



Consumer Satisfaction Services, Inc.

**Capital Region
1st Quarter 2026**

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

**Prepared By
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 HealthChoices Programs Standards and Requirements. We value provider feedback.

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

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

Statistical Analysis

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

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

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

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

CSS has set a benchmark for consumer responses in the Services and Outcomes of Services sections of this report using a scale that combines Strongly Disagree and Disagree (1), Neither (2), Agree and Strongly Agree (3), and Does Not Apply (6). 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=291) 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 291 ($n=291$) respondents from the Capital Region including 288 adults (99.0%) and 3 child/adolescents (1.0%).
- Sample: Of the 288 adult members, 285 (99.0%) responded for themselves, 2 (0.7%) had a parent/guardian respond for them, and 1 (0.3%) responded for themselves with the additional input of a parent/guardian. Of the 3 child/adolescent members, 1 (33.3%) had a parent/guardian respond for them, and 2 (66.7%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 2 treatment levels of care were utilized by respondents and are included in this reporting period, 70 (24.1%) Peer Support and 221 (75.9%) SUD Methadone Maintenance.
- Methods: Data was collected by 5 surveyors.
- Treatment Facility: Data was collected pertaining to 11 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 291 interviews, 100 (34.4%) were conducted in person and 191 (65.6%) were conducted by phone.

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:

- 98.6% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 98.6% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 97.3% You are an important part of the treatment process Q26.
- 96.6% You feel comfortable in asking questions regarding your treatment Q18.
- 96.6% Your provider asks your permission before sharing your personal information Q20.
- 94.5% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 94.5% Overall, you are satisfied with the services received/are receiving Q29.
- 93.8% When you ask your provider questions about [specific level of care], your questions are answered to your satisfaction Q13.
- 93.8% You trust your service provider Q22.
- 92.4% Your service provider explained the advantages of therapy or treatment Q27.
- 92.1% You have the option to change your service provider should you choose to Q16.
- 92.1% Your service provider spends adequate time with you Q19.
- 90.7% Your service provider explained the limitations of therapy or treatment Q28.
- 87.3% You were given information on how to get additional community resources when you asked for information Q14.
- 85.6% Your provider discussed other services that may benefit you in your treatment/recovery Q15.

**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, 96.7% reported that feeling safe at this facility is better or much better, 2.5% reported no change, and 0.8% reported this as worse or much worse. 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. ***Range of summary responses from the Total group of respondents (N=291) are presented in Table 4 page 16.***

Respondents describe their lives as being better as a result of their services in the majority of cases. In total, 57.7% to 76.2% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 16.1% to 33.9% of responses reflect that no change has resulted from involvement in services. Finally, 3.6% to 8.3% 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, 62.7% reported that participating with school or work is better or much better, 33.3% reported no change, and 3.9% 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
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Request for Assistance

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

- CSS had no RFA for the 1st Quarter 2026.

* 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 291 ($n=291$) respondents from the Capital Region including 288 adults (99.0%) and 3 child/adolescents (1.0%).
- Sample: Of the 288 adult members, 285 (99.0%) responded for themselves, 2 (0.7%) had a parent/guardian respond for them, and 1 (0.3%) responded for themselves with the additional input of a parent/guardian. Of the 3 child/adolescent members, 1 (33.3%) had a parent/guardian respond for them, and 2 (66.7%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 2 treatment levels of care were utilized by respondents and are included in this reporting period, 70 (24.1%) Peer Support and 221 (75.9%) SUD Methadone Maintenance.
- Methods: Data was collected by 5 surveyors.
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- Type: Overall, of the 291 interviews, 100 (34.4%) were conducted in person and 191 (65.6%) were conducted by phone.

Method by Level of Care:

	Total	Method of Interview			
		In Person	Phone	Mail	Virtual Face to Face
Total	291	100 34.40%	191 65.60%	0 0	0 0
Level of Care					
PEER SUPPORT	70	9 12.90%	61 87.10%	0 0	0 0
SUD METHADONE MAINTENANCE	221	91 41.20%	130 58.80%	0 0	0 0

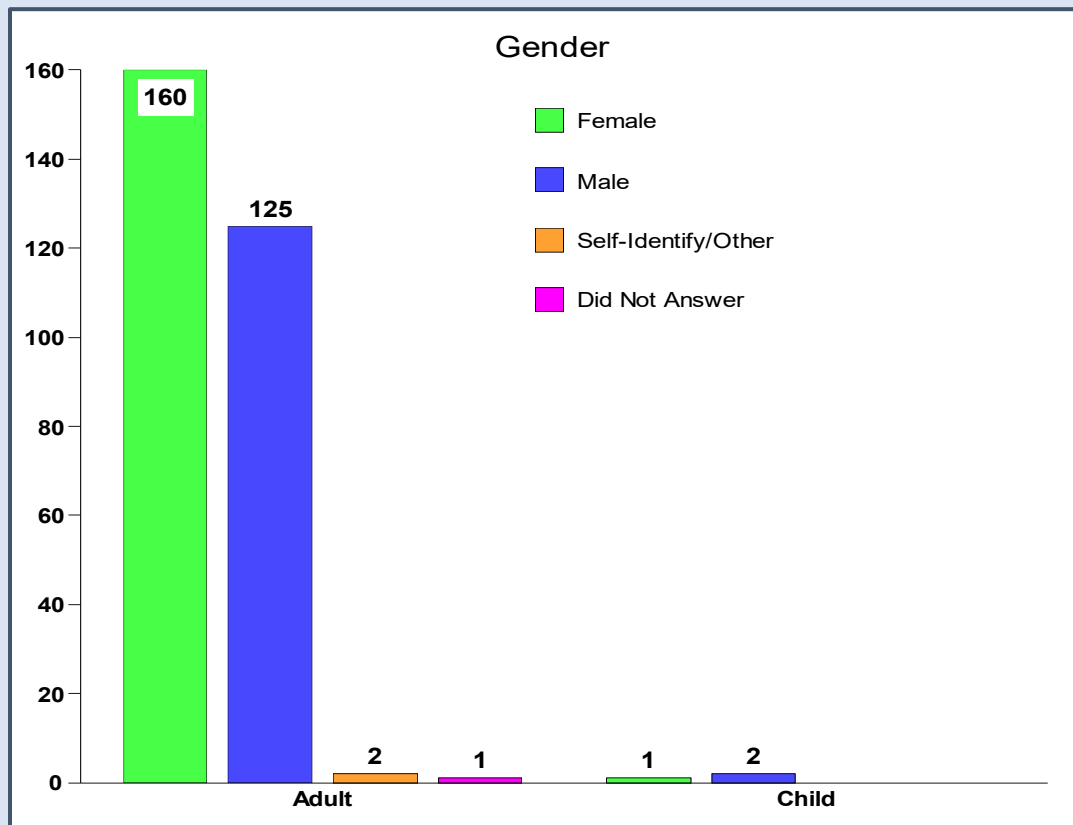
County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster (38.8%). The remaining respondents reported residence in, Dauphin (36.1%), Cumberland (18.6%), Lebanon (5.8%), and Perry County (0.7%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	291	54 18.60%	105 36.10%	113 38.80%	17 5.80%	2 0.70%
Age Type						
Adult	288	53 18.40%	105 36.50%	111 38.50%	17 5.90%	2 0.70%
Child	3	1 33.30%	0 0	2 66.70%	0 0	0 0

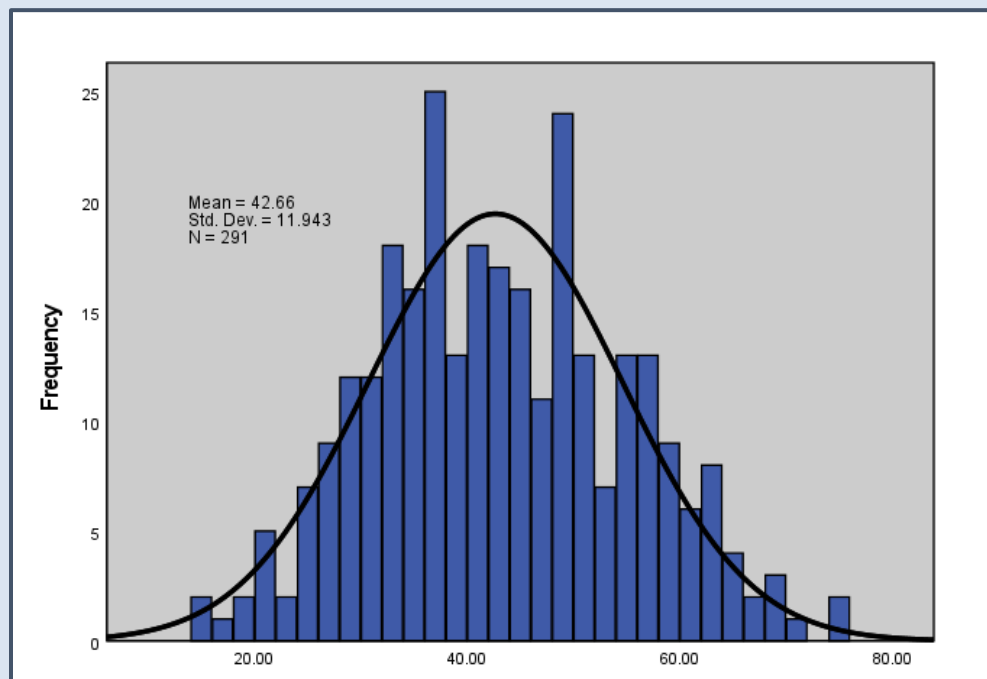
Demographic Information

Gender: Overall, the sample is 55.3% Female (161), 43.6% Male (127), 0.7% Self-Identify Other (2), and 0.3% Did Not Answer (1).



Age: Age of all respondents ranged from 15-74 years, with a mean age of 42.66 (SD 11.943).

Age of All Respondents



Race: 205 respondents (70.4%) reported their race as White/Caucasian, 42 (14.4%) as Hispanic/Latino, 18 (6.2%) as African American, 17 (5.8%) as Multi-Racial, 3 (1.0%) as Asian/Pacific Islander, 3 (1.0%) as Native American/American Indian, 2 (0.7%) as Other, and 1 (0.3%) Did Not Answer.

	Total	Race							
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American/American Indian	White/Caucasian	Multi-Racial	Other	Did Not Answer
Total	291	18 6.20%	3 1.00%	42 14.40%	3 1.00%	205 70.40%	17 5.80%	2 0.70%	1 0.30%
Age Type									
Adult	288	18 6.30%	3 1.00%	41 14.20%	3 1.00%	203 70.50%	17 5.90%	2 0.70%	1 0.30%
Child	3	0 0	0 0	1 33.30%	0 0	2 66.70%	0 0	0 0	0 0

Consumer Satisfaction

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

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

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

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

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

Survey Information: Overall, 111 of the 291 respondents (38.1%) reported they had been interviewed by their provider within the last year, 135 (46.4%) reported they had not been interviewed, and 45 (15.5%) were not sure.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	291	111 38.10%	135 46.40%	45 15.50%	0 0
Age Type					
Adult	288	111 38.50%	132 45.80%	45 15.60%	0 0
Child	3	0 0	3 100.00%	0 0	0 0

Total Satisfaction Score				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Deviation
Adult	Yes	111	124.29	12.06
	No	132	119.41	14.37
	Not sure	45	121.98	9.66
	Total	288	121.69	13.01
Child	No	3	114.03	11.15
	Total	3	114.03	11.15

Our analysis indicates that adult 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 291 respondents, 29 (10.0%) reported that they experienced some delay before beginning treatment. 255 respondents (87.6%) reported no delay before beginning treatment, and 7 (2.4%) reported that this question did not apply to them.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	291	29 10.00%	255 87.60%	7 2.40%
Age Type				
Adult	288	28 9.70%	253 87.80%	7 2.40%
Child	3	1 33.30%	2 66.70%	0 0

Total Satisfaction Score				
Q11 Were there delays before starting these services?		N	Mean	Std. Deviation
Adult	Yes	28	118.06	15.00
	No	253	121.94	12.83
	N/A	7	127.23	8.44
	Total	288	121.69	13.01
Child	Yes	1	101.54	.
	No	2	120.27	3.86
	Total	3	114.03	11.15

Emergency Treatment: 29 of the 291 respondents (10.0%) indicated they needed emergency mental health or substance use service during the past year, 259 respondents (89.0%) reported that they did not need emergency service, and 3 respondents (1.0%) 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 4.41 with a standard deviation of .983.

Total	Q42a If yes, how satisfied are you with the help you received?					
	Not At All	Somewhat	Neither	Satisfied	Very Satisfied	Does Not Apply
29	0	3	1	6	19	0
	0	10.30%	3.40%	20.70%	65.50%	0

County of Residence:

Total Satisfaction Score				
County		N	Mean	Std. Deviation
Adult	Cumberland	53	116.80	13.44
	Dauphin	105	120.37	14.36
	Lancaster	111	124.15	10.59
	Lebanon	17	127.42	12.14
	Perry	2	135.20	1.82
	Total	288	121.69	13.01
Child	Cumberland	1	101.54	.
	Lancaster	2	120.27	3.86
	Total	3	114.03	11.15

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

Mean Satisfaction of Treatment Facilities

- Data was collected pertaining to 11 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** (84 and below) indicate some level of dissatisfaction.

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
LEBANON TREATMENT CENTER	12	128.56	10.79
ARS OF EPHRATA	21	126.40	9.50
RECOVERY INSIGHT INC PSS	14	125.18	10.10
ARS OF LANCASTER	70	123.56	11.61
KEYSTONE SERVICE SYSTEMS PSS	15	123.35	12.72
CENTER FOR BEHAVIORAL HEALTH	42	121.45	13.36
WELLSPAN PHILHAVEN PSS	14	121.14	7.97
PEERSTAR LLC PSS	16	120.30	13.00
ARS OF PENNSYLVANIA	35	118.01	14.56
PA PSYCHIATRIC INSTITUTE	41	117.86	16.52
NHS STEVENS CENTER 33 STATE	11	114.13	9.98
Total	291	121.61	13.00

Adult Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
LEBANON TREATMENT CENTER	12	128.56	10.79
ARS OF EPHRATA	21	126.40	9.50
RECOVERY INSIGHT INC PSS	14	125.18	10.10
ARS OF LANCASTER	70	123.56	11.61
KEYSTONE SERVICE SYSTEMS PSS	15	123.35	12.72
PEERSTAR LLC PSS	15	121.55	12.42
CENTER FOR BEHAVIORAL HEALTH	42	121.45	13.36
WELLSPAN PHILHAVEN PSS	12	121.28	8.58
ARS OF PENNSYLVANIA	35	118.01	14.56
PA PSYCHIATRIC INSTITUTE	41	117.86	16.52
NHS STEVENS CENTER 33 STATE	11	114.13	9.98
Total	288	121.69	13.01

Child/Adolescent Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
WELLSPAN PHILHAVEN PSS	2	120.27	3.86
PEERSTAR LLC PSS	1	101.54	0.0
Total	3	114.03	11.15

Mean Satisfaction Level of Care

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

Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
SUD METHADONE MAINTENANCE	221	121.76	13.51
PEER SUPPORT	70	121.13	11.30
Total	291	121.61	13.00

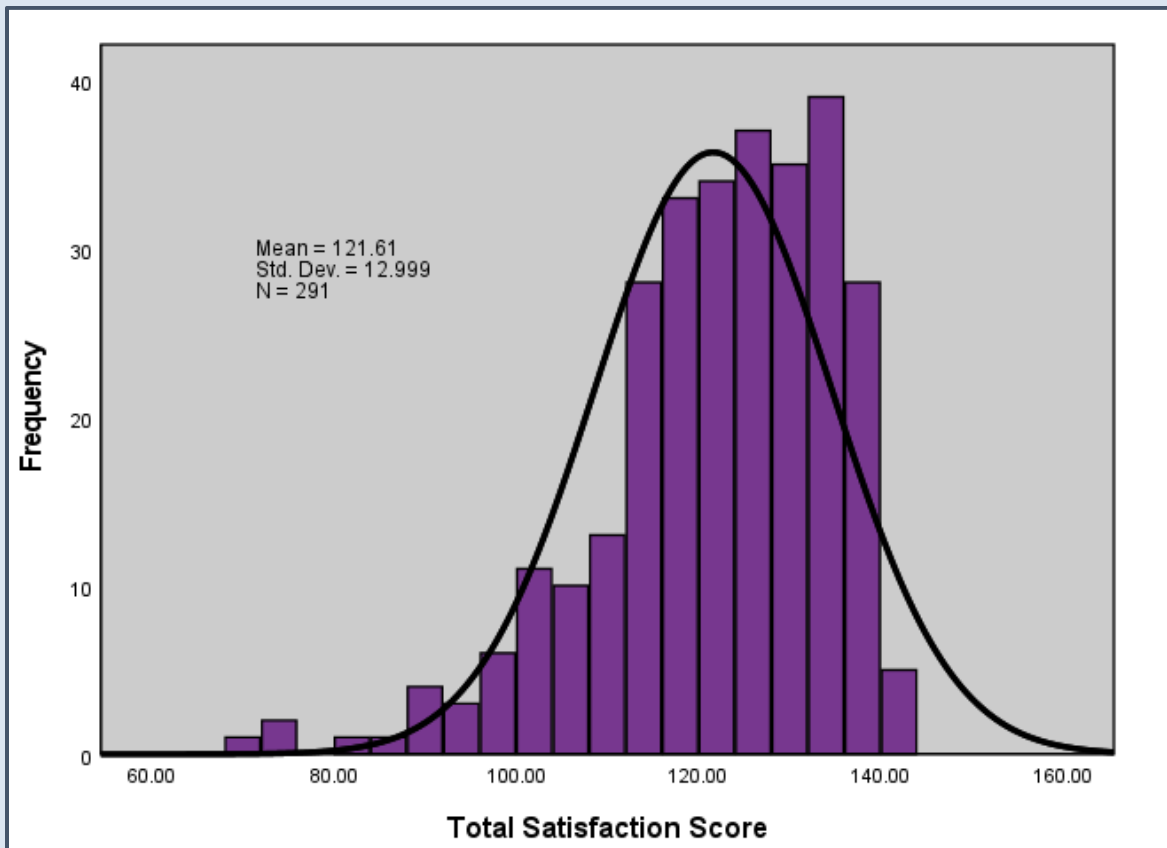
Adult Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
SUD METHADONE MAINTENANCE	221	121.76	13.51
PEER SUPPORT	67	121.44	11.28
Total	288	121.69	13.01

Child/Adolescent Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
PEER SUPPORT	3	114.03	11.15
Total	3	114.03	11.15

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 121.61 with a standard deviation of 12.999 indicating a high level of satisfaction. The TSS scores ranged from 69.0–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

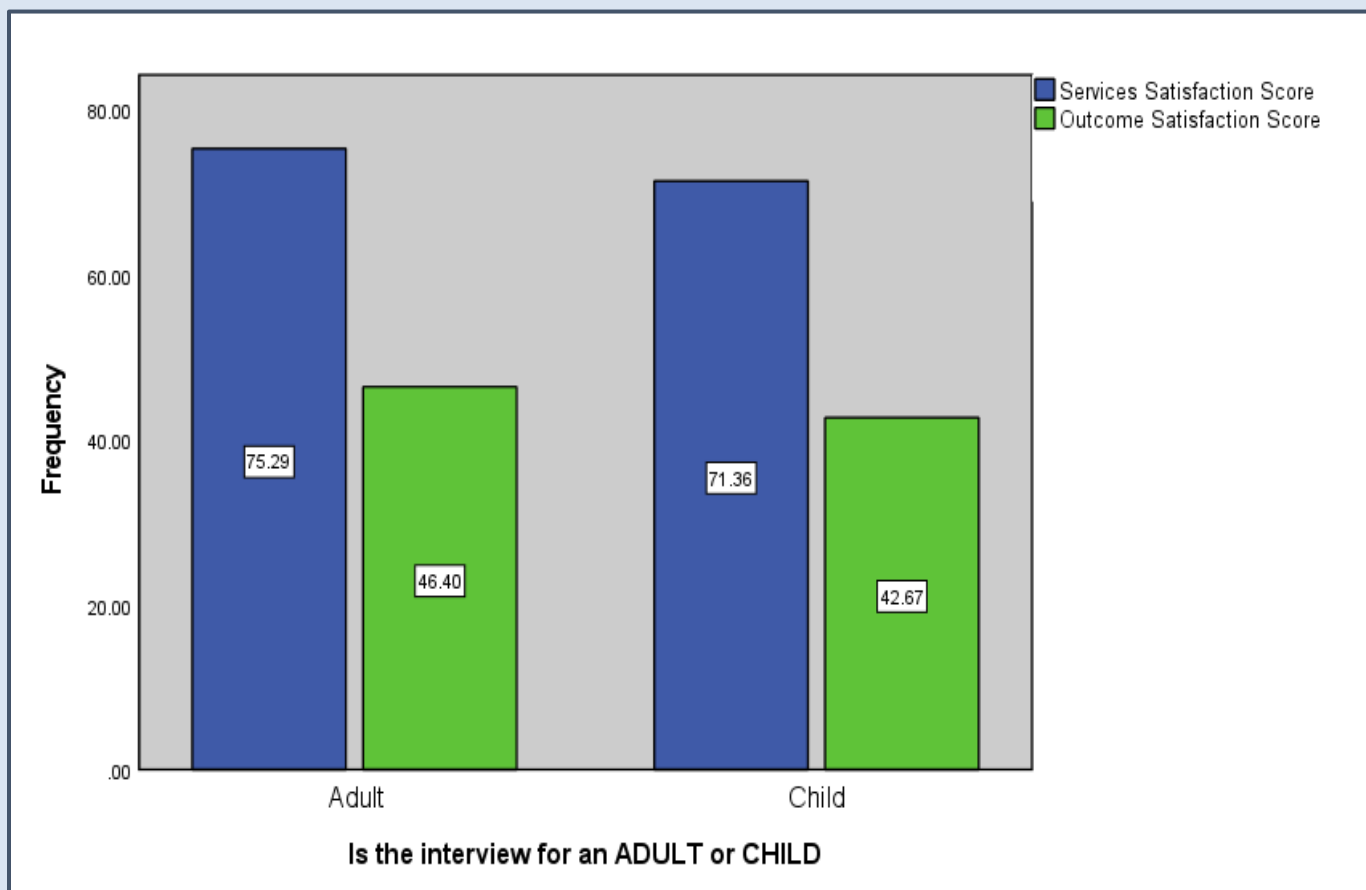


Mean Satisfaction with Services and Outcomes of Services

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:

- 98.6% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 98.6% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 97.3% You are an important part of the treatment process Q26.
- 96.6% You feel comfortable in asking questions regarding your treatment Q18.
- 96.6% Your provider asks your permission before sharing your personal information Q20.
- 94.5% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 94.5% Overall, you are satisfied with the services received/are receiving Q29.
- 93.8% When you ask your provider questions about [specific level of care], your questions are answered to your satisfaction Q13.
- 93.8% You trust your service provider Q22.
- 92.4% Your service provider explained the advantages of therapy or treatment Q27.
- 92.1% You have the option to change your service provider should you choose to Q16.
- 92.1% Your service provider spends adequate time with you Q19.
- 90.7% Your service provider explained the limitations of therapy or treatment Q28.
- 87.3% You were given information on how to get additional community resources when you asked for information Q14.
- 85.6% Your provider discussed other services that may benefit you in your treatment/recovery Q15.

**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, 96.7% reported that feeling safe at this facility is better or much better, 2.5% reported no change, and 0.8% reported this as worse or much worse. This is a more accurate representation of the data.*

**Summary responses from the Total group of respondents (N=291) are presented in Table 1.
Summary responses from the Adult group of respondents (N=288) are presented in Table 2.
Summary responses from the Child/Adolescent group of respondents (N=3) are presented in Table 3.**

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=291	Agree or Strongly Agree	Neither Agree nor Disagree	Disagree or Strongly Disagree	Mean	Std. Dev	Does Not Apply
13. When you ask your provider questions about [specific level of care], your questions are answered to your satisfaction.	93.8	2.4	2.1	3.0	0.5	1.7
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	87.3	2.7	2.7	3.0	0.9	7.2
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.).	85.6	6.2	3.1	3.0	0.8	5.2
16. You have the option to change your service provider should you choose to.	92.1	4.1	3.1	2.9	0.5	0.7
17. You were informed about your rights and responsibilities regarding the treatment you received.	98.6	1.0	0.3	3.0	0.2	0.0
18. You feel comfortable in asking questions regarding your treatment.	96.6	1.0	2.1	3.0	0.3	0.3
19. Your service provider spends adequate time with you.	92.1	3.4	4.5	2.9	0.4	0.0
20. Your provider asks your permission before sharing your personal information.	96.6	1.0	1.0	3.0	0.4	1.4
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	94.5	2.1	0.7	3.0	0.5	2.7
22. You trust your service provider.	93.8	2.1	4.1	2.9	0.4	0.0
23. You feel safe at this facility.	79.7	2.1	0.7	3.5	1.2	17.5
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	82.5	5.2	5.8	3.0	0.9	6.5
25. You are included in the development of your treatment/recovery plan and goals for recovery.	98.6	0.3	0.7	3.0	0.2	0.3
26. You are an important part of the treatment process.	97.3	0.7	2.1	3.0	0.3	0.0
27. Your service provider explained the advantages of therapy or treatment.	92.4	3.8	2.7	2.9	0.5	1.0
28. Your service provider explained the limitations of therapy or treatment.	90.7	4.8	3.4	2.9	0.5	1.0
29. Overall, you are satisfied with the services received/are receiving.	94.5	2.1	3.4	2.9	0.4	0.0

Table 2 – Total Satisfaction – Services Questions – Adult Respondents

N=288	Agree or Strongly Agree	Neither Agree nor Disagree	Disagree or Strongly Disagree	Mean	Std. Dev	Does Not Apply
13. When you ask your provider questions about [specific level of care], your questions are answered to your satisfaction.	93.8	2.4	2.1	3.0	0.5	1.7
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	87.5	2.8	2.4	3.1	0.9	7.3
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.).	85.8	6.3	2.8	3.0	0.8	5.2
16. You have the option to change your service provider should you choose to.	92.0	4.2	3.1	2.9	0.5	0.7
17. You were informed about your rights and responsibilities regarding the treatment you received.	98.6	1.0	0.3	3.0	0.2	0.0
18. You feel comfortable in asking questions regarding your treatment.	96.5	1.0	2.1	3.0	0.4	0.3
19. Your service provider spends adequate time with you.	92.7	3.1	4.2	2.9	0.4	0.0
20. Your provider asks your permission before sharing your personal information.	96.5	1.0	1.0	3.0	0.4	1.4
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	94.4	2.1	0.7	3.0	0.5	2.8
22. You trust your service provider.	94.1	2.1	3.8	2.9	0.4	0.0
23. You feel safe at this facility.	80.2	2.1	0.7	3.5	1.2	17.0
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	82.3	5.2	5.9	3.0	0.9	6.6
25. You are included in the development of your treatment/recovery plan and goals for recovery.	98.6	0.3	0.7	3.0	0.3	0.3
26. You are an important part of the treatment process.	97.6	0.7	1.7	3.0	0.3	0.0
27. Your service provider explained the advantages of therapy or treatment.	92.4	3.8	2.8	2.9	0.5	1.0
28. Your service provider explained the limitations of therapy or treatment.	90.6	4.9	3.5	2.9	0.5	1.0
29. Overall, you are satisfied with the services received/are receiving.	94.8	2.1	3.1	2.9	0.4	0.0

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

N=3	Agree or Strongly Agree	Neither Agree nor Disagree	Disagree or Strongly Disagree	Mean	Std. Dev	Does Not Apply
13. When you ask your provider questions about [specific level of care], your questions are answered to your satisfaction.	100.0	0.0	0.0	3.0	0.0	0.0
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	66.7	0.0	33.3	2.3	1.2	0.0
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.).	66.7	0.0	33.3	2.3	1.2	0.0
16. You have the option to change your service provider should you choose to.	100.0	0.0	0.0	3.0	0.0	0.0
17. You were informed about your rights and responsibilities regarding the treatment you received.	100.0	0.0	0.0	3.0	0.0	0.0
18. You feel comfortable in asking questions regarding your treatment.	100.0	0.0	0.0	3.0	0.0	0.0
19. Your service provider spends adequate time with you.	33.3	33.3	33.3	2.0	1.0	0.0
20. Your provider asks your permission before sharing your personal information.	100.0	0.0	0.0	3.0	0.0	0.0
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	100.0	0.0	0.0	3.0	0.0	0.0
22. You trust your service provider.	66.7	0.0	33.3	2.3	1.2	0.0
23. You feel safe at this facility.	33.3	0.0	0.0	5.0	1.7	66.7
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	100.0	0.0	0.0	3.0	0.0	0.0
25. You are included in the development of your treatment/recovery plan and goals for recovery.	100.0	0.0	0.0	3.0	0.0	0.0
26. You are an important part of the treatment process.	66.7	0.0	33.3	2.3	1.2	0.0
27. Your service provider explained the advantages of therapy or treatment.	100.0	0.0	0.0	3.0	0.0	0.0
28. Your service provider explained the limitations of therapy or treatment.	100.0	0.0	0.0	3.0	0.0	0.0
29. Overall, you are satisfied with the services received/are receiving.	66.7	0.0	33.3	2.3	1.2	0.0

Outcomes of Services

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

Respondents describe their lives as being better as a result of their services in the majority of cases. In total, 60.8% to 84.5% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 10.3% to 28.2% of responses reflect that no change has resulted from involvement in services. Finally, 2.4% to 6.2% 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, 77.3% reported that participating with school or work is better or much better, 20.2% reported no change, and 2.5% 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=291) are presented in Table 4.
Summary responses from the Adult group of respondents (N=288) are presented in Table 5.
Summary responses from the Child/Adolescent group of respondents (N=3) are presented in Table 6.

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

Total N=291	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	82.1	12.7	4.1	2.8	0.6	1.0
31. Feeling in control of your life.	80.8	13.1	5.8	2.8	0.6	0.3
32. Coping with personal crisis.	75.9	14.4	6.2	2.8	0.8	3.4
33. How you feel about yourself.	79.7	15.5	4.1	2.8	0.6	0.7
34. Feeling good (hopeful) about the future.	82.8	12.7	4.5	2.8	0.5	0.0
35. Enjoying your free time.	77.3	17.2	5.5	2.7	0.6	0.0
36. Strengthening your social support network.	74.2	20.3	4.1	2.8	0.7	1.4
37. Being involved in community activities.	60.8	28.2	2.4	2.9	1.1	8.6
38. Participating with school or work activities.	43.3	11.3	1.4	4.2	1.7	44.0
39. Interacting with people in social situations.	67.4	26.5	3.4	2.7	0.8	2.7
40. Coping with the specific problems or issues that led you to seek services.	84.5	10.3	4.5	2.8	0.6	0.7

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

Total N=288	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	81.9	12.8	4.2	2.8	0.6	1.0
31. Feeling in control of your life.	80.6	13.2	5.9	2.8	0.6	0.3
32. Coping with personal crisis.	76.0	14.2	6.3	2.8	0.8	3.5
33. How you feel about yourself.	79.5	15.6	4.2	2.8	0.6	0.7
34. Feeling good (hopeful) about the future.	82.6	12.8	4.5	2.8	0.5	0.0
35. Enjoying your free time.	77.4	17.0	5.6	2.7	0.6	0.0
36. Strengthening your social support network.	74.0	20.5	4.2	2.8	0.7	1.4
37. Being involved in community activities.	61.5	27.8	2.4	2.9	1.1	8.3
38. Participating with school or work activities.	43.4	10.8	1.4	4.2	1.7	44.4
39. Interacting with people in social situations.	67.7	26.0	3.5	2.8	0.8	2.8
40. Coping with the specific problems or issues that led you to seek services.	85.1	9.7	4.5	2.8	0.6	0.7

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

Total N=3	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	100.0	0.0	0.0	3.0	0.0	0.0
31. Feeling in control of your life.	100.0	0.0	0.0	3.0	0.0	0.0
32. Coping with personal crisis.	66.7	33.3	0.0	2.7	0.6	0.0
33. How you feel about yourself.	100.0	0.0	0.0	3.0	0.0	0.0
34. Feeling good (hopeful) about the future.	100.0	0.0	0.0	3.0	0.0	0.0
35. Enjoying your free time.	66.7	33.3	0.0	2.7	0.6	0.0
36. Strengthening your social support network.	100.0	0.0	0.0	3.0	0.0	0.0
37. Being involved in community activities.	0.0	66.7	0.0	3.3	2.3	33.3
38. Participating with school or work activities.	33.3	66.7	0.0	2.3	0.6	0.0
39. Interacting with people in social situations.	33.3	66.7	0.0	2.3	0.6	0.0
40. Coping with the specific problems or issues that led you to seek services.	33.3	66.7	0.0	2.3	0.6	0.0

Satisfaction with the Managed Care Organization

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

- 34.00% of respondents (99 of the 291) reported that they had received a copy of the PerformCare member handbook, 41.2% (120) reported that they had not received a copy of the member handbook, 24.1% (70) were not sure and 0.7% (2) reported 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	291	99 34.00%	120 41.20%	70 24.10%	2 0.70%
Adult					
Cumberland	53	14 26.40%	24 45.30%	15 28.30%	0 0
Dauphin	105	39 37.10%	45 42.90%	21 20.00%	0 0
Lancaster	111	40 36.00%	44 39.60%	25 22.50%	2 1.80%
Lebanon	17	4 23.50%	5 29.40%	8 47.10%	0 0
Perry	2	1 50.00%	0 0	1 50.00%	0 0
Child					
Cumberland	1	0 0	1 100.00%	0 0	0 0
Dauphin	0	0 0	0 0	0 0	0 0
Lancaster	2	1 50.00%	1 50.00%	0 0	0 0
Lebanon	0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 89.7% of respondents (261 of the 291) reported that they were aware of their right to file a complaint or grievance, 7.9% (23) reported that they were not aware of their right to file a complaint or grievance, 2.1% (6) reported that they were not sure, and 0.3% (1) reported 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	291	261 89.70%	23 7.90%	6 2.10%	1 0.30%
Adult					
Cumberland	53	49 92.50%	4 7.50%	0 0	0 0
Dauphin	105	92 87.60%	11 10.50%	2 1.90%	0 0
Lancaster	111	99 89.20%	7 6.30%	4 3.60%	1 0.90%
Lebanon	17	16 94.10%	1 5.90%	0 0	0 0
Perry	2	2 100.00%	0 0	0 0	0 0
Child					
Cumberland	1	1 100.00%	0 0	0 0	0 0
Dauphin	0	0 0	0 0	0 0	0 0
Lancaster	2	2 100.00%	0 0	0 0	0 0
Lebanon	0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 59.8% of respondents (174 of the 291) reported that they knew who to call to file a complaint or grievance, 36.4% (106) reported that they did not know who to call, 3.4% (10) reported that they were not sure, and 0.3% (1) reported 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	291	174 59.80%	106 36.40%	10 3.40%	1 0.30%
Adult					
Cumberland	53	31 58.50%	21 39.60%	1 1.90%	0 0
Dauphin	105	38 36.20%	62 59.00%	5 4.80%	0 0
Lancaster	111	90 81.10%	16 14.40%	4 3.60%	1 0.90%
Lebanon	17	11 64.70%	6 35.30%	0 0	0 0
Perry	2	2 100.00%	0 0	0 0	0 0
Child					
Cumberland	1	1 100.00%	0 0	0 0	0 0
Dauphin	0	0 0	0 0	0 0	0 0
Lancaster	2	1 50.00%	1 50.00%	0 0	0 0
Lebanon	0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 10.3% of respondents (30 of the 291) reported that they had called PerformCare in the last twelve months for information, 78.7% (229) reported that they had not called PerformCare within the last twelve months, 1.7% (5) were not sure, and 9.3% (27) reported this question did not apply.

	Total	Q4 In the last twelve months, did you call member services at PerformCare to get information?			
		Yes	No	Not Sure	Does Not Apply
Total	291	30 10.30%	229 78.70%	5 1.70%	27 9.30%
Adult					
Cumberland	53	4 7.50%	44 83.00%	1 1.90%	4 7.50%
Dauphin	105	14 13.30%	88 83.80%	2 1.90%	1 1.00%
Lancaster	111	10 9.00%	79 71.20%	1 0.90%	21 18.90%
Lebanon	17	1 5.90%	15 88.20%	0 0	1 5.90%
Perry	2	1 50.00%	1 50.00%	0 0	0 0
Child					
Cumberland	1	0 0	1 100.00%	0 0	0 0
Dauphin	0	0 0	0 0	0 0	0 0
Lancaster	2	0 0	1 50.00%	1 50.00%	0 0
Lebanon	0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 90.0% of those that requested information from PerformCare (27 of the 30) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 6.7% (2) reported that they were not able to obtain information without unnecessary delays, and 3.3% (1) was not sure.

	Total	Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?			
		Yes	No	Not Sure	Does Not Apply
Total	30	27 90.00%	2 6.70%	1 3.30%	0 0
Adult					
Cumberland	4	3 75.00%	0 0	1 25.00%	0 0
Dauphin	14	13 92.90%	1 7.10%	0 0	0 0
Lancaster	10	9 90.00%	1 10.00%	0 0	0 0
Lebanon	1	1 100.00%	0 0	0 0	0 0
Perry	1	1 100.00%	0 0	0 0	0 0
Child					
Cumberland	0	0 0	0 0	0 0	0 0
Dauphin	0	0 0	0 0	0 0	0 0
Lancaster	0	0 0	0 0	0 0	0 0
Lebanon	0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

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

- 44.2% of respondents (107 of 242) reported that they were given a choice of at least 2 providers regarding the type of service they were seeking, 33.1% (80) reported that they were not given a choice, and 22.7% (55) 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
Total	242	107 44.20%	80 33.10%	55 22.70%
Adult				
Cumberland	51	18 35.30%	20 39.20%	13 25.50%
Dauphin	104	51 49.00%	30 28.80%	23 22.10%
Lancaster	66	30 45.50%	27 40.90%	9 13.60%
Lebanon	17	7 41.20%	2 11.80%	8 47.10%
Perry	2	1 50.00%	0 0	1 50.00%
Child				
Cumberland	1	0 0	0 0	1 100.00%
Dauphin	0	0 0	0 0	0 0
Lancaster	1	0 0	1 100.00%	0 0
Lebanon	0	0 0	0 0	0 0
Perry	0	0 0	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.*

- 39.2% of respondents (114 of 291) reported that they were informed of the time approved for their services, 31.6% of respondents (92) were not informed of the time approved for services, 16.8% (49) were not sure, and 12.4% (36) reported this question does 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	291	114 39.20%	92 31.60%	49 16.80%	36 12.40%
Adult					
Cumberland	53	22 41.50%	20 37.70%	9 17.00%	2 3.80%
Dauphin	105	59 56.20%	27 25.70%	19 18.10%	0 0
Lancaster	111	25 22.50%	37 33.30%	17 15.30%	32 28.80%
Lebanon	17	7 41.20%	6 35.30%	4 23.50%	0 0
Perry	2	1 50.00%	1 50.00%	0 0	0 0
Child					
Cumberland	1	0 0	1 100.00%	0 0	0 0
Dauphin	0	0 0	0 0	0 0	0 0
Lancaster	2	0 0	0 0	0 0	2 100.00%
Lebanon	0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 82.1% of respondents (32 of the 39) reported when they called PerformCare staff treats them courteously and with respect, 15.4% (6) reported when they called PerformCare staff did not treat them courteously and with respect, and 2.6% (1) was not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	39	32 82.10%	6 15.40%	1 2.60%
Adult				
Cumberland	6	4 66.70%	2 33.30%	0 0
Dauphin	17	15 88.20%	1 5.90%	1 5.90%
Lancaster	15	12 80.00%	3 20.00%	0 0
Lebanon	0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0
Child				
Cumberland	1	1 100.00%	0 0	0 0
Dauphin	0	0 0	0 0	0 0
Lancaster	0	0 0	0 0	0 0
Lebanon	0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0

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

- 98.7% of respondents (152 of 154) report overall they are satisfied with their interactions with PerformCare and 1.3% (2) report overall they are not satisfied with their interactions.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	154	152 98.70%	2 1.30%	0 0
Adult				
Cumberland	31	30 96.80%	1 3.20%	0 0
Dauphin	96	96 100.00%	0 0	0 0
Lancaster	17	16 94.10%	1 5.90%	0 0
Lebanon	9	9 100.00%	0 0	0 0
Perry	0	0 0	0 0	0 0
Child				
Cumberland	1	1 100.00%	0 0	0 0
Dauphin	0	0 0	0 0	0 0
Lancaster	0	0 0	0 0	0 0
Lebanon	0	0 0	0 0	0 0
Perry	0	0 0	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?

- I believe I have.
- Did get it when she started.
- A long time.

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

- She likes where she goes - the clinic is like family, other than the newbies, very close with the staff, and with her main leader.
- Definitely not necessary.

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

- They have information on the walls.
- They have a rule set.
- Not off the top of his head.

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

- They sent me lots of information when I needed it.
- Ride program for those in drug and alcohol.
- Recently called someone there and they got her some numbers.
- PerformCare has been very beneficial getting the assistance I needed. They went above and beyond to find what I needed. Without them I would not have the quality of life that I am living.
- Info on services - They were very helpful.

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

- Very quick to answer and gracious.
- Really helpful and cool.
- Immediate care when calling in.
- I called for ride to and back from clinic.
- Had to navigate herself to find a resource for people with eating disorders.

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

- Very happy with peer support.
- Usually give his preference, and they help from there.
- That clinic specifically, the staff there is incredible. Could choose to go somewhere closer, it's an 80 mile round trip.
- Someone recommended ARS.
- Really get along but she knows she has the option.
- Pretty flexible there.
- Picked that one because its closest.
- One was assigned.
- Not originally.
- Just transferred to the Harrisburg location.
- I was referred here from ARS of Camp Hill due to the barrier of transportation.
- I walked into ARS in the beginning.
- I transferred here from a different county, and I knew where I wanted to go.
- I knew where I wanted to go. (12)
- I got this on my own.
- I don't remember.
- I chose here.

- Had a peer support.
- Had a change at one point - and so I had an option to choose then.
- Got on it straight out of rehab and helped me get set up.
- Got assigned that, worked out well.
- I chose the closest location.
- Because I knew where I wanted to go.
- Already in the program, before PerformCare.
- 2nd time there and knew where I wanted to go.

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

- They just set a number - see if it works and adjust accordingly.
- The clinic is also on top of that.
- Sometimes an hour, sometimes an hour and a half. Also do some group sessions, and individual sessions.
- Not reformed since I transferred.
- They let me know how often and long my sessions would be.
- It's been 7 years.
- I get 30 minutes a month.
- An hour and a half when I started.
- 4 hours per week.
- 2 hours once a week - and I could up it if I wanted.

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

- They were not courteous twice when I called for Danny's Ride.

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

- With ARS yes, with PerformCare I was given answers, but not the resources I needed, and had to find and advocate for them myself.
- Trying to find specific services and escalating has been difficult, in regard to trying to get services or knowledge about a care manager.
- Somewhat.