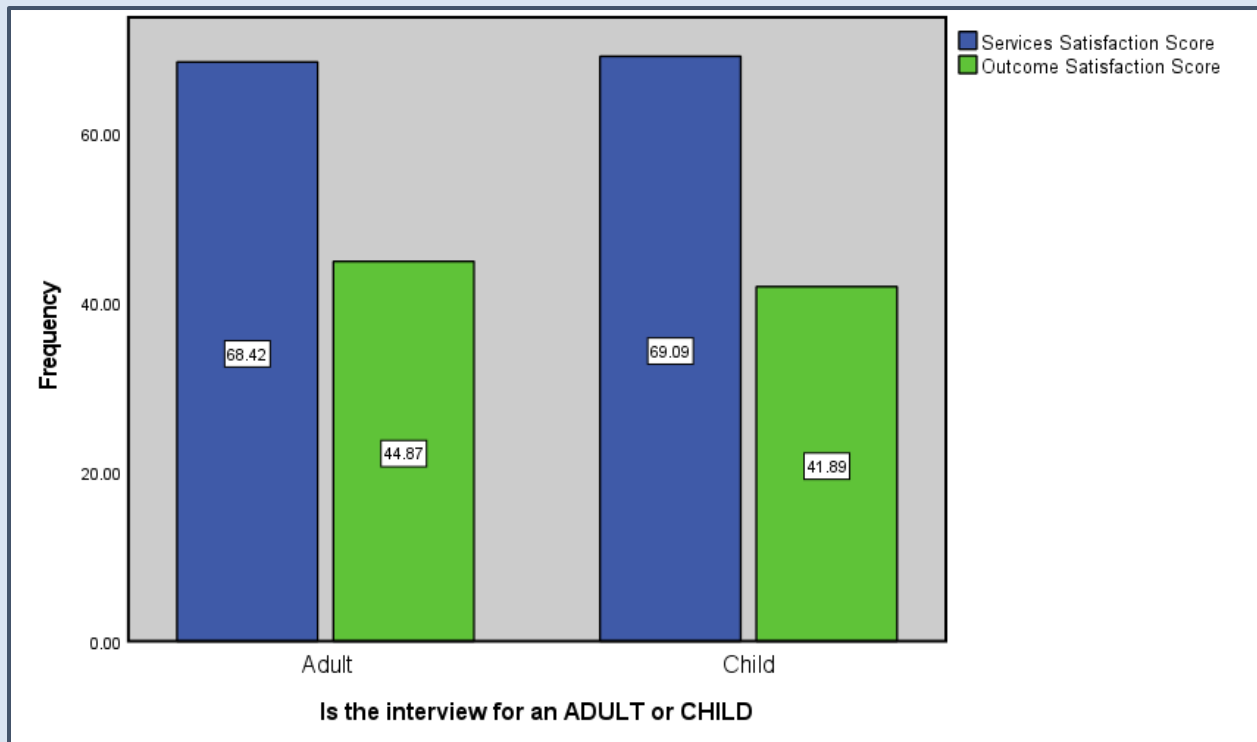


Mean Satisfaction with Services and Outcomes of Services

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

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

- 95.1% Program staff respects my ethnic, cultural, and religious background in my recovery/treatment Q21.
- 93.8% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 93.5% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 92.9% I feel comfortable in asking questions regarding my treatment Q18.
- 92.9% I am an important part of the treatment process Q26.
- 92.7% My provider asks my permission before sharing my personal information Q20.
- 89.1% I trust my service provider Q22.
- 87.7% My service provider explained the advantages of my therapy or treatment Q27.
- 86.6% Overall, I am satisfied with the services I am receiving Q29.
- 86.0% My service provider explained the limitations of my therapy or treatment Q28.
- 85.2% My service provider spends adequate time with me Q19.

**As there was such a high proportion of respondents in the does not apply category for Question 23, when the Not Applicable responses are removed, 91.2% of respondents agree or strongly agree they feel safe at the facility, 3.7% reported they neither agree nor disagree, and 5.2% of respondents disagree or strongly disagree. This is a more accurate representation of the data. However, for completeness, the entire table is presented below.*

Summary responses from the Total group of respondents (N=1222) are presented in Table 1.

Summary responses from the Adult group of respondents (N=890) are presented in Table 2.

Summary responses from the Child/Adolescent group of respondents (N=332) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions – Total Respondents

N=1222	% Agree or Strongly Agree	% Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance use services.	78.7	12.5	2.8	0.9	3.7
14. I was given information on how to get additional community resources that I needed (example: transportation, childcare, employment training).	76.0	11.7	2.9	1.0	6.2
15. My provider discussed other services that may benefit me in my treatment/recovery.	83.4	10.1	2.8	0.8	2.8
16. I have the option to change my service provider should I choose to.	80.5	8.9	2.8	0.8	2.5
17. I was informed about my rights and responsibilities regarding the treatment I have received.	93.8	3.8	2.9	0.5	0.5
18. I feel comfortable in asking questions regarding my treatment.	92.9	4.5	2.9	0.4	0.1
19. My service provider spends adequate time with me.	85.2	9.5	2.8	0.6	0.1
20. My provider asks my permission before sharing my personal information.	92.7	2.5	2.9	0.5	1.0
21. Program staff respects my ethnic, cultural, and religious background in my recovery/treatment.	95.1	2.5	3.0	0.4	0.8
22. I trust my service provider.	89.1	6.5	2.8	0.6	0.5
23. I feel safe at this facility.	75.1	4.3	3.4	1.3	17.6
24. My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process.	83.6	10.1	2.8	0.7	1.1
25. I am included in the development of my treatment/recovery plan and goals for recovery.	93.5	4.4	2.9	0.4	0.2
26. I am an important part of the treatment process.	92.9	4.4	2.9	0.5	0.2
27. My service provider explained the advantages of my therapy or treatment.	87.7	7.1	2.8	0.6	0.6
28. My service provider explained the limitations of my therapy or treatment.	86.0	8.1	2.8	0.6	0.7
29. Overall, I am satisfied with the services I am receiving.	86.6	8.4	2.8	0.6	0.1

Table 2 – Total Satisfaction – Services Questions – Adult

N=890	% Agree or Strongly Agree	% Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance use services.	75.3	14.4	2.8	1.0	4.9
14. I was given information on how to get additional community resources that I needed (example: transportation, childcare, employment training).	74.6	12.4	2.9	1.1	7.6
15. My provider discussed other services that may benefit me in my treatment/recovery.	82.4	10.7	2.8	0.9	3.3
16. I have the option to change my service provider should I choose to.	80.2	9.9	2.8	0.8	1.7
17. I was informed about my rights and responsibilities regarding the treatment I have received.	93.1	4.2	2.9	0.5	0.6
18. I feel comfortable in asking questions regarding my treatment.	92.0	4.6	2.9	0.5	0.1
19. My service provider spends adequate time with me.	85.8	9.8	2.8	0.6	0.0
20. My provider asks my permission before sharing my personal information.	92.6	2.5	2.9	0.5	1.1
21. Program staff respects my ethnic, cultural, and religious background in my recovery/treatment.	94.9	2.7	2.9	0.4	0.7
22. I trust my service provider.	89.6	6.5	2.8	0.6	0.3
23. I feel safe at this facility.	77.8	3.5	3.4	1.2	16.3
24. My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process.	82.2	10.8	2.8	0.8	1.5
25. I am included in the development of my treatment/recovery plan and goals for recovery.	93.6	4.3	2.9	0.4	0.2
26. I am an important part of the treatment process.	93.3	4.4	2.9	0.4	0.1
27. My service provider explained the advantages of my therapy or treatment.	87.5	7.1	2.8	0.6	0.7
28. My service provider explained the limitations of my therapy or treatment.	85.6	8.2	2.8	0.6	0.8
29. Overall, I am satisfied with the services I am receiving.	87.6	8.1	2.8	0.6	0.1

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

N=332	% Agree or Strongly Agree	% Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance use services.	88.0	7.5	2.8	0.6	0.3
14. I was given information on how to get additional community resources that I needed (example: transportation, childcare, employment training).	79.8	9.9	2.8	0.8	2.4
15. My provider discussed other services that may benefit me in my treatment/recovery.	86.1	8.4	2.8	0.7	1.5
16. I have the option to change my service provider should I choose to.	81.3	6.3	2.9	0.9	4.5
17. I was informed about my rights and responsibilities regarding the treatment I have received.	95.5	2.7	2.9	0.4	0.3
18. I feel comfortable in asking questions regarding my treatment.	95.2	4.2	2.9	0.4	0.0
19. My service provider spends adequate time with me.	83.4	8.7	2.8	0.6	0.3
20. My provider asks my permission before sharing my personal information.	93.1	2.4	2.9	0.4	0.6
21. Program staff respects my ethnic, cultural, and religious background in my recovery/treatment.	95.5	2.1	3.0	0.5	1.2
22. I trust my service provider.	88.0	6.6	2.8	0.6	0.9
23. I feel safe at this facility.	68.1	6.3	3.5	1.4	21.1
24. My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process.	87.0	8.1	2.8	0.6	0.3
25. I am included in the development of my treatment/recovery plan and goals for recovery.	93.1	4.8	2.9	0.4	0.0
26. I am an important part of the treatment process.	91.9	4.5	2.9	0.5	0.6
27. My service provider explained the advantages of my therapy or treatment.	88.3	7.2	2.8	0.6	0.3
28. My service provider explained the limitations of my therapy or treatment.	87.0	7.8	2.8	0.6	0.6
29. Overall, I am satisfied with the services I am receiving.	83.7	9.3	2.7	0.6	0.0

Outcomes of Services

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

Members describe their lives as being better as a result of their services in the majority of cases. In total, 65.8% to 80.4% of respondent's responses reflect how services have improved their lives in each outcome area. Additionally, 15.0% to 22.4% of respondents' responses reflect that no change has resulted from involvement in services. Only 3.8% to 8.7% of respondent's responses reflect how 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 37, when the Not Applicable responses are removed, 60.8% of respondents reported community involvement as better or much better, 31.6% reported no change, and 7.6 reported being involved in the community as worse or much worse. This is a more accurate representation of the data. However, for completeness, the entire table is presented below.*

**As there was such a high proportion of respondents in the does not apply category for Question 38, when the Not Applicable responses are removed, 69.8% of respondents reported participation in school or work as better or much better, 22.6% reported no change, and 7.7% reported participation in school or work as worse or much worse. This is a more accurate representation of the data. However, for completeness, the entire table is presented below.*

Summary responses from the Total group of respondents (N=1222) are presented in Table 4.

Summary responses from the Adult group of respondents (N=890) are presented in Table 5.

Summary responses from the Child/Adolescent group of respondents (N=332) are presented in Table 6.

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

Total N=1222	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	77.7	16.7	5.2	2.7	0.6	0.4
31. Feeling in control of my life.	70.9	21.4	6.6	2.7	0.7	1.1
32. Coping with personal crisis.	65.8	21.6	8.7	2.7	0.9	3.9
33. How I feel about myself.	75.1	17.9	6.3	2.7	0.6	0.7
34. Feeling good (hopeful) about the future.	78.6	15.4	4.9	2.8	0.6	1.1
35. Enjoying my free time.	80.4	15.0	3.8	2.8	0.6	0.8
36. Strengthening my social support network.	71.3	22.3	5.9	2.7	0.6	0.5
37. Being involved in community activities.	48.5	25.2	6.1	3.2	1.5	20.2
38. Participating with school or work activities.	43.3	14.0	4.7	3.9	1.7	38.0
39. Interacting with people in social situations.	71.5	22.4	5.2	2.7	0.6	0.8
40. Coping with specific problems or issue that led to seek services.	77.7	16.4	5.1	2.8	0.6	0.8

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

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=890						
30. Managing daily problems.	80.4	15.2	4.0	2.8	0.5	0.3
31. Feeling in control of my life.	74.4	18.4	6.6	2.7	0.6	0.6
32. Coping with personal crisis.	70.0	19.3	7.8	2.7	0.8	2.9
33. How I feel about myself.	79.6	14.5	5.5	2.8	0.6	0.4
34. Feeling good (hopeful) about the future.	82.5	12.5	4.6	2.8	0.6	0.4
35. Enjoying my free time.	80.6	14.8	3.7	2.8	0.6	0.9
36. Strengthening my social support network.	74.3	20.4	4.9	2.7	0.6	0.3
37. Being involved in community activities.	47.2	23.5	5.3	3.4	1.6	24.0
38. Participating with school or work activities.	36.4	10.3	2.6	4.4	1.7	50.7
39. Interacting with people in social situations.	75.3	19.8	4.2	2.7	0.6	0.8
40. Coping with specific problems or issue that led to seek services.	81.9	13.8	3.3	2.8	0.6	1.0

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

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=332						
30. Managing daily problems.	70.5	20.8	8.1	2.6	0.7	0.6
31. Feeling in control of my life.	61.7	29.2	6.6	2.6	0.8	2.4
32. Coping with personal crisis.	54.5	27.7	11.1	2.7	1.1	6.6
33. How I feel about myself.	63.3	27.1	8.4	2.6	0.7	1.2
34. Feeling good (hopeful) about the future.	68.4	23.2	5.7	2.7	0.8	2.7
35. Enjoying my free time.	79.8	15.4	4.2	2.8	0.6	0.6
36. Strengthening my social support network.	63.3	27.4	8.4	2.6	0.7	0.9
37. Being involved in community activities.	52.1	29.8	8.1	2.8	1.2	9.9
38. Participating with school or work activities.	61.7	23.8	10.5	2.7	1.0	3.9
39. Interacting with people in social situations.	61.4	29.5	8.1	2.6	0.7	0.9
40. Coping with specific problems or issue that led to seek services.	66.3	23.5	9.9	2.6	0.7	0.3

Satisfaction with the Managed Care Organization

There are nine survey questions that assess the respondent's satisfaction with their BH-MCO, PerformCare.

- 41.6% of respondents (508 of the 1222) reported that they had received a copy of the PerformCare member handbook. 41.1% (502) reported that they had not received a member handbook, 17.2% (210) were not sure, and 0.2% (2) reported that this question did not apply.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	1222	508 41.60%	502 41.10%	210 17.20%	2 0.20%
Adult					
Cumberland	164	51 31.10%	82 50.00%	30 18.30%	1 0.60%
Dauphin	200	74 37.00%	105 52.50%	21 10.50%	0 0
Lancaster	366	103 28.10%	184 50.30%	78 21.30%	1 0.30%
Lebanon	144	55 38.20%	58 40.30%	31 21.50%	0 0
Perry	16	8 50.00%	6 37.50%	2 12.50%	0 0
Child/Adolescent					
Cumberland	48	35 72.90%	7 14.60%	6 12.50%	0 0
Dauphin	63	43 68.30%	15 23.80%	5 7.90%	0 0
Lancaster	163	104 63.80%	29 17.80%	30 18.40%	0 0
Lebanon	46	26 56.50%	14 30.40%	6 13.00%	0 0
Perry	12	9 75.00%	2 16.70%	1 8.30%	0 0

- 88.3% of respondents (1079 of the 1222) reported that they were aware of their right to file a complaint or grievance. 9.7% (118) were not aware of their right to file a complaint or grievance, 1.6% (20) were not sure, and 0.4% (5) 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
Total	1222	1079 88.30%	118 9.70%	20 1.60%	5 0.40%
Adult					
Cumberland	164	154 93.90%	8 4.90%	1 0.60%	1 0.60%
Dauphin	200	170 85.00%	25 12.50%	5 2.50%	0 0
Lancaster	366	307 83.90%	51 13.90%	7 1.90%	1 0.30%
Lebanon	144	127 88.20%	13 9.00%	4 2.80%	0 0
Perry	16	14 87.50%	2 12.50%	0 0	0 0
Child/Adolescent					
Cumberland	48	46 95.80%	1 2.10%	1 2.10%	0 0
Dauphin	63	59 93.70%	4 6.30%	0 0	0 0
Lancaster	163	153 93.90%	8 4.90%	1 0.60%	1 0.60%
Lebanon	46	37 80.40%	6 13.00%	1 2.20%	2 4.30%
Perry	12	12 100.00%	0 0	0 0	0 0

- 58.4% of respondents (714 of the 1222) reported that they did know who to call to file a complaint or grievance. 37.0% (452) reported that they did not know who to call, 3.8% (47) were not sure, and 0.7% (9) 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
Total	1222	714 58.40%	452 37.00%	47 3.80%	9 0.70%
Adult					
Cumberland	164	136 82.90%	24 14.60%	2 1.20%	2 1.20%
Dauphin	200	103 51.50%	93 46.50%	4 2.00%	0 0
Lancaster	366	150 41.00%	194 53.00%	20 5.50%	2 0.50%
Lebanon	144	74 51.40%	64 44.40%	6 4.20%	0 0
Perry	16	10 62.50%	6 37.50%	0 0	0 0
Child/Adolescent					
Cumberland	48	46 95.80%	2 4.20%	0 0	0 0
Dauphin	63	42 66.70%	18 28.60%	3 4.80%	0 0
Lancaster	163	117 71.80%	34 20.90%	9 5.50%	3 1.80%
Lebanon	46	26 56.50%	15 32.60%	3 6.50%	2 4.30%
Perry	12	10 83.30%	2 16.70%	0 0	0 0

- 16.9% of respondents (206 of the 1222) reported that they had called PerformCare in the last twelve months for information. 78.3% (957) had not called PerformCare within the last twelve months, 1.6% (20) were not sure, and 3.2% (39) reported that this question did not apply.

	Total	Q4 In the last twelve months, did you call member services at PerformCare to get information? (example: help for counseling, treatment, or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	1222	206 16.90%	957 78.30%	20 1.60%	39 3.20%
Adult					
Cumberland	164	17 10.40%	132 80.50%	4 2.40%	11 6.70%
Dauphin	200	30 15.00%	163 81.50%	4 2.00%	3 1.50%
Lancaster	366	49 13.40%	295 80.60%	6 1.60%	16 4.40%
Lebanon	144	17 11.80%	126 87.50%	0 0	1 0.70%
Perry	16	2 12.50%	14 87.50%	0 0	0 0
Child/Adolescent					
Cumberland	48	13 27.10%	30 62.50%	2 4.20%	3 6.30%
Dauphin	63	24 38.10%	38 60.30%	0 0	1 1.60%
Lancaster	163	34 20.90%	122 74.80%	4 2.50%	3 1.80%
Lebanon	46	17 37.00%	28 60.90%	0 0	1 2.20%
Perry	12	3 25.00%	9 75.00%	0 0	0 0

- 95.6% of those that requested information from PerformCare (197 of the 206) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays. 3.4% (7) reported that they were not able to obtain information without delays, 0.5% (1) was not sure, and 0.5% (1) reported that 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
Total	206	197 95.60%	7 3.40%	1 0.50%	1 0.50%
Adult					
Cumberland	17	16 94.10%	0 0	0 0	1 5.90%
Dauphin	30	30 100.00%	0 0	0 0	0 0
Lancaster	49	48 98.00%	1 2.00%	0 0	0 0
Lebanon	17	17 100.00%	0 0	0 0	0 0
Perry	2	2 100.00%	0 0	0 0	0 0
Child/Adolescent					
Cumberland	13	12 92.30%	1 7.70%	0 0	0 0
Dauphin	24	24 100.00%	0 0	0 0	0 0
Lancaster	34	31 91.20%	2 5.90%	1 2.90%	0 0
Lebanon	17	14 82.40%	3 17.60%	0 0	0 0
Perry	3	3 100.00%	0 0	0 0	0 0

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

- 49.3% of respondents (602 of 1222) reported that they were given a choice of at least 2 providers regarding the type of service they were seeking. 33.3% of respondents (407) reported that they were not given a choice, 12.1% (148) were not sure, and 5.3% (65) reported that this question did not apply.

	Total	Q5 Were you given a choice of at least two (2) Providers from PerformCare regarding the type of service you were seeking?			
		Yes	No	Not Sure	Does Not Apply
Total	1222	602 49.30%	407 33.30%	148 12.10%	65 5.30%
Adult					
Cumberland	164	75 45.70%	49 29.90%	19 11.60%	21 12.80%
Dauphin	200	87 43.50%	86 43.00%	17 8.50%	10 5.00%
Lancaster	366	148 40.40%	152 41.50%	57 15.60%	9 2.50%
Lebanon	144	82 56.90%	40 27.80%	17 11.80%	5 3.50%
Perry	16	7 43.80%	7 43.80%	2 12.50%	0 0
Child/Adolescent					
Cumberland	48	23 47.90%	13 27.10%	4 8.30%	8 16.70%
Dauphin	63	39 61.90%	16 25.40%	4 6.30%	4 6.30%
Lancaster	163	104 63.80%	32 19.60%	24 14.70%	3 1.80%
Lebanon	46	31 67.40%	7 15.20%	4 8.70%	4 8.70%
Perry	12	6 50.00%	5 41.70%	0 0	1 8.30%

- 71.5% of respondents (874 of 1222) reported that they were informed of the time approved for their services. 18.1% of respondents (221) reported that they were not informed of the time approved for services, 8.8% (107) were not sure, and 1.6% (20) reported that this question did not apply.

	Total	Q6 Were you informed of the time approved for your services? (Example: IBHS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	1222	874 71.50%	221 18.10%	107 8.80%	20 1.60%
Adult					
Cumberland	164	107 65.20%	33 20.10%	18 11.00%	6 3.70%
Dauphin	200	141 70.50%	43 21.50%	9 4.50%	7 3.50%
Lancaster	366	236 64.50%	82 22.40%	47 12.80%	1 0.30%
Lebanon	144	103 71.50%	29 20.10%	12 8.30%	0 0
Perry	16	11 68.80%	4 25.00%	1 6.30%	0 0
Child/Adolescent					
Cumberland	48	37 77.10%	5 10.40%	3 6.30%	3 6.30%
Dauphin	63	46 73.00%	13 20.60%	3 4.80%	1 1.60%
Lancaster	163	144 88.30%	7 4.30%	12 7.40%	0 0
Lebanon	46	37 80.40%	5 10.90%	2 4.30%	2 4.30%
Perry	12	12 100.00%	0 0	0 0	0 0

- 92.9% of respondents (614 of the 661) reported that when they call PerformCare staff treats them courteously and with respect. 5.9% (39) reported that PerformCare staff did not treat them courteously and with respect, and 1.2% (8) were not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	661	614 92.90%	39 5.90%	8 1.20%
Adult				
Cumberland	62	56 90.30%	4 6.50%	2 3.20%
Dauphin	131	118 90.10%	12 9.20%	1 0.80%
Lancaster	180	168 93.30%	9 5.00%	3 1.70%
Lebanon	43	37 86.00%	6 14.00%	0 0
Perry	14	12 85.70%	1 7.10%	1 7.10%
Child/Adolescent				
Cumberland	25	25 100.00%	0 0	0 0
Dauphin	43	40 93.00%	2 4.70%	1 2.30%
Lancaster	132	131 99.20%	1 0.80%	0 0
Lebanon	22	18 81.80%	4 18.20%	0 0
Perry	9	9 100.00%	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.*

- 96.4% of respondents (982 of 1019) reported overall they were satisfied with their interactions with PerformCare. 2.2% of respondents (22) reported overall they were not satisfied with their interactions with PerformCare, and 1.5% (15) were not sure.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	1019	982 96.40%	22 2.20%	15 1.50%
Adult				
Cumberland	77	74 96.10%	1 1.30%	2 2.60%
Dauphin	164	157 95.70%	4 2.40%	3 1.80%
Lancaster	331	318 96.10%	7 2.10%	6 1.80%
Lebanon	142	136 95.80%	3 2.10%	3 2.10%
Perry	16	16 100.00%	0 0	0 0
Child/Adolescent				
Cumberland	25	24 96.00%	1 4.00%	0 0
Dauphin	50	48 96.00%	2 4.00%	0 0
Lancaster	158	154 97.50%	3 1.90%	1 0.60%
Lebanon	46	45 97.80%	1 2.20%	0 0
Perry	10	10 100.00%	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.*

Appendix A

Crisis Intervention Survey Report

Consumer Satisfaction

This section of the report looks at different dimensions of consumer satisfaction with Crisis Intervention 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 (17) and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score is 85 (5*17) and the lowest possible score is 17 (1*17). 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 report 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.

- **Survey Information:** Overall, 162 of the 566 respondents (28.6%) reported they had been interviewed by their provider within the last year, 329 (58.1%) reported they had not been interviewed, 74 (13.1%) were not sure, and 0.2% (1) reported that this question did not apply.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	566	162 28.60%	329 58.10%	74 13.10%	1 0.20%
Age Type					
Adult	398	113 28.40%	229 57.50%	56 14.10%	0 0
Child/Adolescent	168	49 29.20%	100 59.50%	18 10.70%	1 0.60%

Total Satisfaction Score				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Deviation
Adult	Yes	113	70.77	9.26
	No	229	65.53	12.71
	Not sure	56	68.46	10.33
	Total	398	67.43	11.71
Child/Adolescent	Yes	49	72.36	5.86
	No	100	64.91	12.38
	Not sure	18	72.25	7.29
	N/A	1	78.00	0.00
	Total	168	67.95	10.95

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

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

Voluntarily/Involuntarily Sought Crisis Intervention Service:

- Of the 566 respondents, 364 (64.3%) reported that they sought out crisis services for themselves. 190 (33.6%) reported that they did not seek out crisis services for themselves, and 12 (2.1%) were not sure.

	Total	Did you seek out crisis services for yourself?			
		Yes	No	Not sure	N/A
Total	566	364 64.30%	190 33.60%	12 2.10%	0 0
Age Type					
Adult	398	294 73.90%	95 23.90%	9 2.30%	0 0
Child/Adolescent	168	70 41.70%	95 56.50%	3 1.80%	0 0

Mean Satisfaction of Treatment Facilities

- Data was collected from 7 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. To help with interpretation, scores highlighted in **Green** (69-85) indicate a high level of satisfaction, scores highlighted in **Yellow** (52-68) indicate some level of satisfaction and scores highlighted in **Red** (below 51) indicate some level of dissatisfaction.

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
YORK HOSPITAL CRISIS INTERVENTION	14	69.71	11.18
KEYSTONE CRISIS INTERVENTION	23	68.85	8.97
WELLSPAN PHILHAVEN	98	68.83	11.21
LANCASTER COUNTY BH/DS	142	67.67	10.56
DAUPHIN COUNTY MH/MR PROGRAM	122	66.98	14.18
HOLY SPIRIT HOSPITAL MHS	164	66.88	10.63
TRUENORTH WELLNESS SERVICES	3	66.33	6.81
Total	566	67.58	11.49

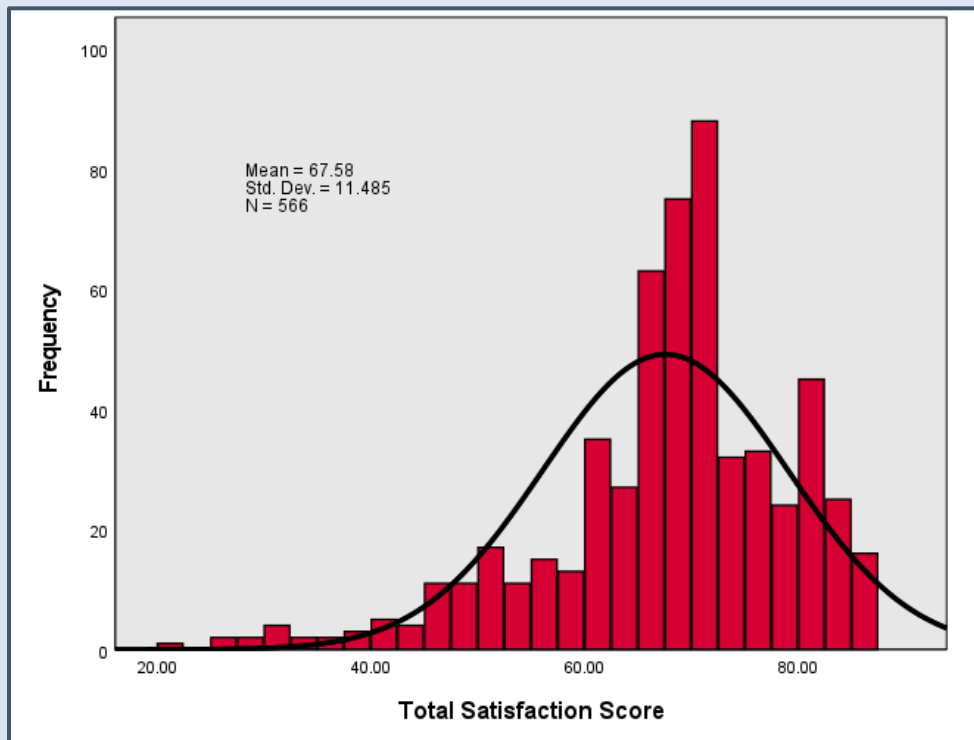
Adult Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
YORK HOSPITAL CRISIS INTERVENTION	12	69.74	11.73
KEYSTONE CRISIS INTERVENTION	17	69.04	8.83
TRUENORTH WELLNESS SERVICES	2	69.00	7.07
WELLSPAN PHILHAVEN	72	67.93	11.05
LANCASTER COUNTY BH/DS	101	67.71	10.57
HOLY SPIRIT HOSPITAL MHS	112	66.84	10.87
DAUPHIN COUNTY MH/MR PROGRAM	82	66.74	15.11
Total	398	67.43	11.71

Child/Adolescent Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
WELLSPAN PHILHAVEN	26	71.34	11.50
YORK HOSPITAL CRISIS INTERVENTION	2	69.50	10.61
KEYSTONE CRISIS INTERVENTION	6	68.32	10.19
LANCASTER COUNTY BH/DS	41	67.58	10.68
DAUPHIN COUNTY MH/MR PROGRAM	40	67.46	12.22
HOLY SPIRIT HOSPITAL MHS	52	66.95	10.18
TRUENORTH WELLNESS SERVICES	1	61.00	0.00
Total	168	67.95	10.95

Total Satisfaction

Overall Satisfaction: CSS includes 17 questions in the Total Satisfaction Score (TSS). These are questions 7-23 on the survey. Each question has 5 possible responses that are figured into the score. The responses ranged from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better). Higher scores on questions represent higher satisfaction. The scale has a range of 17-85. Scores 69-85 indicate a high level of satisfaction, scores 52-68 indicate some level of satisfaction and scores below 51 indicate some level of dissatisfaction.

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 67.58 with a standard deviation of 11.485 indicating some level of satisfaction. The TSS scores ranged from 21.0–85.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

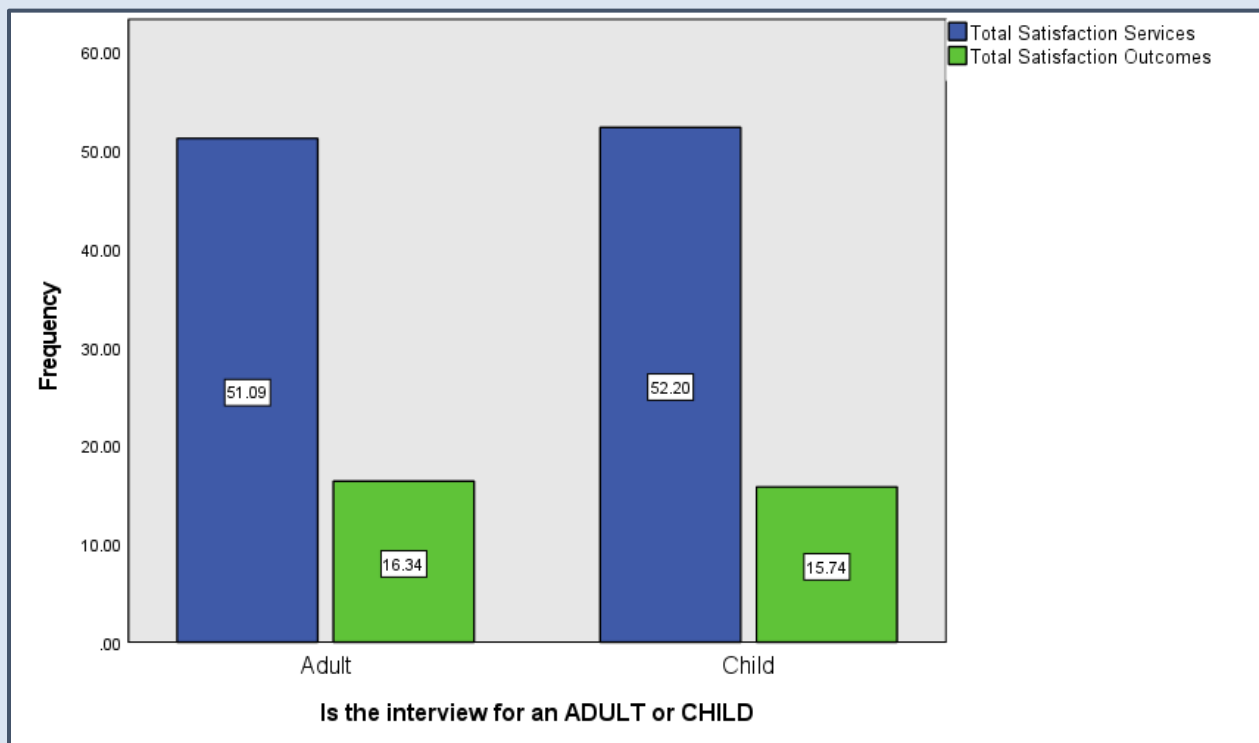


Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 13-65. Scores 53-65 indicate a high level of satisfaction, scores 39-52 indicate some level of satisfaction and scores below 39 indicate some level of dissatisfaction with services.

Outcomes of services scores ranged from 4-20. Scores 17-20 indicate a high level of satisfaction, scores 12-16 indicate some level of satisfaction and scores below 16 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 13 questions that ask respondents about their satisfaction with the Crisis Intervention services they receive. According to survey responses, individuals report some level of satisfaction with their services.

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

- 89.6% I was treated with dignity and respect by the crisis worker Q15.
- 88.0% I was involved as much as I could be in determining what care I received Q9.
- 87.5% Adult: I felt comfortable asking the crisis worker questions Q13.

While satisfaction is generally high, further exploration is warranted for the following questions and is with regards to both adult and child/adolescent respondents, unless otherwise noted (15% or greater reported dissatisfaction):

- 16.3% Child/Adolescent: The crisis worker discussed other services that may benefit me in my treatment/recovery Q12.

Summary responses from the Total group of respondents (N=566) are presented in Table 1.

Summary responses from the Total group Adult respondents (N=398) are presented in Table 2.

Summary responses from the Total group Child/Adolescent of respondents (N=168) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions – Total Respondents

N=566	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	82.9	12.7	2.7	0.7	0.2
8. I felt crisis responded to my needs in a timely manner.	84.5	10.5	2.7	0.7	0.2
9. I was involved as much as I could be in determining what care I received.	88.0	7.1	2.8	0.6	0.4
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance use services.	82.2	11.5	2.7	0.7	0.5
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	78.4	12.4	2.7	0.8	1.9
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	77.7	16.3	2.6	0.8	0.7
13. I felt comfortable asking the crisis worker questions.	87.5	8.5	2.8	0.6	0.4
14. The crisis worker spent adequate time with me.	82.2	12.9	2.7	0.7	0.2
15. I was treated with dignity and respect by the crisis worker.	89.6	6.9	2.8	0.5	0.2
16. I trusted the crisis provider.	84.8	9.5	2.8	0.6	0.2
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	77.9	12.9	2.7	0.9	2.3
18. The crisis worker explained the advantages and limitations of my recommended care.	74.7	14.3	2.7	0.8	1.2
19. Overall, I am satisfied with the crisis services I received.	82.2	12.7	2.7	0.7	0.0

Table 2 – Total Satisfaction – Services Questions – Adult

N=398	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	83.7	11.6	2.7	0.7	0.3
8. I felt crisis responded to my needs in a timely manner.	84.7	11.1	2.7	0.7	0.3
9. I was involved as much as I could be in determining what care I received.	85.9	8.3	2.8	0.6	0.3
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance use services.	80.2	13.1	2.7	0.7	0.5
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	77.1	14.1	2.7	0.8	1.5
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	74.9	17.8	2.6	0.8	1.0
13. I felt comfortable asking the crisis worker questions.	85.2	10.1	2.8	0.6	0.3
14. The crisis worker spent adequate time with me.	80.4	13.8	2.7	0.7	0.3
15. I was treated with dignity and respect by the crisis worker.	88.9	7.0	2.8	0.5	0.0
16. I trusted the crisis provider.	84.2	10.3	2.7	0.6	0.0
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	76.9	14.6	2.7	0.8	1.8
18. The crisis worker explained the advantages and limitations of my recommended care.	74.9	14.8	2.6	0.8	1.0
19. Overall, I am satisfied with the crisis services I received.	81.7	12.3	2.7	0.7	0.0

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

N=168	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	81.0	15.5	2.7	0.7	0.0
8. I felt crisis responded to my needs in a timely manner.	83.9	10.1	2.7	0.6	0.0
9. I was involved as much as I could be in determining what care I received.	92.9	4.2	2.9	0.5	0.6
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance use services.	86.9	7.7	2.8	0.6	0.6
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	81.5	8.3	2.9	0.8	3.0
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	84.5	12.5	2.7	0.7	0.0
13. I felt comfortable asking the crisis worker questions.	92.9	4.8	2.9	0.5	0.6
14. The crisis worker spent adequate time with me.	86.3	10.7	2.8	0.6	0.0
15. I was treated with dignity and respect by the crisis worker.	91.1	6.5	2.9	0.6	0.6
16. I trusted the crisis provider.	86.3	7.7	2.8	0.6	0.6
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	80.4	8.9	2.9	0.9	3.6
18. The crisis worker explained the advantages and limitations of my recommended care.	74.4	13.1	2.7	0.8	1.8
19. Overall, I am satisfied with the crisis services I received.	83.3	13.7	2.7	0.7	0.0

Outcomes of Services

The survey asks respondents 4 questions about how much they feel their life has improved based on receiving Crisis Intervention services.

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 67.0% to 80.2% of individuals' responses reflect that services have improved their lives in each outcome area. Additionally, 13.3% to 20.7% of responses reflect that no change has resulted from involvement in services. Only 5.5% to 6.7% of responses reflect that things are worse as a result of services.

Summary responses from the Total group of respondents (N=566) are presented in Table 4.

Summary responses from the Total group Adult respondents (N=398) are presented in Table 5.

Summary responses from the Total group Child/ Adolescent of respondents (N=168) are presented in Table 6.

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

	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
Total N=566						
20. Feeling in control of my crisis situation.	80.2	13.3	6.0	2.8	0.6	0.5
21. Feeling in control of my life.	67.0	20.7	6.4	2.8	1.0	6.0
22. Coping with personal crisis.	73.7	18.7	6.7	2.7	0.7	0.9
23. How I feel about myself.	76.5	17.1	5.5	2.7	0.6	0.9

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

	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
Total N=398						
20. Feeling in control of my crisis situation.	81.4	12.3	5.8	2.8	0.6	0.5
21. Feeling in control of my life.	70.9	18.8	6.3	2.8	0.9	4.0
22. Coping with personal crisis.	74.4	18.6	6.0	2.7	0.7	1.0
23. How I feel about myself.	76.9	17.1	5.0	2.8	0.6	1.0

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

	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
Total N=168						
20. Feeling in control of my crisis situation.	77.4	15.5	6.5	2.7	0.6	0.6
21. Feeling in control of my life.	57.7	25.0	6.5	2.9	1.2	10.7
22. Coping with personal crisis.	72.0	19.0	8.3	2.7	0.7	0.6
23. How I feel about myself.	75.6	17.3	6.5	2.7	0.6	0.6

Satisfaction with the Managed Care Organization

There are six survey questions that assess member satisfaction with the MCO, Perform Care.

- 38.5% of respondents (218 of the 566) reported that they had received a copy of the PerformCare member handbook, 42.4% (240) reported that they had not received a copy of the member handbook, and 19.1% (108) were not sure.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	566	218 38.50%	240 42.40%	108 19.10%	0 0
Adult					
Cumberland	96	35 36.50%	47 49.00%	14 14.60%	0 0
Dauphin	109	34 31.20%	53 48.60%	22 20.20%	0 0
Lancaster	114	32 28.10%	65 57.00%	17 14.90%	0 0
Lebanon	68	22 32.40%	25 36.80%	21 30.90%	0 0
Perry	11	5 45.50%	4 36.40%	2 18.20%	0 0
Child/Adolescent					
Cumberland	52	23 44.20%	20 38.50%	9 17.30%	0 0
Dauphin	35	22 62.90%	12 34.30%	1 2.90%	0 0
Lancaster	47	27 57.40%	9 19.10%	11 23.40%	0 0
Lebanon	27	14 51.90%	3 11.10%	10 37.00%	0 0
Perry	7	4 57.10%	2 28.60%	1 14.30%	0 0

- 86.4% of respondents (489 of the 566) reported that they were aware of their right to file a complaint or grievance, 12.5% (71) reported that they were not aware of their right to file a complaint or grievance, 0.9% (5) reported that they were not sure, and 0.2% (1) 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
Total	566	489 86.40%	71 12.50%	5 0.90%	1 0.20%
Adult					
Cumberland	96	87 90.60%	8 8.30%	1 1.00%	0 0
Dauphin	109	86 78.90%	20 18.30%	3 2.80%	0 0
Lancaster	114	97 85.10%	17 14.90%	0 0	0 0
Lebanon	68	60 88.20%	7 10.30%	0 0	1 1.50%
Perry	11	9 81.80%	2 18.20%	0 0	0 0
Child/Adolescent					
Cumberland	52	48 92.30%	3 5.80%	1 1.90%	0 0
Dauphin	35	30 85.70%	5 14.30%	0 0	0 0
Lancaster	47	44 93.60%	3 6.40%	0 0	0 0
Lebanon	27	21 77.80%	6 22.20%	0 0	0 0
Perry	7	7 100.00%	0 0	0 0	0 0

***Surveyor reports: Does Not Apply responses include individuals who reported they did not know who PerformCare was.**

- 58.3% of respondents (330 of the 566) reported that they knew who to call to file a complaint or grievance. 38.5% (218) reported that they did not know who to call, and 3.2% (18) were not sure.

	Total	Q3 Do you know who to call to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
Total	566	330 58.30%	218 38.50%	18 3.20%	0 0
Adult					
Cumberland	96	91 94.80%	4 4.20%	1 1.00%	0 0
Dauphin	109	46 42.20%	60 55.00%	3 2.80%	0 0
Lancaster	114	49 43.00%	62 54.40%	3 2.60%	0 0
Lebanon	68	33 48.50%	32 47.10%	3 4.40%	0 0
Perry	11	7 63.60%	4 36.40%	0 0	0 0
Child/Adolescent					
Cumberland	52	49 94.20%	3 5.80%	0 0	0 0
Dauphin	35	15 42.90%	17 48.60%	3 8.60%	0 0
Lancaster	47	26 55.30%	17 36.20%	4 8.50%	0 0
Lebanon	27	12 44.40%	14 51.90%	1 3.70%	0 0
Perry	7	2 28.60%	5 71.40%	0 0	0 0

- 17.3% of respondents (98 of the 566) reported that they had called PerformCare in the last twelve months for information, 77.4% (438) reported that they had not called PerformCare within the last twelve months, 3.2% (18) were not sure, and 2.1% (12) reported that this question does not apply.

	Total	Q4 In the last twelve months, did you call member services at PerformCare to get information? (example: help for counseling, treatment, or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	566	98 17.30%	438 77.40%	18 3.20%	12 2.10%
Adult					
Cumberland	96	9 9.40%	73 76.00%	5 5.20%	9 9.40%
Dauphin	109	19 17.40%	89 81.70%	1 0.90%	0 0
Lancaster	114	24 21.10%	85 74.60%	5 4.40%	0 0
Lebanon	68	6 8.80%	60 88.20%	2 2.90%	0 0
Perry	11	2 18.20%	8 72.70%	1 9.10%	0 0
Child/Adolescent					
Cumberland	52	14 26.90%	35 67.30%	1 1.90%	2 3.80%
Dauphin	35	6 17.10%	27 77.10%	2 5.70%	0 0
Lancaster	47	14 29.80%	32 68.10%	1 2.10%	0 0
Lebanon	27	3 11.10%	23 85.20%	0 0	1 3.70%
Perry	7	1 14.30%	6 85.70%	0 0	0 0

- 90.8% of those that requested information from PerformCare (89 of the 98) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 7.1% (7) reported that they were not able to obtain information without unnecessary delays, and 2.0% (2) reported that 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
Total	98	89 90.80%	7 7.10%	0 0	2 2.00%
Adult					
Cumberland	9	6 66.70%	3 33.30%	0 0	0 0
Dauphin	19	19 100.00%	0 0	0 0	0 0
Lancaster	24	21 87.50%	2 8.30%	0 0	1 4.20%
Lebanon	6	5 83.30%	1 16.70%	0 0	0 0
Perry	2	2 100.00%	0 0	0 0	0 0
Child/Adolescent					
Cumberland	14	13 92.90%	0 0	0 0	1 7.10%
Dauphin	6	6 100.00%	0 0	0 0	0 0
Lancaster	14	13 92.90%	1 7.10%	0 0	0 0
Lebanon	3	3 100.00%	0 0	0 0	0 0
Perry	1	1 100.00%	0 0	0 0	0 0

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

- 90.3% of respondents (205 of the 227) reported when they called PerformCare staff treats them courteously and with respect, 6.2% (14) reported when they called PerformCare staff did not treat them courteously and with respect, and 3.5% (8) were not sure.

	Total	Q5 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	227	205 90.30%	14 6.20%	8 3.50%
Adult				
Cumberland	17	17 100.00%	0 0	0 0
Dauphin	44	39 88.60%	2 4.50%	3 6.80%
Lancaster	53	47 88.70%	5 9.40%	1 1.90%
Lebanon	14	11 78.60%	3 21.40%	0 0
Perry	9	8 88.90%	0 0	1 11.10%
Child/Adolescent				
Cumberland	20	18 90.00%	0 0	2 10.00%
Dauphin	17	16 94.10%	1 5.90%	0 0
Lancaster	37	36 97.30%	0 0	1 2.70%
Lebanon	9	8 88.90%	1 11.10%	0 0
Perry	7	5 71.40%	2 28.60%	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.*

- 95.6% of respondents (371 of 388) report overall they are satisfied with their interactions with PerformCare, 2.3% (9) report overall they are not satisfied with their interactions, and 2.1% (8) were not sure.

	Total	Q6 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	388	371 95.60%	9 2.30%	8 2.10%
Adult				
Cumberland	30	27 90.00%	3 10.00%	0 0
Dauphin	55	51 92.70%	1 1.80%	3 5.50%
Lancaster	107	100 93.50%	3 2.80%	4 3.70%
Lebanon	65	64 98.50%	0 0	1 1.50%
Perry	11	11 100.00%	0 0	0 0
Child/Adolescent				
Cumberland	20	20 100.00%	0 0	0 0
Dauphin	21	20 95.20%	1 4.80%	0 0
Lancaster	45	45 100.00%	0 0	0 0
Lebanon	27	27 100.00%	0 0	0 0
Perry	7	6 85.70%	1 14.30%	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.*