



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

### **Capital Region 3rd Quarter Report January-March 2014**

**PREPARED FOR:**

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

**Prepared By  
Consumer Satisfaction Services**

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# **Consumer Satisfaction Services, Inc.**

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

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# Executive Summary

## Capital Region 3<sup>rd</sup> Quarter Report January-March 2014

This section presents information collected during the 2013-2014 contract year which includes data from January-March 2014.

### Demographic and Survey Information

*Please Note: 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.*

*Frequencies may not sum to total (n=565) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.*

- The survey represents 565 (n=565) respondents from the Capital Region including 290 Adults (51.3%) and 275 Children (48.7%). Of the 290 adult consumers 285 (98.3%) responded for themselves and a parent/guardian responded for the remaining 5 (1.7%). Of the 275 child consumers 12 (4.4%) responded for themselves and a parents/ guardians responded remaining 263 (95.6%). There were no significant differences in total satisfaction based on who was interviewed.
- Data was collected by 5 interviewers from 9 treatment facilities in the Capital Region.
- Overall, 544 of the 565 interviews (98.7%) were face-to-face interviews, 21 (3.7%) were conducted by phone.
  - Of the 290 adult interviews, 279 (96.2%) were face-to-face interviews. 11 (3.8%) were conducted by phone.
  - Of the 275 child interviews, 265 (96.4%) were face-to-face interviews. 10 (3.6%) were conducted by phone.
- Gender: Overall, the sample is 47.6% female (269) and 52.4% male (296). Of the 290 adult consumers, 181 were female and 109 were male. Of the 275 child consumers, 88 were female and 187 were male.
- Level of Care: In all, 1 type of treatment was accessed by the respondents. The 565 (100%) recipients of adult and child services received Mental Health Outpatient Hospitalization.

## Implementation

According to survey responses, the majority of consumers are satisfied with their services. This is reflected in an 81.0% satisfaction rate (Mean Satisfaction Level/Highest Possible Score) among the reports received from consumers as well as consumer responses to Question# 30, "Overall, I am satisfied with the services..." with 91.0% agreement (Responses of 4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 90.7% overall satisfaction and consumers of child services reporting 91.3% overall satisfaction.

Respondents reported high levels of satisfaction for questions involving communication with their service provider and participation in their treatment. Consumers of child services (96.4%) reported that they are included in the development of their treatment plan (Q26) and (96.0%) were confident that their provider asks their permission before sharing their personal information (Q21). Consumers of both adult and child services (96.8%) reported that they feel safe at this facility (Q24), (95.4%) felt that they were informed about their rights and responsibilities regarding their treatment (Q18), (94.5%) feel they are an important part of the treatment process (Q27), and (94.0%) feel comfortable asking questions regarding their treatment (Q19).

While satisfaction is generally high, further exploration is warranted regarding a few items:

- Approximately 1 in 3 of both child and adult respondents (29.6%) reported they did not have a choice when selecting their service provider (Q16).
- Additionally, about 1 in 4 consumers who received both adult and child services (24.8%) reported that they were not given information on how to get other needed services (Q14).
- Consumers who received adult services (17.2%) reported they were not given information on all the services available to them (Q15).
- Respondents who received adult services (15.5%) also reported that their provider did not inform them who to contact if they have questions about their services (Q13).

## **Outcomes**

Consumers also describe their lives as being better as a result of their services in a majority of cases. In total, 47.6% to 69.9% of consumers believe services have improved their lives in each outcome area. Additionally 21.4% to 40.5% of consumers believe that no change has resulted from their services. Only 4.2% to 9.6% believes that things are worse as a result of services.

- Child respondents (73.5%) reported high satisfaction with enjoying their free time (Q36).
- Recipients of both adult (69.0%) and child (67.6%) services gave high ratings about coping with the specific problems or issues that led them to seek services (Q41).
- Recipients of adult services also reported high levels of satisfaction with feeling good (hopeful) about the future (68.3%) (Q35).
- Recipients of adult services (29.7%) reported that things have improved with dealing with school or work (Q39) and (7.9%) reported it as worse than before. As noted, (50.3%) of the respondents reported this question did not apply to them. When these cases are removed, (59.7%) report they were better able to deal with school or work and (4.9%) reported it was worse. These figures represent a more accurate picture of the results.

**We welcome questions, comments and suggestions. Please contact:**

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

## **Request for Assistance**

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

CSS had one request for assistance during the 3<sup>rd</sup> Quarter 13-14.

- A RFA submitted on February 28, 2014 was made by a consumer of PA Counseling outpatient services who reported that he had not been able to see a psychiatrist in over a year. He reported that he needed his medication and was unable to obtain it without first seeing a psychiatrist. The consumer requested to see a psychiatrist and be given the correct medications that had helped him in the past. PA Counseling responded by informing the consumer that they did have a psychiatrist who would be able to see him in 2-3 weeks. Follow up calls to the consumer confirmed that he did receive an appointment and that he was satisfied with the outcome.

## Capital Region 3<sup>rd</sup> Quarter Report January-March 2014

This section presents information collected during the 2013-2014 contract year which includes data from January-March 2014.

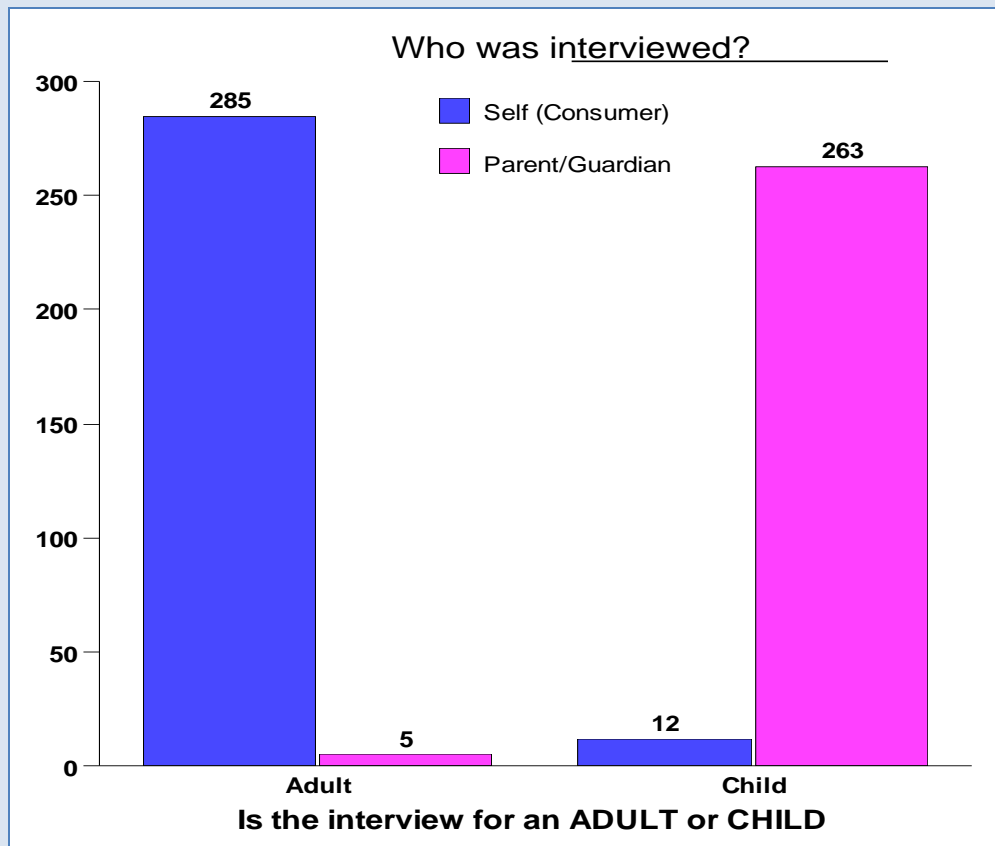
### Demographic and Survey Information

*Please Note: 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.*

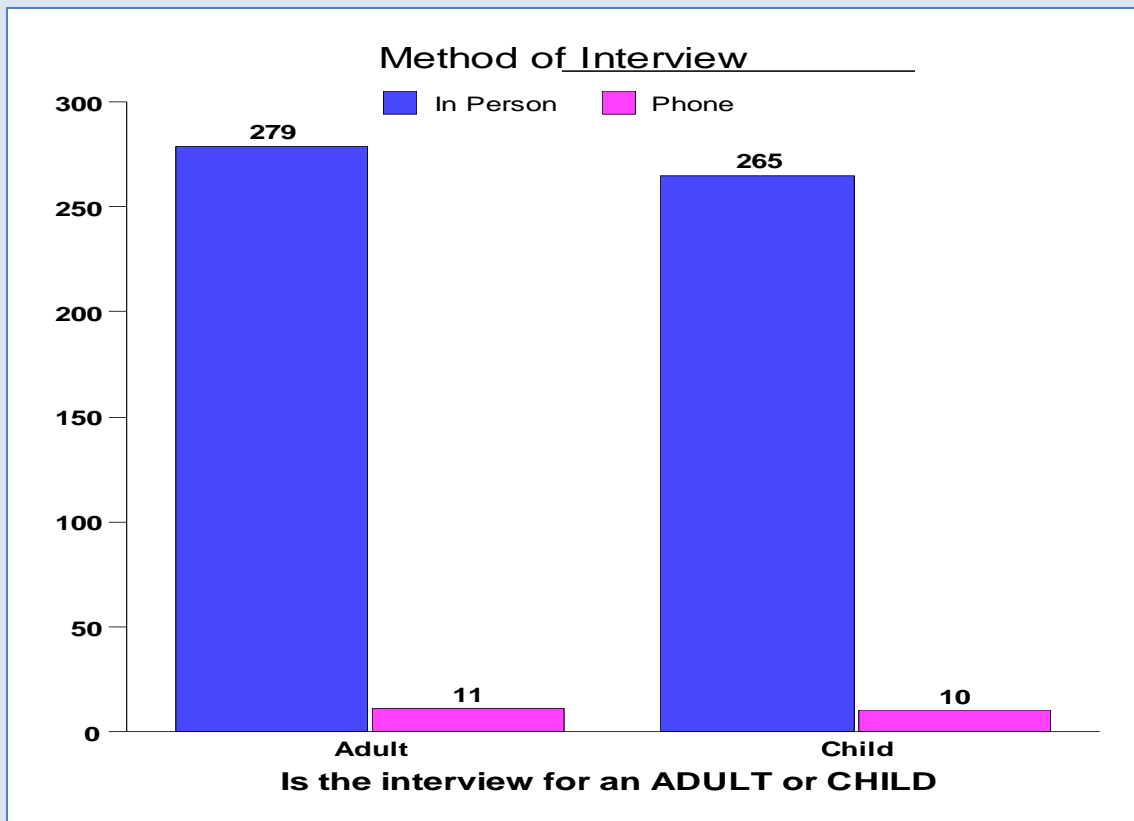
*Frequencies may not sum to total (n=565) as individuals may have chosen not to respond to certain questions.*

*Percentages may not sum to 100.0% due to rounding.*

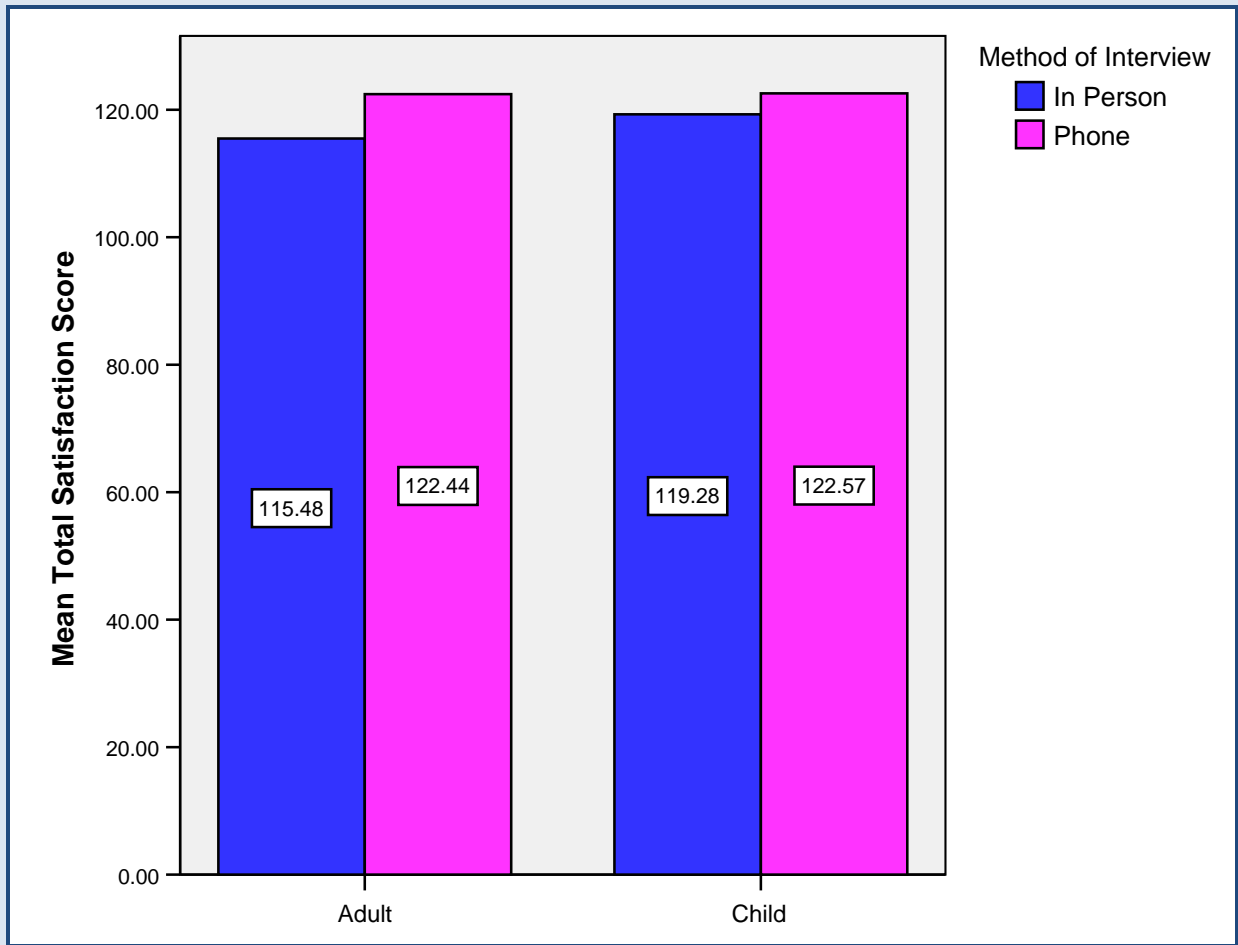
- The survey represents 565 (n=565) respondents from the Capital Region including 290 Adults (51.3%) and 275 Children (48.7%). Of the 290 adult consumers 285 (98.3%) responded for themselves and a parent/guardian responded for the remaining 5 (1.7%). Of the 275 child consumers 12 (4.4%) responded for themselves and a parents/ guardians responded remaining 263 (95.6%). There were no significant differences in total satisfaction based on who was interviewed.



- Data was collected by 5 interviewers from 9 treatment facilities in the Capital Region.
- Overall, 544 of the 565 interviews (98.7%) were face-to-face interviews, 21 (3.7%) were conducted by phone.
  - Of the 290 adult interviews, 279 (96.2%) were face-to-face interviews. 11 (3.8%) were conducted by phone.
  - Of the 275 child interviews, 265 (96.4%) were face-to-face interviews. 10 (3.6%) were conducted by phone.



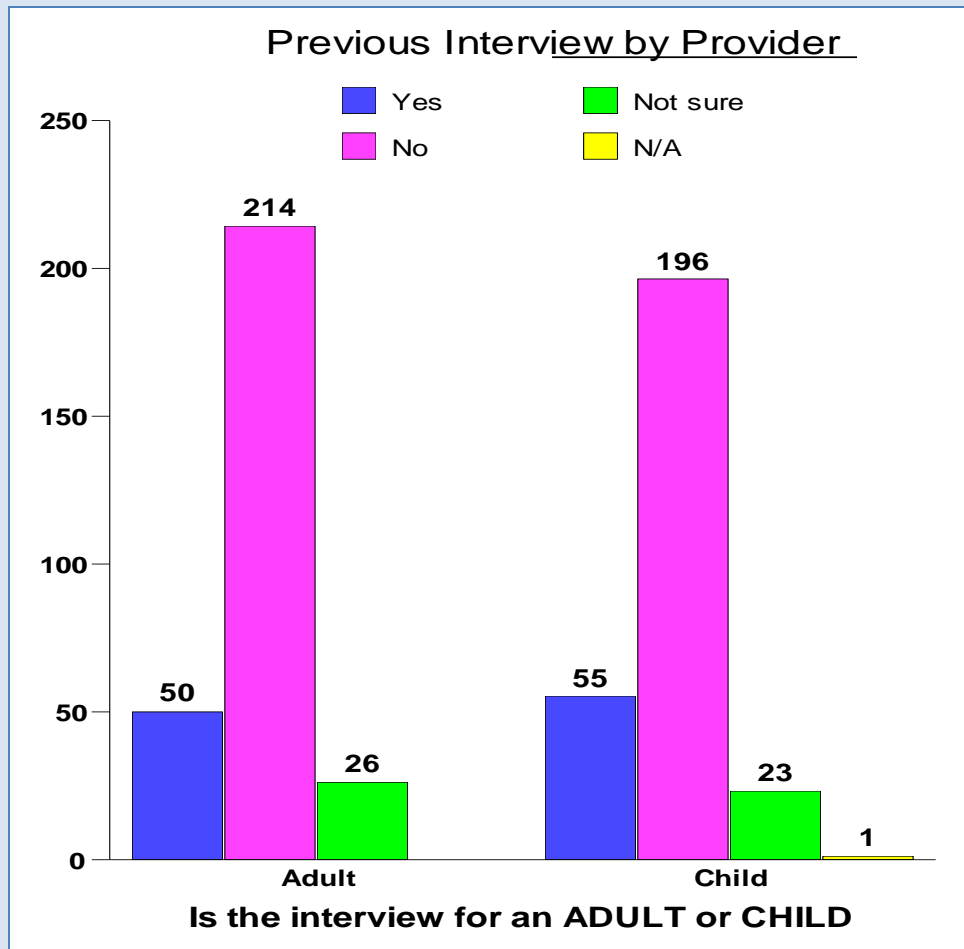
Our analysis did not indicate a significant difference in satisfaction with regard to method of interview.



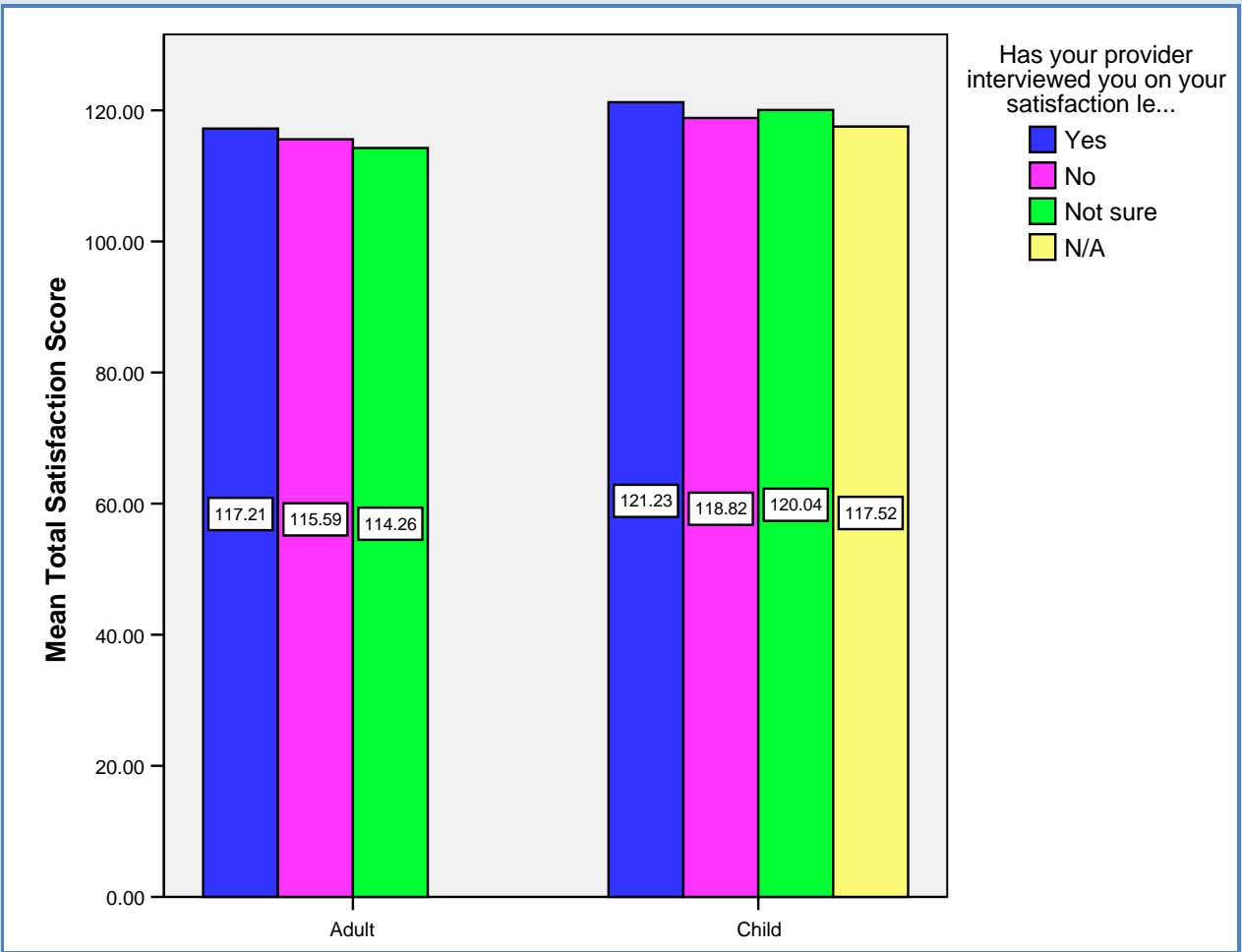
Below is a table of the method of interview by county for both Adult and Child services.

	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	565	148	167	158	64	28
Adult						
In Person	279 49.40%	77 52.00%	74 44.30%	87 55.10%	25 39.10%	16 57.10%
Phone	11 1.90%	3 2.00%	2 1.20%	2 1.30%	4 6.30%	0 0
Child						
In Person	265 46.90%	66 44.60%	89 53.30%	68 43.00%	32 50.00%	10 35.70%
Phone	10 1.80%	2 1.40%	2 1.20%	1 0.60%	3 4.70%	2 7.10%

- Overall, 105 of the 565 interviews (18.6%) reported they had been previously interviewed, 410 (72.6%) reported they had not been interviewed, 49 (8.7%) were not sure, and 1 (0.2%) reported this question did not apply.
  - Of the 290 adult interviews, 50 (17.2%) reported they had been previously interviewed, 214 (73.8%) reported they had not been interviewed, 26 (9.0%) were not sure.
  - Of the 275 child interviews, 55 (0.2%) reported they had been previously interviewed, 196 (71.3%) reported they had not been interviewed, 23 (8.4%) were not sure, and 1 (0.4%) reported this question did not apply.



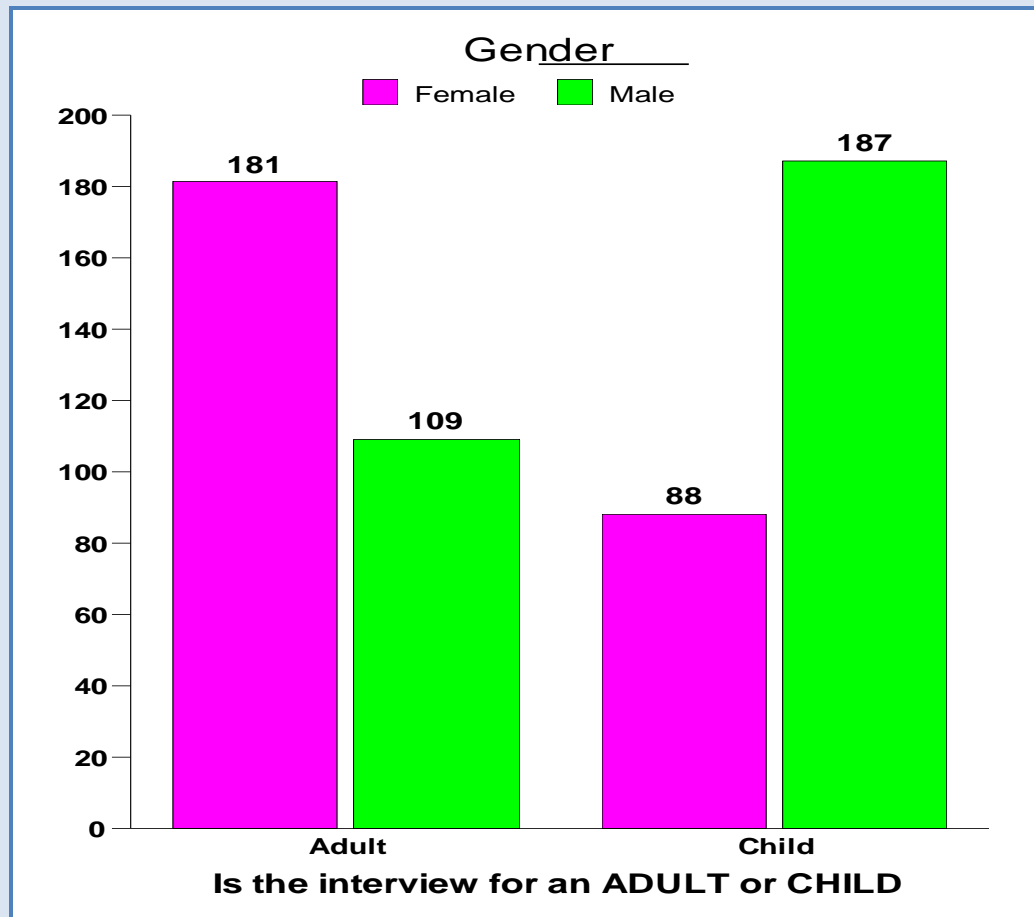
There were no significant differences in satisfaction regarding previous interview reported by consumers.



Mean Satisfaction Levels of Respondents

Total Satisfaction Score		Has your provider interviewed you on your satisfaction level during the last year?				
Is the interview for an ADULT or CHILD		Yes	No	Not sure	N/A	Total
Adult	N	50	214	26		290
	Mean	117.21	115.59	114.26		115.75
	Std. Deviation	12.92	15.66	11.79		14.89
Child	N	55	196	23	1	275
	Mean	121.23	118.82	120.04	117.52	119.40
	Std. Deviation	13.82	14.34	14.30	.	14.19

- Gender: Overall, the sample is 47.6% female (269) and 52.4% male (296). Of the 290 adult consumers, 181 were female and 109 were male. Of the 275 child consumers, 88 were female and 187 were male.

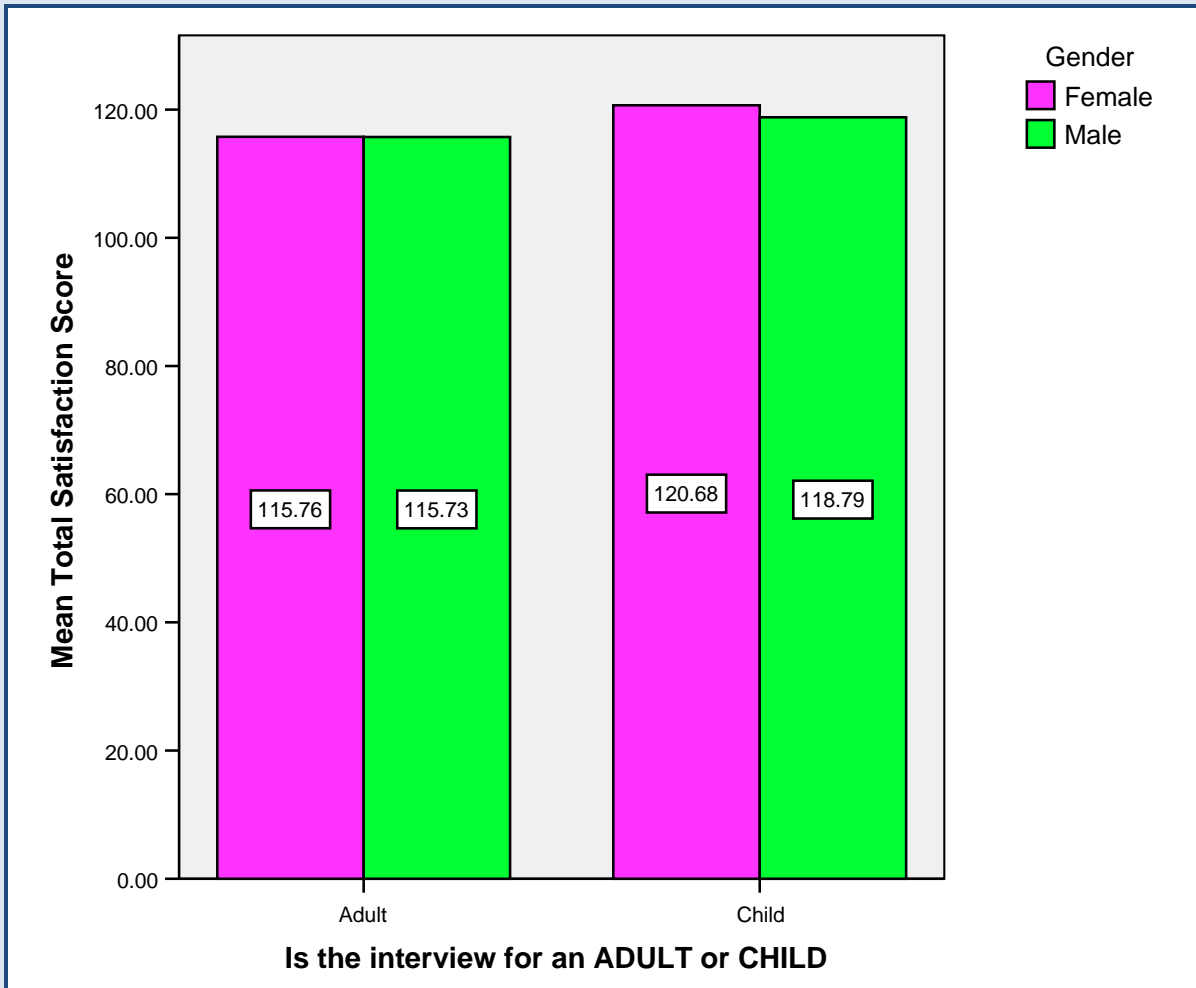


There were no significant differences in satisfaction regarding gender reported by consumers.

#### Mean Satisfaction Levels of Respondents

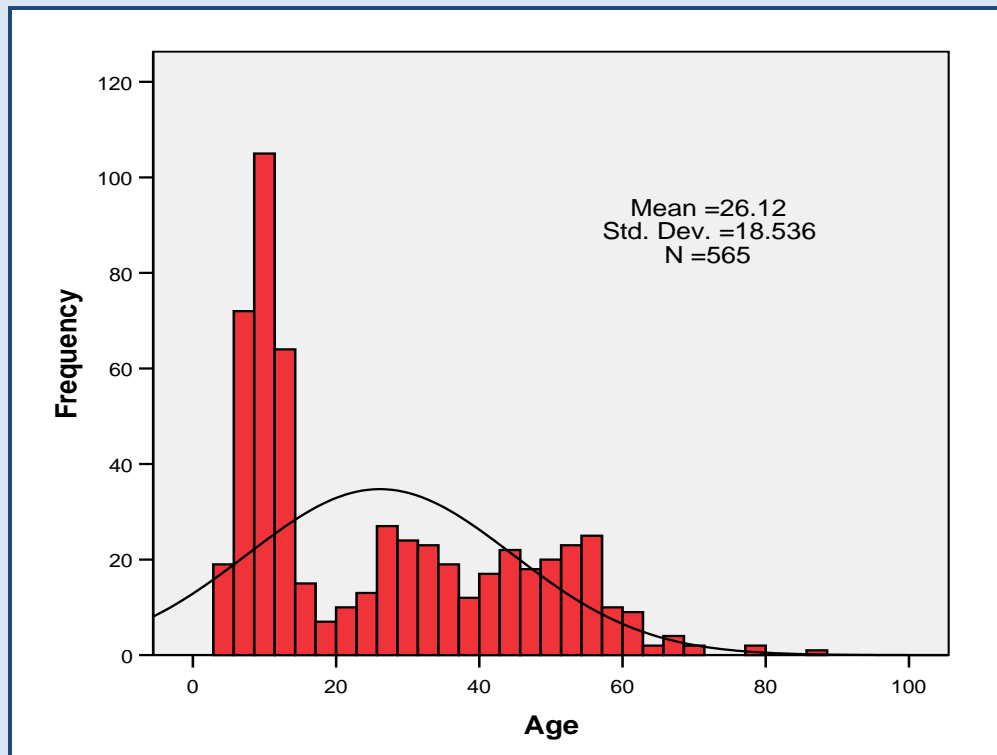
Total Satisfaction Score				
Is the interview for an ADULT or CHILD		Gender		
		Female	Male	Total
Adult	N	181	109	290
	Mean	115.76	115.73	115.75
	Std. Deviation	15.83	13.25	14.89
Child	N	88	187	275
	Mean	120.68	118.79	119.40
	Std. Deviation	14.42	14.08	14.19

**Mean Satisfaction Score By Gender**

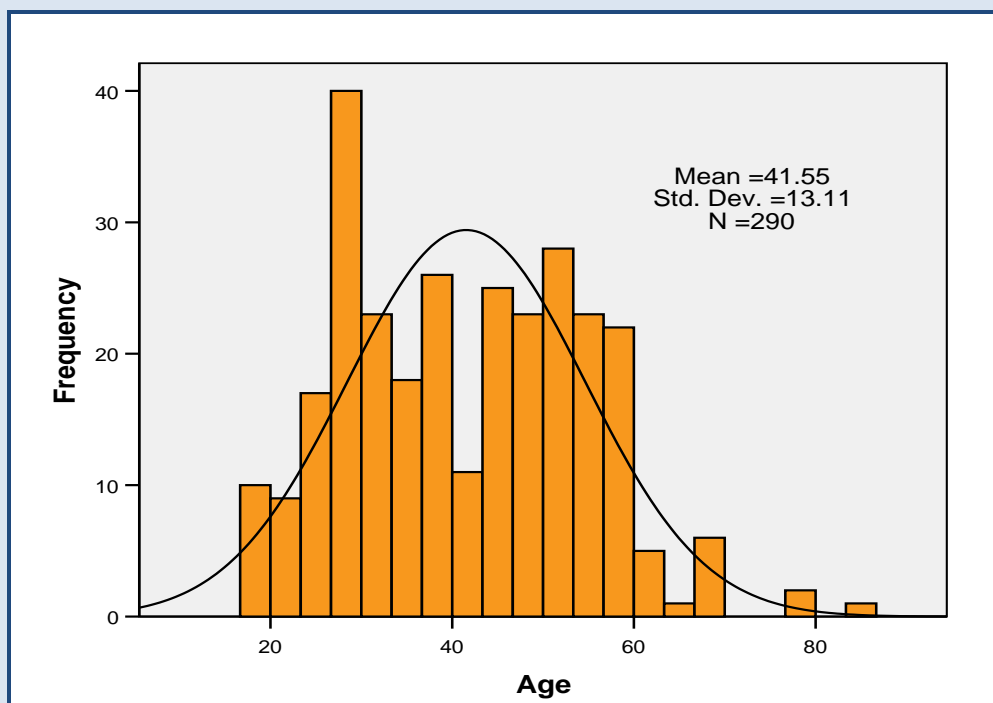


- Age: Age of all respondents ranged from 4-86 years, with a mean age of 26.12 (SD 18.536) and median age of 20. Our analysis found no relationship between age and Total Satisfaction.

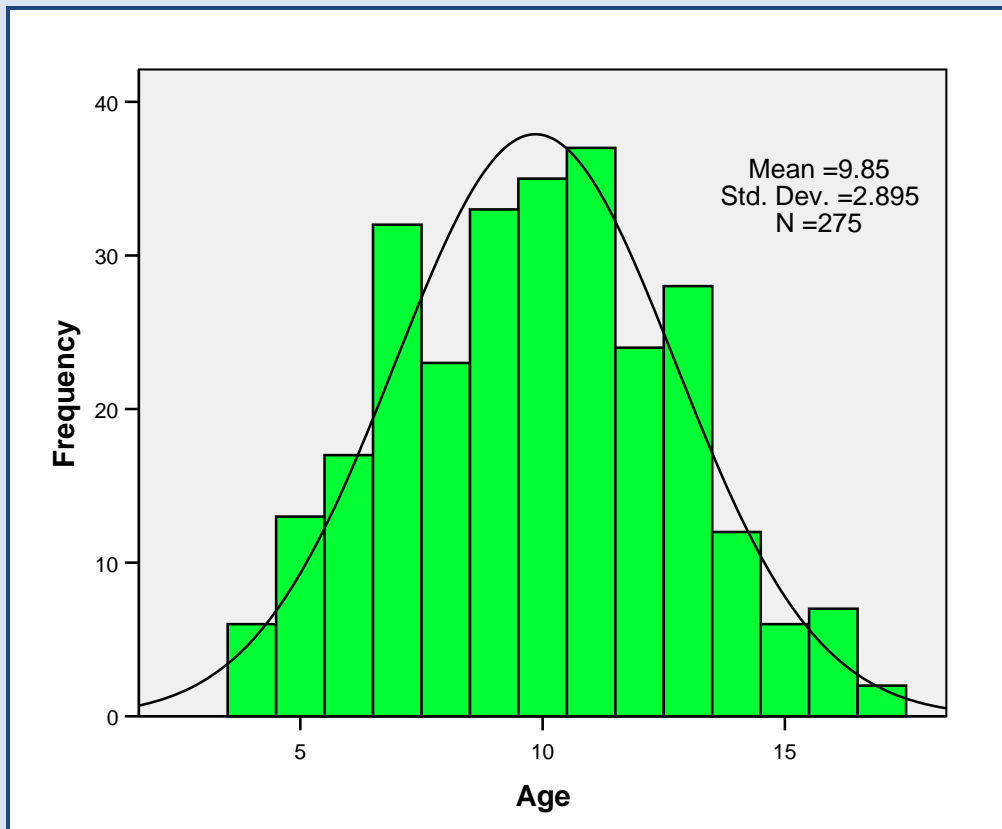
#### Age of All Adult and Child Respondents



Age of **Adult** respondents ranged from 18-86 years, with a mean age of 41.55 (SD= 13.110) and median age of 41.0. Our analysis found no relationship between age and reported total satisfaction for adult respondents.

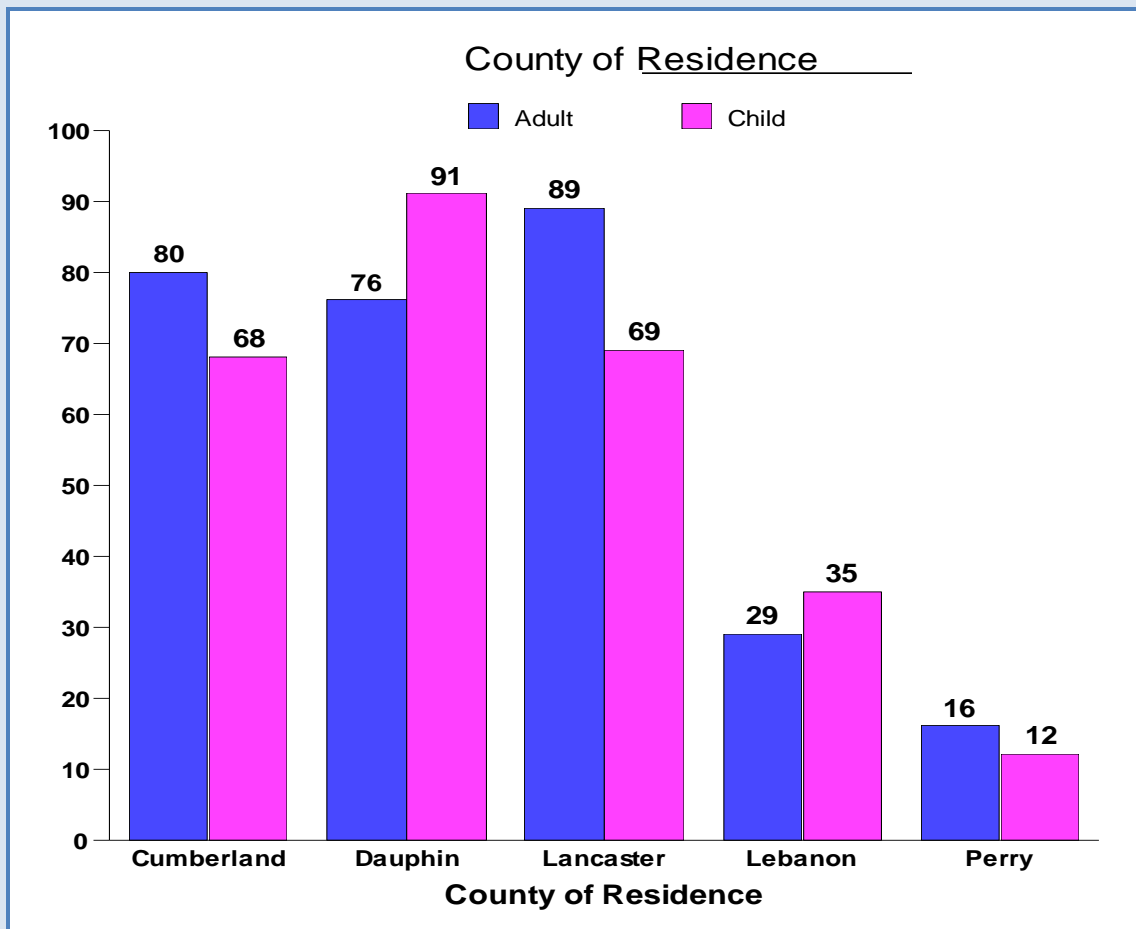


Age of **Child** respondents ranged from 4-17 years, with a mean age of 9.85 (SD= 2.895) and median age of 10. Our analysis found no relationship between age and reported total satisfaction for child respondents.



### County of Residence:

The table below shows the county of residence in alphabetical order. The largest number of respondents report residence in Dauphin County (29.6%). The remaining respondents reported residence in Lancaster (28.0%), Cumberland (26.2%), Lebanon (11.3%), and Perry (5.0%).



	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	565	148 26.20%	167 29.60%	158 28.00%	64 11.30%	28 5.00%
Adult	290	80 27.60%	76 26.20%	89 30.70%	29 10.00%	16 5.50%
Child	275	68 24.70%	91 33.10%	69 25.10%	35 12.70%	12 4.40%

There were no significant differences in satisfaction based on county of residence.

### Mean Satisfaction Score by County of Residence

Total Satisfaction Score							
		County of Residence					
		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Adult	N	80	76	89	29	16	290
	Mean	116.07	117.73	112.68	118.18	117.34	115.75
	Std. Deviation	17.47	15.25	12.14	12.89	15.39	14.89
Child	N	68	91	69	35	12	275
	Mean	116.03	121.49	119.96	122.79	109.49	119.40
	Std. Deviation	15.69	12.38	12.99	15.64	14.57	14.19

- Race: 349 respondents (61.8%) reported their race as White/Caucasian, 91 (16.1%) Hispanic/Latino, 67 (11.9%) African American, 52 (9.2%) Multi-Racial, 2 (0.4%) Native American/American Indian, 2 (0.4%) Other, 1 (0.2%) Asian/Pacific Islander, and 1 (0.2%) Did not Answer. Our analysis indicated no significant differences in Total Satisfaction with respect to race for either adult or child services.

	Base	Race							
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American / American Indian	White / Caucasian	Multi-Racial	Other	Did not answer
Total	565	67 11.90%	1 0.20%	91 16.10%	2 0.40%	349 61.80%	52 9.20%	2 0.40%	1 0.20%
Adult	290	36 12.40%	0 0	37 12.80%	2 0.70%	207 71.40%	7 2.40%	0 0	1 0.30%
Child	275	31 11.30%	1 0.40%	54 19.60%	0 0	142 51.60%	45 16.40%	2 0.70%	0 0

- Treatment Facility: Data was collected from 9 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed separately for Adult and Child Services for each facility. To help with interpretation, scores 116-145 indicate a high level of satisfaction, scores 87-115 indicate some level of satisfaction and scores below 87 indicate some level of dissatisfaction.

#### Mean Satisfaction of Treatment Facilities Adult

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
Holy Spirit Hospital	52	122.92	17.37
PA Psychiatric Institute	31	117.04	15.73
Behavioral Healthcare Corp	48	114.63	13.11
Catholic Charities	16	109.69	14.49
Commonwealth Clinical Group	20	112.93	16.63
Community Services Group (CSG)	4	105.97	5.58
Franklin Family Services	34	110.82	11.26
NHS	42	116.09	14.56
PA Counseling Services	43	115.42	12.98
Total	290	115.75	14.89

#### Mean Satisfaction of Treatment Facilities Child

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
Holy Spirit Hospital	24	122.29	19.18
PA Psychiatric Institute	51	119.22	10.74
Catholic Charities	11	116.00	13.62
Community Services Group (CSG)	70	120.63	13.66
Franklin Family Services	40	112.59	14.30
NHS	40	122.02	12.71
PA Counseling Services	39	120.90	122.29
Total	275	119.40	119.22

- Level of Care: In all, 1 type of treatment was accessed by the respondents. The 565 (100%) recipients of adult and child services received Mental Health Outpatient Hospitalization.

	Total	Level of Care
		Mental Health Outpatient Clinic
Base	565	565
Adult	290 51.30%	290 51.30%
Child	275 48.70%	275 48.70%

## Questions Regarding Perform Care

- 59.1% of respondents (334 of 565) reported that they had received a copy of the Perform Care member handbook.

	Base	Q1 I have received a copy of the Member Handbook from Perform Care.			
		Yes	No	Not Sure	Does Not Apply
Total	565	334 59.10%	173 30.60%	57 10.10%	1 0.20%
Adult	290	158 54.50%	93 32.10%	38 13.10%	1 0.30%
Child	275	176 64.00%	80 29.10%	19 6.90%	0 0

	Base	Q1 I have received a copy of the Member Handbook from Perform Care			
		Yes	No	Not Sure	Does Not Apply
Total	565	334 59.10%	173 30.60%	57 10.10%	1 0.20%
Adult					
Cumberland	80	50 62.50%	20 25.00%	10 12.50%	0 0
Dauphin	76	42 55.30%	23 30.30%	11 14.50%	0 0
Lancaster	89	42 47.20%	38 42.70%	9 10.10%	0 0
Lebanon	29	17 58.60%	5 17.20%	6 20.70%	1 3.40%
Perry	16	7 43.80%	7 43.80%	2 12.50%	0 0
Child					
Cumberland	68	50 73.50%	17 25.00%	1 1.50%	0 0
Dauphin	91	60 65.90%	27 29.70%	4 4.40%	0 0
Lancaster	69	39 56.50%	22 31.90%	8 11.60%	0 0
Lebanon	35	21 60.00%	9 25.70%	5 14.30%	0 0
Perry	12	6 50.00%	5 41.70%	1 8.30%	0 0

- 86.5% of respondents (489 of the 565) report they are aware of their right to file a complaint or grievance. 11.2% (63) did not feel this was the case, 2.1% (12) were not sure, and 1 consumer felt that this question did not apply.

	Base	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	565	489 86.50%	63 11.20%	12 2.10%	1 0.20%
Adult	290	239 82.40%	42 14.50%	8 2.80%	1 0.30%
Child	275	250 90.90%	21 7.60%	4 1.50%	0 0

	Base	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	565	489 86.50%	63 11.20%	12 2.10%	1 0.20%
Adult					
Cumberland	80	69 86.30%	11 13.80%	0 0	0 0
Dauphin	76	65 85.50%	9 11.80%	2 2.60%	0 0
Lancaster	89	66 74.20%	18 20.20%	5 5.60%	0 0
Lebanon	29	25 86.20%	3 10.30%	0 0	1 3.40%
Perry	16	14 87.50%	1 6.30%	1 6.30%	0 0
Child					
Cumberland	68	63 92.60%	5 7.40%	0 0	0 0
Dauphin	91	85 93.40%	5 5.50%	1 1.10%	0 0
Lancaster	69	61 88.40%	8 11.60%	0 0	0 0
Lebanon	35	29 82.90%	3 8.60%	3 8.60%	0 0
Perry	12	12 100.00%	0 0	0 0	0 0

- 71.7% of respondents (405 of the 565) report they know who to call to file a complaint or grievance. 25.8% respondents (146) did not feel this was the case and 2.3% (13) were not sure. 1 consumer felt that this question did not apply.

	Base	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	565	405 71.70%	146 25.80%	13 2.30%	1 0.20%
Adult	290	193 66.60%	88 30.30%	8 2.80%	1 0.30%
Child	275	212 77.10%	58 21.10%	5 1.80%	0 0

	Base	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	565	405 71.70%	146 25.80%	13 2.30%	1 0.20%
Adult					
Cumberland	80	65 81.30%	14 17.50%	1 1.30%	0 0
Dauphin	76	46 60.50%	28 36.80%	2 2.60%	0 0
Lancaster	89	49 55.10%	36 40.40%	4 4.50%	0 0
Lebanon	29	24 82.80%	4 13.80%	0 0	1 3.40%
Perry	16	9 56.30%	6 37.50%	1 6.30%	0 0
Child					
Cumberland	68	58 85.30%	10 14.70%	0 0	0 0
Dauphin	91	65 71.40%	23 25.30%	3 3.30%	0 0
Lancaster	69	51 73.90%	18 26.10%	0 0	0 0
Lebanon	35	26 74.30%	7 20.00%	2 5.70%	0 0
Perry	12	12 100.00%	0 0	0 0	0 0

- 14.0% (79 out of 565) reported they had called member services at Perform Care to get information or help for counseling, treatment or other services in the last 12 months.

	Base	Q4 In the last twelve months, did you call member services at Perform Care to get information?			
		Yes	No	Not Sure	Does Not Apply
Total	565	79 14.00%	460 81.40%	15 2.70%	11 1.90%
Adult	290	38 13.10%	239 82.40%	5 1.70%	8 2.80%
Child	275	41 14.90%	221 80.40%	10 3.60%	3 1.10%

	Base	Q4 In the last twelve months, did you call member services at Perform Care to get information?			
		Yes	No	Not Sure	Does Not Apply
Total	565	79 14.00%	460 81.40%	15 2.70%	11 1.90%
Adult					
Cumberland	80	11 13.80%	68 85.00%	1 1.30%	0 0
Dauphin	76	12 15.80%	57 75.00%	1 1.30%	6 7.90%
Lancaster	89	10 11.20%	77 86.50%	2 2.20%	0 0
Lebanon	29	3 10.30%	24 82.80%	0 0	2 6.90%
Perry	16	2 12.50%	13 81.30%	1 6.30%	0 0
Child					
Cumberland	68	5 7.40%	54 79.40%	9 13.20%	0 0
Dauphin	91	20 22.00%	67 73.60%	1 1.10%	3 3.30%
Lancaster	69	11 15.90%	58 84.10%	0 0	0 0
Lebanon	35	1 2.90%	34 97.10%	0 0	0 0
Perry	12	4 33.30%	8 66.70%	0 0	0 0

- 94.1% of those that requested information from Perform Care (80 of 85) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 5.9% (5 of the 85) respondents did not feel this was the case. *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. However, for completeness, the entire table is presented.*

	Base	Q4f I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.			
		Yes	No	Not Sure	Does Not Apply
Total	556	80 14.40%	5 0.90%	0 0	471 84.70%
Adult	281	39 13.90%	3 1.10%	0 0	239 85.10%
Child	275	41 14.90%	2 0.70%	0 0	232 84.40%

	Base	Q4f I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.			
		Yes	No	Not Sure	Does Not Apply
Total	556	80 14.40%	5 0.90%	0 0	471 84.70%
Adult					
Cumberland	80	11 13.80%	2 2.50%	0 0	67 83.80%
Dauphin	74	13 17.60%	0 0	0 0	61 82.40%
Lancaster	82	11 13.40%	1 1.20%	0 0	70 85.40%
Lebanon	29	3 10.30%	0 0	0 0	26 89.70%
Perry	16	1 6.30%	0 0	0 0	15 93.80%
Child					
Cumberland	68	7 10.30%	0 0	0 0	61 89.70%
Dauphin	91	19 20.90%	1 1.10%	0 0	71 78.00%
Lancaster	69	10 14.50%	1 1.40%	0 0	58 84.10%
Lebanon	35	1 2.90%	0 0	0 0	34 97.10%
Perry	12	4 33.30%	0 0	0 0	8 66.70%

- 61.6% of respondents who had called Perform Care staff (348 of 565) felt they were given a choice of at least 2 providers. 30.4% of respondents (172) did not feel this was the case.

	Base	Q5 I was given a choice of at least two (2) Providers from Perform Care regarding the type of service I am seeking.			
		Yes	No	Not Sure	Does Not Apply
Total	565	348 61.60%	172 30.40%	34 6.00%	11 1.90%
Adult	290	156 53.80%	104 35.90%	24 8.30%	6 2.10%
Child	275	192 69.80%	68 24.70%	10 3.60%	5 1.80%

	Base	Q5 I was given a choice of at least two (2) Providers from Perform Care regarding the type of service I am seeking.			
		Yes	No	Not Sure	Does Not Apply
Total	565	348 61.60%	172 30.40%	34 6.00%	11 1.90%
Adult					
Cumberland	80	49 61.30%	25 31.30%	5 6.30%	1 1.30%
Dauphin	76	39 51.30%	29 38.20%	7 9.20%	1 1.30%
Lancaster	89	46 51.70%	32 36.00%	9 10.10%	2 2.20%
Lebanon	29	17 58.60%	9 31.00%	1 3.40%	2 6.90%
Perry	16	5 31.30%	9 56.30%	2 12.50%	0 0
Child					
Cumberland	68	52 76.50%	15 22.10%	0 0	1 1.50%
Dauphin	91	67 73.60%	19 20.90%	4 4.40%	1 1.10%
Lancaster	69	48 69.60%	19 27.50%	2 2.90%	0 0
Lebanon	35	19 54.30%	10 28.60%	3 8.60%	3 8.60%
Perry	12	6 50.00%	5 41.70%	1 8.30%	0 0

- 61.4% (347 out of 565) of respondents reported that they were informed about the time approved for their services. 29.2% (165) reported that this was not the case and 7.4% (42) were not sure.

	Base	Q6 I was informed of the time approved for my services.			
		Yes	No	Not Sure	Does Not Apply
Total	565	347 61.40%	165 29.20%	42 7.40%	11 1.90%
Adult	290	150 51.70%	108 37.20%	27 9.30%	5 1.70%
Child	275	197 71.60%	57 20.70%	15 5.50%	6 2.20%

	Base	Q6 I was informed of the time approved for my services.			
		Yes	No	Not Sure	Does Not Apply
Total	565	347 61.40%	165 29.20%	42 7.40%	11 1.90%
Adult					
Cumberland	80	42 52.50%	32 40.00%	6 7.50%	0 0
Dauphin	76	42 55.30%	22 28.90%	11 14.50%	1 1.30%
Lancaster	89	43 48.30%	39 43.80%	7 7.90%	0 0
Lebanon	29	17 58.60%	7 24.10%	2 6.90%	3 10.30%
Perry	16	6 37.50%	8 50.00%	1 6.30%	1 6.30%
Child					
Cumberland	68	48 70.60%	18 26.50%	1 1.50%	1 1.50%
Dauphin	91	67 73.60%	15 16.50%	8 8.80%	1 1.10%
Lancaster	69	52 75.40%	17 24.60%	0 0	0 0
Lebanon	35	20 57.10%	7 20.00%	4 11.40%	4 11.40%
Perry	12	10 83.30%	0 0	2 16.70%	0 0

- 93.2% of respondents who had called Perform Care staff (233 out of 250) felt they were treated with courtesy and respect when they called Perform Care. 2.8% of respondents (7) did not feel this was the case. *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. However, for completeness, the entire table is presented.*

	Base	Q7 When I call Perform Care staff treats me courteously and with respect			
		Yes	No	Not Sure	Does Not Apply
Total	565	233 41.20%	7 1.20%	10 1.80%	315 55.80%
Adult	290	119 41.00%	5 1.70%	8 2.80%	158 54.50%
Child	275	114 41.50%	2 0.70%	2 0.70%	157 57.10%

	Base	Q7 When I call Perform Care staff treats me courteously and with respect			
		Yes	No	Not Sure	Does Not Apply
Total	565	233 41.20%	7 1.20%	10 1.80%	315 55.80%
Adult					
Cumberland	80	30 37.50%	4 5.00%	0 0	46 57.50%
Dauphin	76	25 32.90%	0 0	1 1.30%	50 65.80%
Lancaster	89	50 56.20%	0 0	4 4.50%	35 39.30%
Lebanon	29	9 31.00%	1 3.40%	0 0	19 65.50%
Perry	16	5 31.30%	0 0	3 18.80%	8 50.00%
Child					
Cumberland	68	41 60.30%	0 0	1 1.50%	26 38.20%
Dauphin	91	35 38.50%	0 0	0 0	56 61.50%
Lancaster	69	29 42.00%	1 1.40%	0 0	39 56.50%
Lebanon	35	5 14.30%	0 0	1 2.90%	29 82.90%
Perry	12	4 33.30%	1 8.30%	0 0	7 58.30%

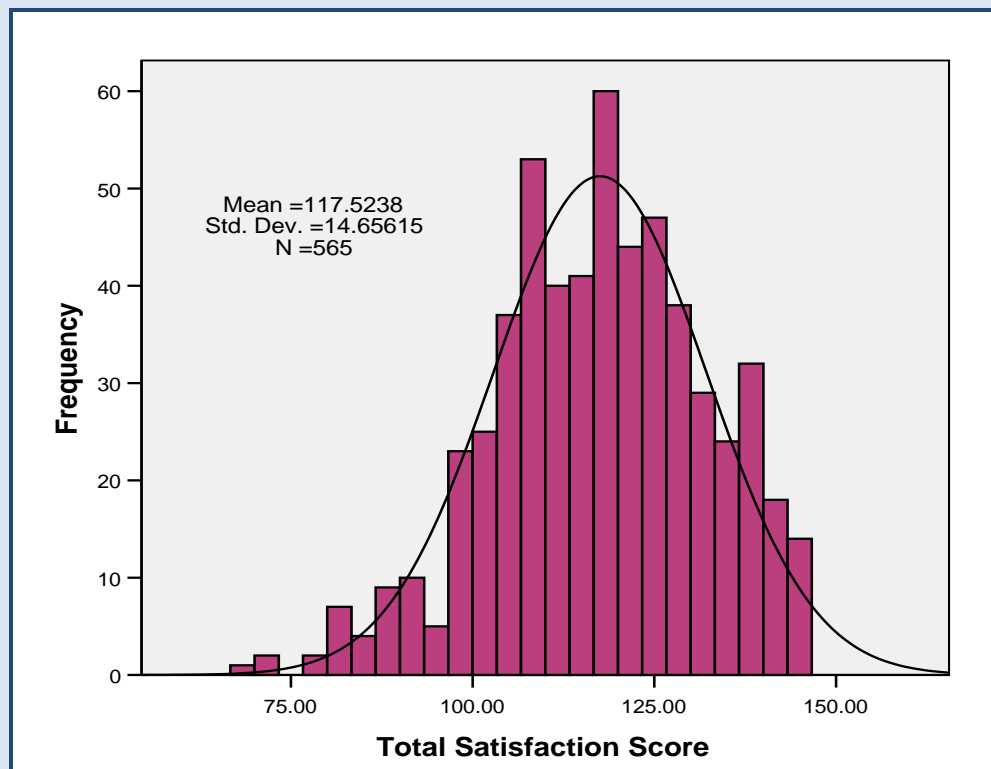
- 95.4% of respondents (435 out of 456) who stated that this question applies to them report they are satisfied with their interactions with Perform Care. 1.53% of respondents (7) did not feel this was the case. *As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented.*

	Base	Q8 Overall, I am satisfied with the Interactions I have had with Perform Care.			
		Yes	No	Not Sure	Does Not Apply
Total	565	435 77.00%	7 1.20%	14 2.50%	109 19.30%
Adult	290	212 73.10%	6 2.10%	8 2.80%	64 22.10%
Child	275	223 81.10%	1 0.40%	6 2.20%	45 16.40%

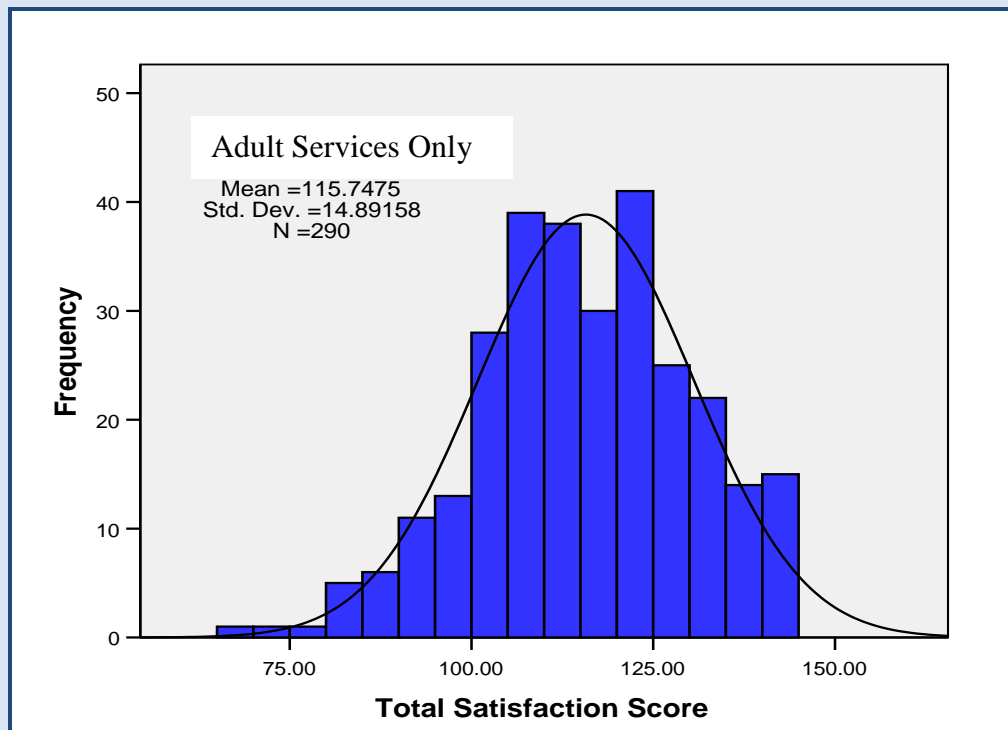
	Base	Q8 Overall, I am satisfied with the interactions I have had with Perform Care.			
		Yes	No	Not Sure	Does Not Apply
Total	565	435 77.00%	7 1.20%	14 2.50%	109 19.30%
Adult					
Cumberland	80	62 77.50%	3 3.80%	1 1.30%	14 17.50%
Dauphin	76	42 55.30%	0 0	0 0	34 44.70%
Lancaster	89	75 84.30%	2 2.20%	7 7.90%	5 5.60%
Lebanon	29	23 79.30%	1 3.40%	0 0	5 17.20%
Perry	16	10 62.50%	0 0	0 0	6 37.50%
Child					
Cumberland	68	58 85.30%	0 0	1 1.50%	9 13.20%
Dauphin	91	70 76.90%	0 0	2 2.20%	19 20.90%
Lancaster	69	60 87.00%	0 0	3 4.30%	6 8.70%
Lebanon	35	24 68.60%	1 2.90%	0 0	10 28.60%
Perry	12	11 91.70%	0 0	0 0	1 8.30%

## Satisfaction

- Overall Satisfaction: All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 29 items that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale had a possible range of 29 - 145. Scores 116 -145 indicate a high level of satisfaction, scores 87-115 indicate some level of satisfaction and scores below 87 indicate some level of dissatisfaction.
- The overall mean for all respondents for Total Satisfaction Score (TSS) was 117.52 with a standard deviation 14.656 and median 117.95. The TSS scores ranged from 67.96 – 145. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.



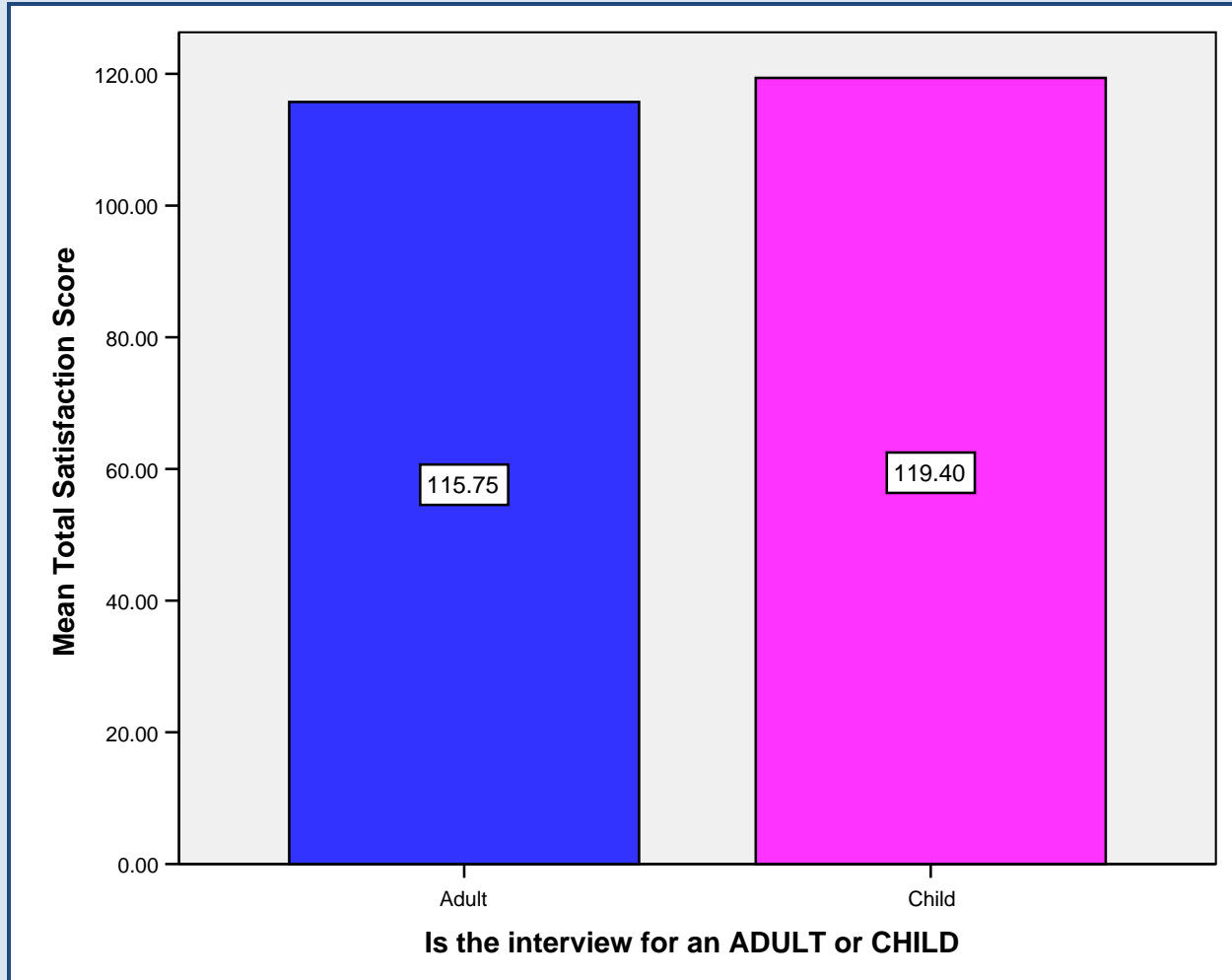
- The overall mean for Total Satisfaction Score (TSS) for respondents who received adult services was 115.75 with a standard deviation 14.89 and median 115.98. The TSS scores ranged from 67.96 – 145. Again, with a 5 point scale and 29 questions, scores above TSS= 87 ( $29 \times 3$ ) indicate satisfaction on some level.



- The overall mean for Total Satisfaction Score (TSS) for respondents who received child services was 119.40 with a standard deviation 14.19 and median 119.0. The TSS scores ranged from 72.72 – 141. Again, with a 5 point scale and 29 questions, scores above TSS= 87 ( $29 \times 3$ ) indicate satisfaction on some level.



There were no significant differences in reported total satisfaction with regard to age type of respondents.

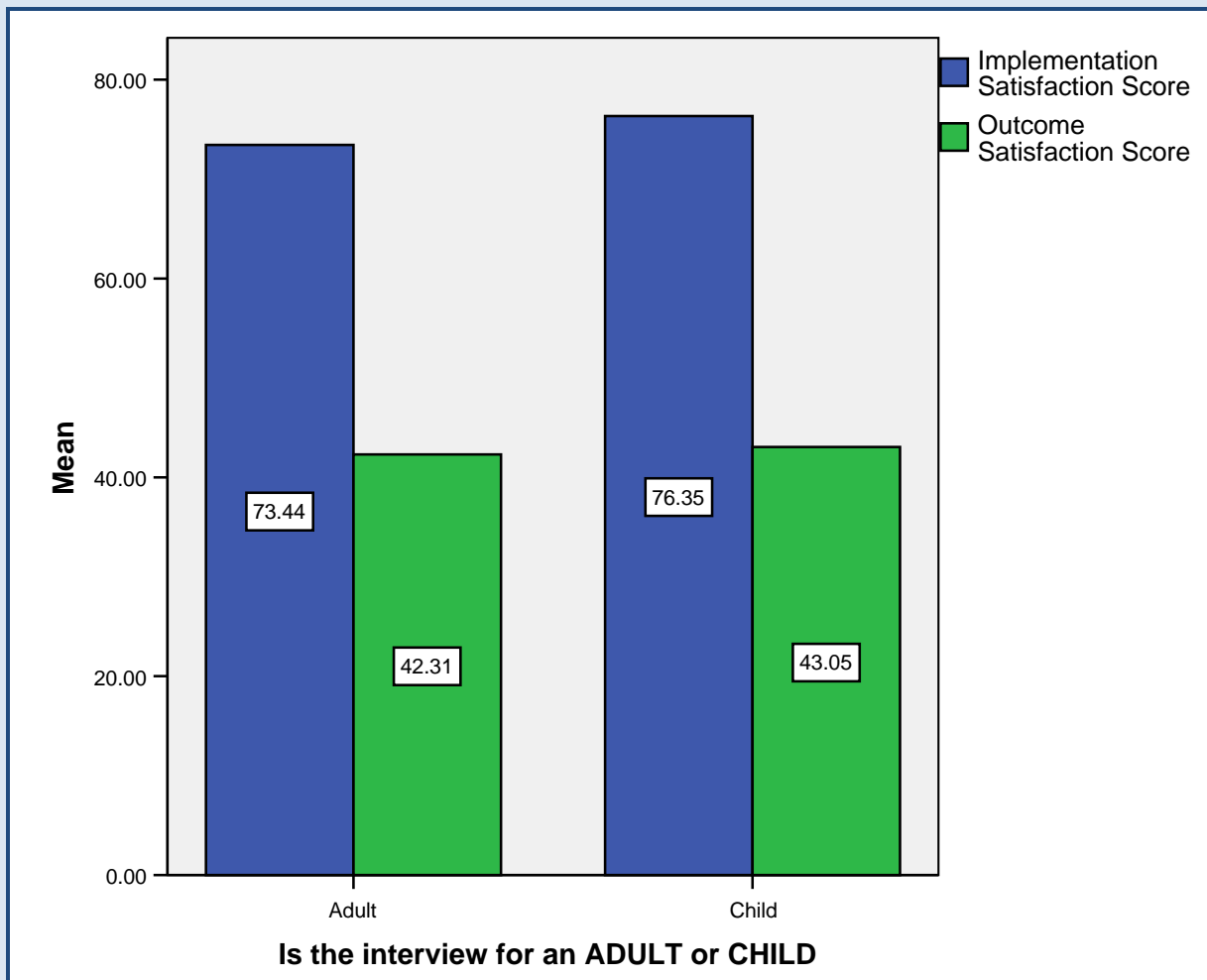


## Mean Satisfaction with Implementation and Outcomes

To help with interpretation, Implementation scores ranged from 18-90. Scores 72-90 indicate a high level of satisfaction, scores 54-71 indicate some level of satisfaction and scores below 36 indicate some level of dissatisfaction with Implementation.

Outcome 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.

To try to understand what aspects of service were influencing satisfaction, the set of satisfaction items were sorted into items relating to Implementation of services and items relating to Outcomes. The mean levels of satisfaction on these two sub-scales are presented below for reference. Our analysis did not indicate a significant difference in total satisfaction between implementation and outcomes.



## Implementation

According to survey responses, the majority of consumers are satisfied with their services. This is reflected in an 81.0% satisfaction rate (Mean Satisfaction Level/Highest Possible Score) among the reports received from consumers as well as consumer responses to Question# 30, "Overall, I am satisfied with the services..." with 91.0% agreement (Responses of 4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 90.7% overall satisfaction and consumers of child services reporting 91.3% overall satisfaction.

Respondents reported high levels of satisfaction for questions involving communication with their service provider and participation in their treatment. Consumers of child services (96.4%) reported that they are included in the development of their treatment plan (Q26) and (96.0%) were confident that their provider asks their permission before sharing their personal information (Q21). Consumers of both adult and child services (96.8%) reported that they feel safe at this facility (Q24), (95.4%) felt that they were informed about their rights and responsibilities regarding their treatment (Q18), (94.5%) feel they are an important part of the treatment process (Q27), and (94.0%) feel comfortable asking questions regarding their treatment (Q19).

While satisfaction is generally high, further exploration is warranted regarding a few items:

- Approximately 1 in 3 of both child and adult respondents (29.6%) reported they did not have a choice when selecting their service provider (Q16).
- Additionally, about 1 in 4 consumers who received both adult and child services (24.8%) reported that they were not given information on how to get other needed services (Q14).
- Consumers who received adult services (17.2%) reported they were not given information on all the services available to them (Q15).
- Respondents who received adult services (15.5%) also reported that their provider did not inform them who to contact if they have questions about their services (Q13).

*Summary responses from the Total group of respondents from this fiscal year (N=565) are presented in Table 1. Summary responses from just the respondents who received Adult services (N=290) are presented in Table 2. Summary responses from the respondents who received Child services (N=275) are presented in Table 3.*

**Table 1 – Total Satisfaction – Implementation All Adult and Child Services**

N=565	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	82.5	13.1	2.7	0.7	0.4
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	65.3	24.8	2.6	1.2	6.0
15. When I came to this program I was given information on all the services that were available to me.	80.2	14.9	2.7	0.8	0.9
16. I had a choice when selecting my service provider.	66.5	29.6	2.4	1.0	1.4
17. I have the option to change my service provider should I choose to.	82.5	13.5	2.7	0.8	1.4
18. I was informed about my rights and responsibilities regarding the treatment I have received.	95.4	2.7	2.9	0.4	0.5
19. I feel comfortable in asking questions regarding my treatment.	94.0	3.7	2.9	0.4	0.2
20. My service provider spends adequate time with me.	93.3	5.1	2.9	0.5	0.5
21. My provider asks my permission before sharing my personal information.	93.8	1.9	3.0	0.6	2.5
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	92.7	1.6	3.1	0.6	3.5
23. I trust my service provider. (Facility as a whole)	93.5	4.2	2.9	0.4	0.2
24. I feel safe at this facility.	96.8	1.8	3.0	0.4	0.7
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	83.0	12.2	2.8	0.8	1.4
26. I am included in the development of my treatment/recovery plan and goals for recovery.	92.7	3.4	2.9	0.6	0.5
27. I am an important part of the treatment process.	94.5	2.8	2.9	0.4	0.7
28. My service provider explained the advantages of my therapy or treatment.	88.7	7.4	2.8	0.6	0.4
29. My service provider explained the limitations of my therapy or treatment.	85.5	10.3	2.8	0.7	0.9
30. Overall, I am satisfied with the services I am receiving.	91.0	6.7	2.8	0.5	0.2

**Table 2 – Total Satisfaction – Implementation Adult Services**

N=290	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	77.9	15.5	2.6	0.8	0.3
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	59.7	29.0	2.5	1.2	5.9
15. When I came to this program I was given information on all the services that were available to me.	75.9	17.2	2.6	0.8	1.0
16. I had a choice when selecting my service provider.	59.7	35.5	2.3	1.1	1.7
17. I have the option to change my service provider should I choose to.	79.3	15.5	2.7	0.8	1.4
18. I was informed about my rights and responsibilities regarding the treatment I have received.	93.8	3.8	2.9	0.5	0.7
19. I feel comfortable in asking questions regarding my treatment.	92.8	4.5	2.9	0.4	0.0
20. My service provider spends adequate time with me.	92.8	4.8	2.9	0.5	0.3
21. My provider asks my permission before sharing my personal information.	91.7	3.1	3.0	0.6	2.1
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	92.1	1.7	3.0	0.6	3.1
23. I trust my service provider. (Facility as a whole)	93.1	5.2	2.9	0.5	0.0
24. I feel safe at this facility.	96.6	1.7	3.0	0.3	0.3
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	81.7	13.8	2.7	0.8	1.7
26. I am included in the development of my treatment/recovery plan and goals for recovery.	89.3	5.5	2.8	0.5	0.0
27. I am an important part of the treatment process.	91.0	4.5	2.9	0.5	0.7
28. My service provider explained the advantages of my therapy or treatment.	87.2	7.9	2.8	0.6	0.0
29. My service provider explained the limitations of my therapy or treatment.	82.1	12.8	2.7	0.8	1.0
30. Overall, I am satisfied with the services I am receiving.	90.7	6.9	2.8	0.5	0.0

**Table 3 – Total Satisfaction – Implementation Child Services**

N=275	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	87.3	10.5	2.8	0.7	0.4
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	71.3	20.4	2.8	1.2	6.2
15. When I came to this program I was given information on all the services that were available to me.	84.7	12.4	2.8	0.7	0.7
16. I had a choice when selecting my service provider.	73.8	23.3	2.5	0.9	1.1
17. I have the option to change my service provider should I choose to.	85.8	11.3	2.8	0.7	1.5
18. I was informed about my rights and responsibilities regarding the treatment I have received.	97.1	1.5	3.0	0.3	0.4
19. I feel comfortable in asking questions regarding my treatment.	95.3	2.9	2.9	0.4	0.4
20. My service provider spends adequate time with me.	93.8	5.5	2.9	0.5	0.7
21. My provider asks my permission before sharing my personal information.	96.0	0.7	3.1	0.5	2.9
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	93.5	1.5	3.1	0.7	4.0
23. I trust my service provider. (Facility as a whole)	93.8	3.3	2.9	0.4	0.4
24. I feel safe at this facility.	97.1	1.8	3.0	0.4	1.1
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	84.4	10.5	2.8	0.7	1.1
26. I am included in the development of my treatment/recovery plan and goals for recovery.	96.4	1.1	3.0	0.4	1.1
27. I am an important part of the treatment process.	98.2	1.1	3.0	0.3	0.7
28. My service provider explained the advantages of my therapy or treatment.	90.2	6.9	2.9	0.6	0.7
29. My service provider explained the limitations of my therapy or treatment.	89.1	7.6	2.8	0.6	0.7
30. Overall, I am satisfied with the services I am receiving.	91.3	6.5	2.9	0.5	0.4

## Outcomes

Consumers also describe their lives as being better as a result of their services in a majority of cases. In total, 47.6% to 69.9% of consumers believe services have improved their lives in each outcome area. Additionally 21.4% to 40.5% of consumers believe that no change has resulted from their services. Only 4.2% to 9.6% believes that things are worse as a result of services.

- Child respondents (73.5%) reported high satisfaction with enjoying their free time (Q36).
- Recipients of both adult (69.0%) and child (67.6%) services gave high ratings about coping with the specific problems or issues that led them to seek services (Q41).
- Recipients of adult services also reported high levels of satisfaction with feeling good (hopeful) about the future (68.3%) (Q35).
- Recipients of adult services (29.7%) reported that things have improved with dealing with school or work (Q39) and (7.9%) reported it as worse than before. As noted, (50.3%) of the respondents reported this question did not apply to them. When these cases are removed, (59.7%) report they were better able to deal with school or work and (4.9%) reported it was worse. These figures represent a more accurate picture of the results.

*Summary responses from the Total group of respondents from this fiscal year (N=565) are presented in Table 4. Summary responses from just the consumers who received Adult services (N=290) are presented in Table 5. Summary responses from the consumers who received Child services (N=275) are presented in Table 6.*

**Table 4 – Total Satisfaction – Outcome Questions All Adult and Child Services**

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=267						
31. Managing daily problems.	65.8	27.1	6.7	2.6	0.6	0.4
32. Feeling in control of my life.	60.7	29.9	8.7	2.5	0.7	0.7
33. Coping with personal crisis.	55.2	28.8	9.6	2.7	1.1	6.4
34. How I feel about myself.	63.7	28.5	7.1	2.6	0.7	0.7
35. Feeling good (hopeful) about the future.	66.7	25.1	6.7	2.7	0.7	1.4
36. Enjoying my free time.	69.9	22.7	6.4	2.7	0.7	1.1
37. Strengthening my social support network.	63.4	28.5	7.4	2.6	0.7	0.7
38. Being involved in community activities.	49.7	40.5	6.2	2.6	0.9	3.5
39. Participating with school or work activities.	47.6	21.4	4.2	3.5	1.6	26.7
40. Interacting with people in social situations.	60.2	32.4	6.5	2.6	0.7	0.9
41. Coping with specific problems or issue that led to seek services.	68.3	25.1	6.0	2.6	0.6	0.5

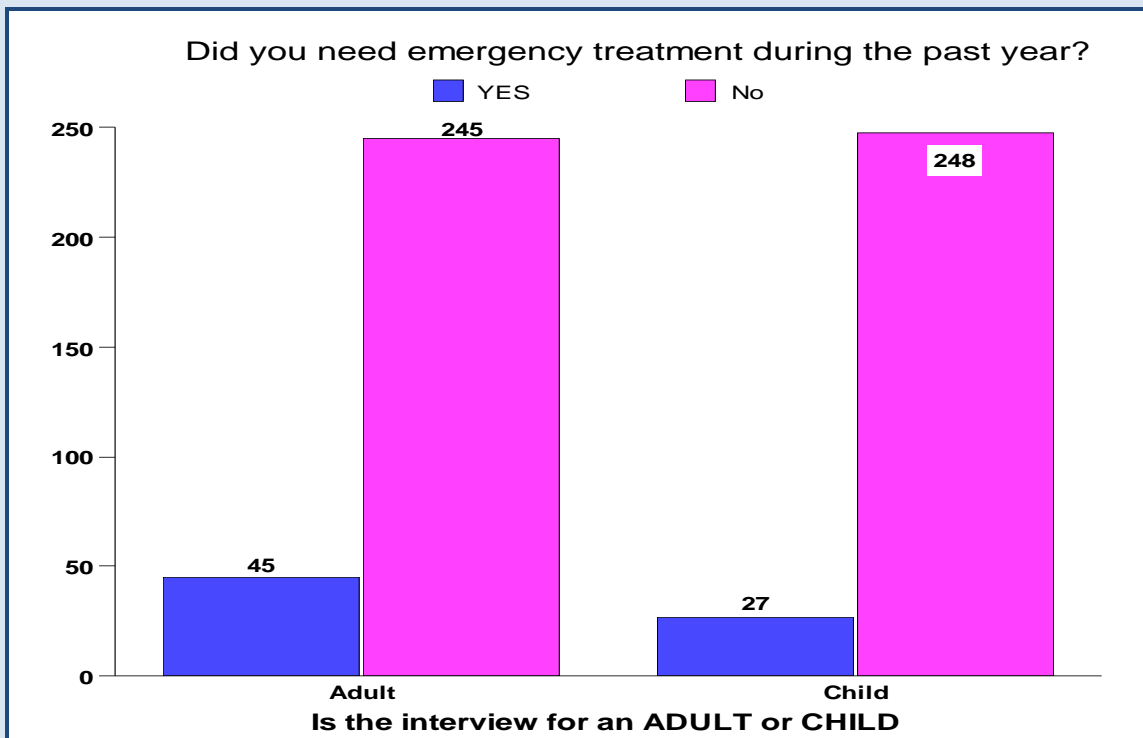
**Table 5 – Total Satisfaction – Outcome Questions Adult Services**

Total N=290	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
31. Managing daily problems.	66.9	26.2	6.9	2.6	0.6	0.0
32. Feeling in control of my life.	63.1	28.3	7.9	2.6	0.7	0.7
33. Coping with personal crisis.	59.7	29.7	8.3	2.6	0.8	2.4
34. How I feel about myself.	65.2	28.3	6.6	2.6	0.6	0.0
35. Feeling good (hopeful) about the future.	68.3	24.5	6.9	2.6	0.6	0.3
36. Enjoying my free time.	66.6	24.5	7.6	2.6	0.7	1.4
37. Strengthening my social support network.	58.3	31.0	10.7	2.5	0.7	0.0
38. Being involved in community activities.	39.3	46.9	8.6	2.5	1.0	5.2
39. Participating with school or work activities.	29.7	17.6	2.4	4.2	1.8	50.3
40. Interacting with people in social situations.	56.6	34.5	7.9	2.5	0.7	1.0
41. Coping with specific problems or issue that led to seek services.	69.0	24.8	5.9	2.6	0.6	0.3

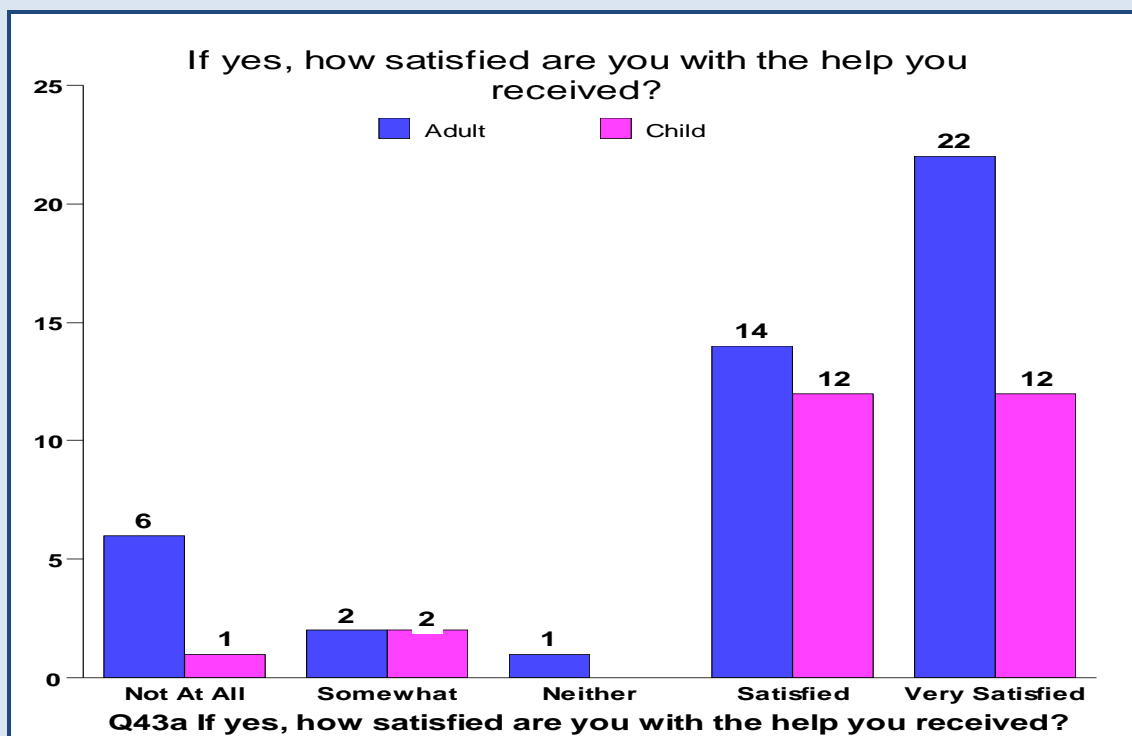
**Table 6 – Total Satisfaction – Outcome Questions Child Services**

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=275						
31. Managing daily problems.	64.7	28.0	6.5	2.6	0.7	0.7
32. Feeling in control of my life.	58.2	31.6	9.5	2.5	0.7	0.7
33. Coping with personal crisis.	50.5	28.0	10.9	2.8	1.3	10.5
34. How I feel about myself.	62.2	28.7	7.6	2.6	0.8	1.5
35. Feeling good (hopeful) about the future.	65.1	25.8	6.5	2.7	0.8	2.5
36. Enjoying my free time.	73.5	20.7	5.1	2.7	0.6	0.7
37. Strengthening my social support network.	68.7	25.8	4.0	2.7	0.7	1.5
38. Being involved in community activities.	60.1	33.8	3.6	22.6	0.7	1.8
39. Participating with school or work activities.	66.5	25.5	6.2	2.7	0.8	1.8
40. Interacting with people in social situations.	64.0	30.2	5.1	2.6	0.7	0.7
41. Coping with specific problems or issue that led to seek services.	67.6	25.5	6.2	2.6	0.7	0.7

Emergency Treatment: 72 of the 565 respondents (12.7%) indicated they needed emergency mental health or substance abuse service during the past year. 493 (87.3%) consumers reported they did not need emergency service during the past year.

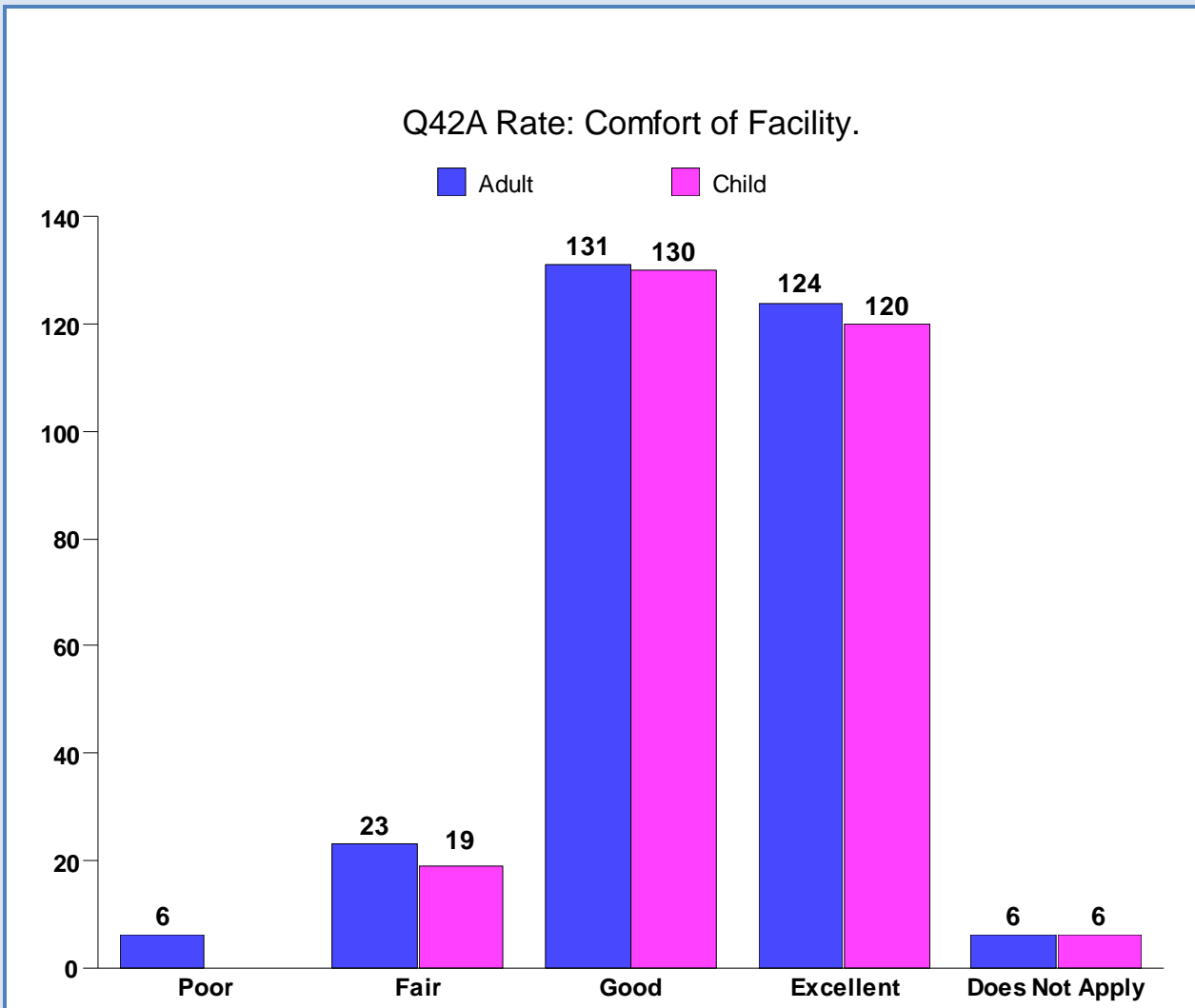


Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 4.06 with standard deviation 1.27. Of the consumers who felt that this question pertained to them 83.3% (60 of the 72) reported they were either Very Satisfied, or Satisfied, 15.3% (11 of 72), Somewhat or Not at all Satisfied.



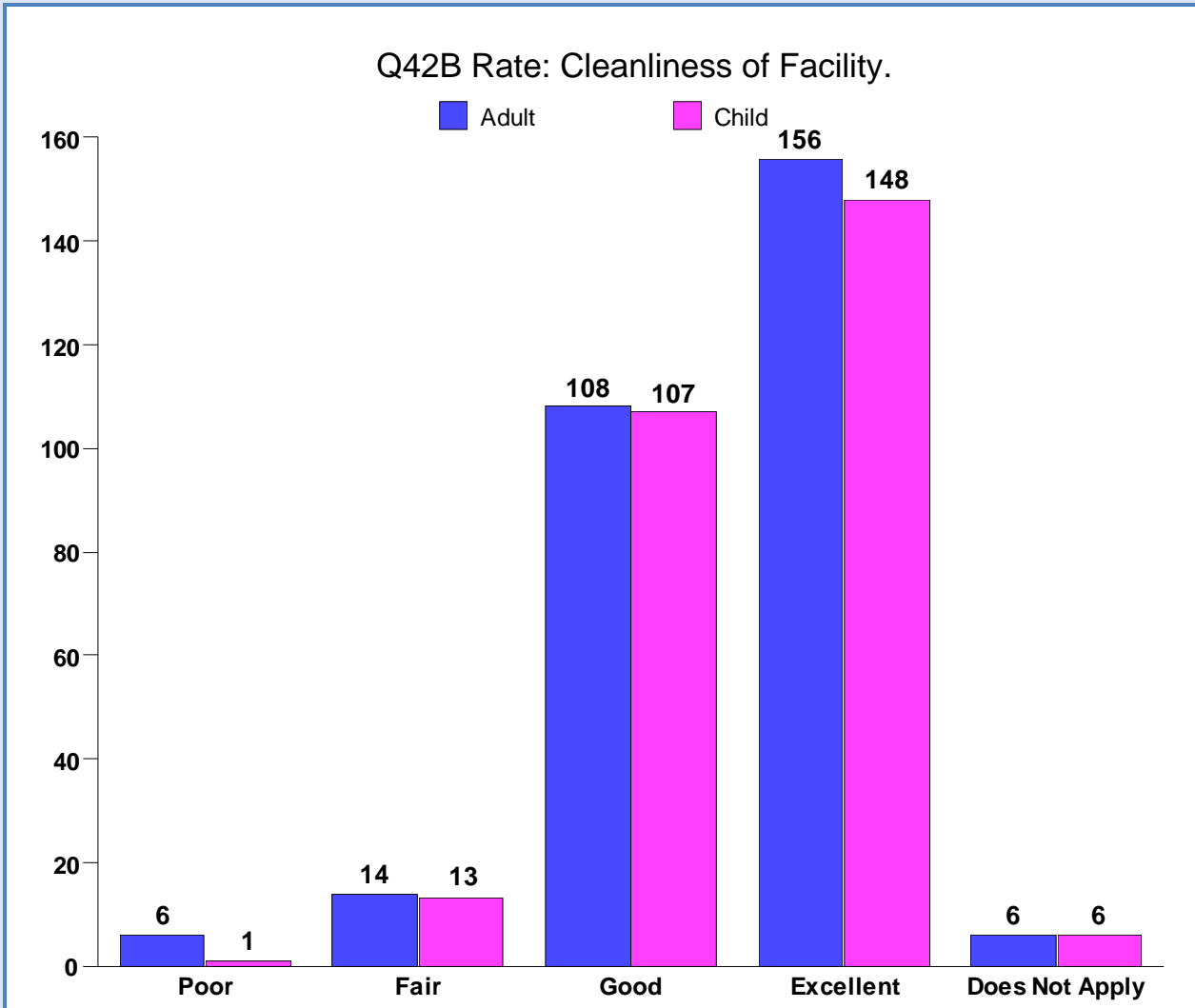
## Questions Regarding Treatment Environment

Comfort of Facility: 89.4% of all respondents rated the comfort of their treatment facility as Excellent or Good. 8.5% of all respondents rated the comfort of their treatment facility as Fair or Poor. 2.1% of consumers felt this question did not apply to them.



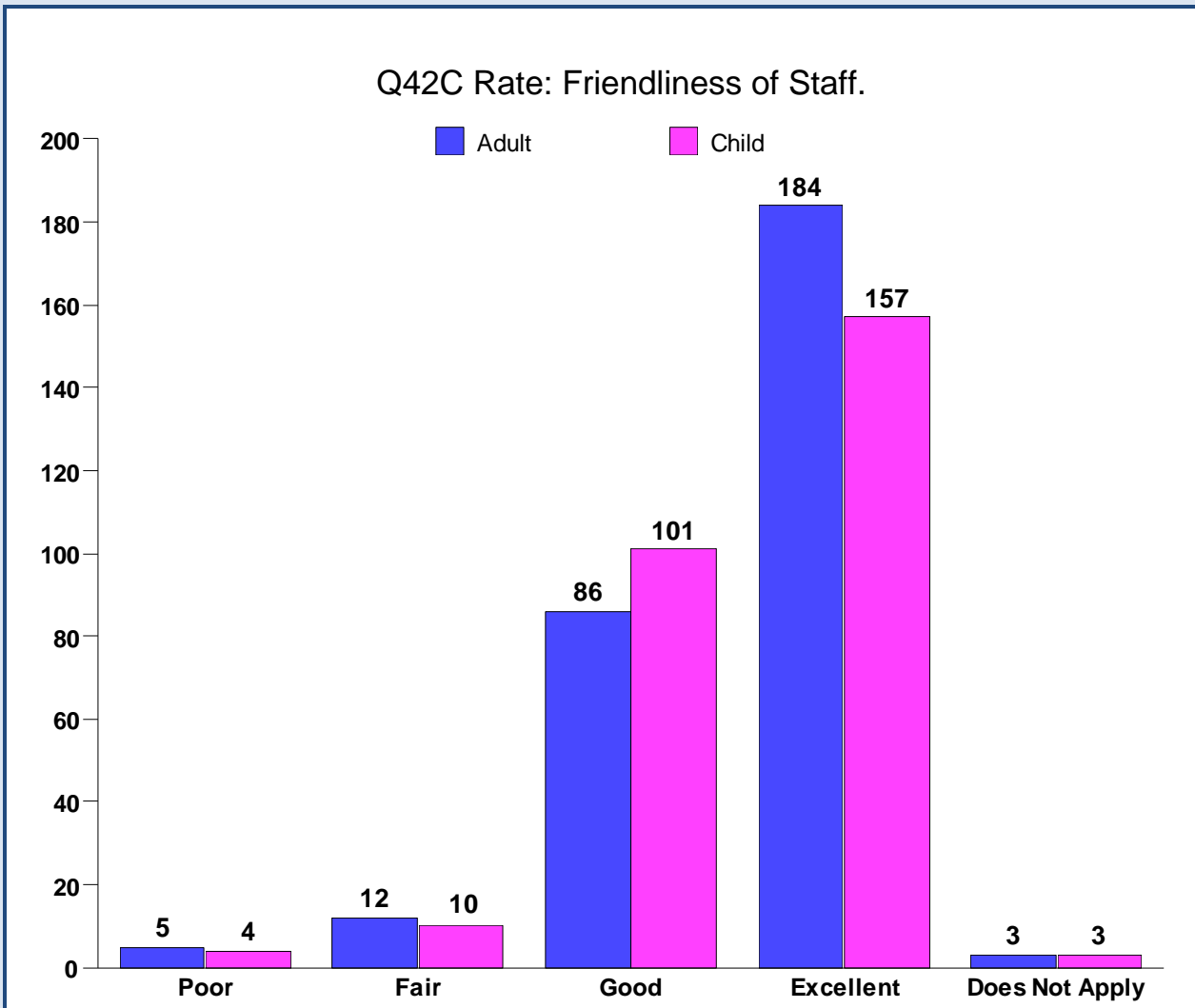
	Base	Q42A Rate: Comfort of Facility.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	565	6 1.10%	42 7.40%	261 46.20%	244 43.20%	12 2.10%
Adult	290	6 2.10%	23 7.90%	131 45.20%	124 42.80%	6 2.10%
Child	275	0 0	19 6.90%	130 47.30%	120 43.60%	6 2.20%

Cleanliness of Facility: 91.9% of all respondents reported the cleanliness of their treatment facility as Excellent or Good. 6.0% of respondents reported the cleanliness of their treatment facility as Fair or Poor. 2.1% of consumers felt that this question did not apply to them.



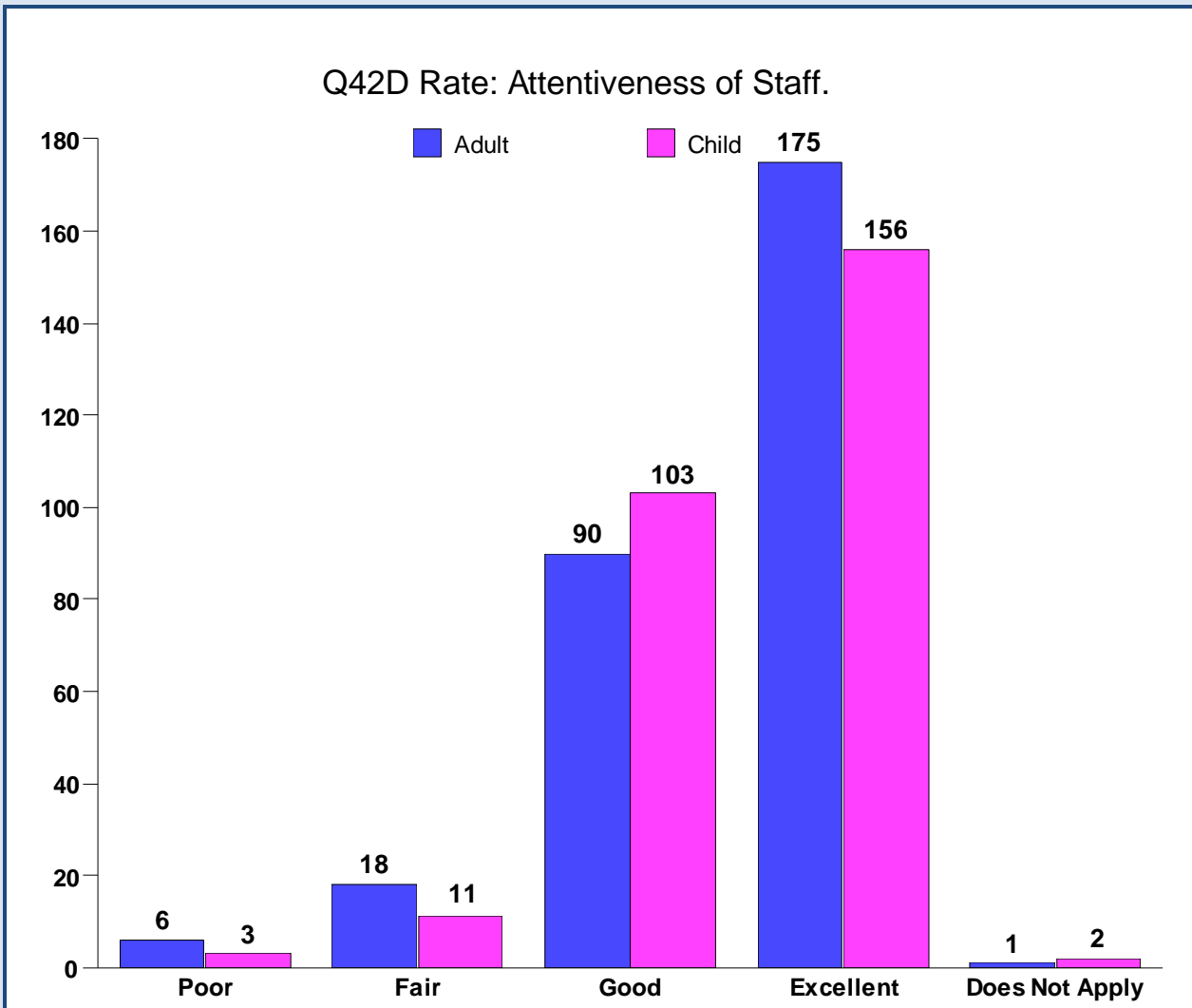
	Base	Q42B Rate: Cleanliness of Facility.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	565	7 1.20%	27 4.80%	215 38.10%	304 53.80%	12 2.10%
Adult	290	6 2.10%	14 4.80%	108 37.20%	156 53.80%	6 2.10%
Child	275	1 0.40%	13 4.70%	107 38.90%	148 53.80%	6 2.20%

Friendliness of Staff: 93.5% of all respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 5.5% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor. 1.1% of consumers felt that this question did not apply to them.



	Base	Q42C Rate: Friendliness of Staff.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	565	9 1.60%	22 3.90%	187 33.10%	341 60.40%	6 1.10%
Adult	290	5 1.70%	12 4.10%	86 29.70%	184 63.40%	3 1.00%
Child	275	4 1.50%	10 3.60%	101 36.70%	157 57.10%	3 1.10%

Attentiveness of Staff: 92.8% of all respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 6.7% of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor. 0.5% of consumers felt that this question did not apply to them.



	Base	Q42D Rate: Attentiveness of Staff.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	565	9 1.60%	29 5.10%	193 34.20%	331 58.60%	3 0.50%
Adult	290	6 2.10%	18 6.20%	90 31.00%	175 60.30%	1 0.30%
Child	275	3 1.10%	11 4.00%	103 37.50%	156 56.70%	2 0.70%

## Survey Tables by County of Residence and Age Group

The following tables show the Cross tabulation of the 29 questions by Age Group and County of residence for all respondents (N=565).

	Base	Q13 I know whom to call if I have questions about MH or SA services.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	565	24 4.20%	50 8.80%	23 4.10%	269 47.60%	197 34.90%	2 0.40%
<b>Adult- County of Residence</b>							
Cumberland	80	5 6.30%	6 7.50%	2 2.50%	35 43.80%	32 40.00%	0 0
Dauphin	76	2 2.60%	8 10.50%	5 6.60%	34 44.70%	26 34.20%	1 1.30%
Lancaster	89	0 0	16 18.00%	7 7.90%	48 53.90%	18 20.20%	0 0
Lebanon	29	4 13.80%	3 10.30%	1 3.40%	12 41.40%	9 31.00%	0 0
Perry	16	0 0	1 6.30%	3 18.80%	5 31.30%	7 43.80%	0 0
<b>Child- County of Residence</b>							
Cumberland	68	3 4.40%	2 2.90%	0 0	45 66.20%	18 26.50%	0 0
Dauphin	91	4 4.40%	6 6.60%	4 4.40%	36 39.60%	41 45.10%	0 0
Lancaster	69	2 2.90%	5 7.20%	1 1.40%	34 49.30%	26 37.70%	1 1.40%
Lebanon	35	4 11.40%	3 8.60%	0 0	9 25.70%	19 54.30%	0 0
Perry	12	0 0	0 0	0 0	11 91.70%	1 8.30%	0 0

	Base	Q14 I was given information on how to get other services that I needed.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	565	40 7.10%	100 17.70%	22 3.90%	213 37.70%	156 27.60%	34 6.00%
Adult- County of Residence							
Cumberland	80	9 11.30%	14 17.50%	3 3.80%	24 30.00%	28 35.00%	2 2.50%
Dauphin	76	3 3.90%	15 19.70%	2 2.60%	32 42.10%	17 22.40%	7 9.20%
Lancaster	89	3 3.40%	30 33.70%	7 7.90%	33 37.10%	12 13.50%	4 4.50%
Lebanon	29	3 10.30%	5 17.20%	1 3.40%	10 34.50%	8 27.60%	2 6.90%
Perry	16	0 0	2 12.50%	3 18.80%	4 25.00%	5 31.30%	2 12.50%
Child- County of Residence							
Cumberland	68	5 7.40%	8 11.80%	5 7.40%	31 45.60%	18 26.50%	1 1.50%
Dauphin	91	7 7.70%	11 12.10%	0 0	30 33.00%	34 37.40%	9 9.90%
Lancaster	69	4 5.80%	14 20.30%	1 1.40%	27 39.10%	18 26.10%	5 7.20%
Lebanon	35	6 17.10%	1 2.90%	0 0	11 31.40%	15 42.90%	2 5.70%
Perry	12	0 0	0 0	0 0	11 91.70%	1 8.30%	0 0

	Base	Q15 When I came to this program I was given information on all the services that were available to me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	565	20 3.50%	64 11.30%	23 4.10%	260 46.00%	193 34.20%	5 0.90%
<b>Adult- County of Residence</b>							
Cumberland	80	3 3.80%	6 7.50%	7 8.80%	31 38.80%	33 41.30%	0 0
Dauphin	76	1 1.30%	10 13.20%	2 2.60%	37 48.70%	24 31.60%	2 2.60%
Lancaster	89	1 1.10%	17 19.10%	5 5.60%	51 57.30%	14 15.70%	1 1.10%
Lebanon	29	4 13.80%	5 17.20%	1 3.40%	10 34.50%	9 31.00%	0 0
Perry	16	0 0	3 18.80%	2 12.50%	4 25.00%	7 43.80%	0 0
<b>Child- County of Residence</b>							
Cumberland	68	5 7.40%	2 2.90%	2 2.90%	39 57.40%	20 29.40%	0 0
Dauphin	91	1 1.10%	10 11.00%	2 2.20%	33 36.30%	45 49.50%	0 0
Lancaster	69	3 4.30%	6 8.70%	1 1.40%	37 53.60%	20 29.00%	2 2.90%
Lebanon	35	2 5.70%	1 2.90%	1 2.90%	11 31.40%	20 57.10%	0 0
Perry	12	0 0	4 33.30%	0 0	7 58.30%	1 8.30%	0 0

	Base	Q16 I had a choice when selecting my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	565	24 4.20%	143 25.30%	14 2.50%	218 38.60%	158 28.00%	8 1.40%
<b>Adult- County of Residence</b>							
Cumberland	80	7 8.80%	26 32.50%	2 2.50%	17 21.30%	27 33.80%	1 1.30%
Dauphin	76	2 2.60%	17 22.40%	2 2.60%	36 47.40%	17 22.40%	2 2.60%
Lancaster	89	2 2.20%	31 34.80%	3 3.40%	38 42.70%	13 14.60%	2 2.20%
Lebanon	29	2 6.90%	10 34.50%	0 0	5 17.20%	12 41.40%	0 0
Perry	16	0 0	6 37.50%	2 12.50%	4 25.00%	4 25.00%	0 0
<b>Child- County of Residence</b>							
Cumberland	68	2 2.90%	18 26.50%	0 0	32 47.10%	16 23.50%	0 0
Dauphin	91	3 3.30%	11 12.10%	3 3.30%	41 45.10%	33 36.30%	0 0
Lancaster	69	3 4.30%	12 17.40%	2 2.90%	31 44.90%	18 26.10%	3 4.30%
Lebanon	35	3 8.60%	4 11.40%	0 0	11 31.40%	17 48.60%	0 0
Perry	12	0 0	8 66.70%	0 0	3 25.00%	1 8.30%	0 0

	Base	Q17 I have the option to change my service provider should I choose to.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	565	20 3.50%	56 9.90%	15 2.70%	281 49.70%	185 32.70%	8 1.40%
Adult- County of Residence							
Cumberland	80	3 3.80%	8 10.00%	4 5.00%	30 37.50%	34 42.50%	1 1.30%
Dauphin	76	3 3.90%	7 9.20%	0 0	43 56.60%	22 28.90%	1 1.30%
Lancaster	89	3 3.40%	12 13.50%	4 4.50%	57 64.00%	11 12.40%	2 2.20%
Lebanon	29	2 6.90%	4 13.80%	0 0	11 37.90%	12 41.40%	0 0
Perry	16	1 6.30%	2 12.50%	3 18.80%	7 43.80%	3 18.80%	0 0
Child- County of Residence							
Cumberland	68	2 2.90%	5 7.40%	1 1.50%	40 58.80%	20 29.40%	0 0
Dauphin	91	2 2.20%	3 3.30%	1 1.10%	40 44.00%	44 48.40%	1 1.10%
Lancaster	69	1 1.40%	9 13.00%	1 1.40%	37 53.60%	19 27.50%	2 2.90%
Lebanon	35	3 8.60%	2 5.70%	0 0	10 28.60%	19 54.30%	1 2.90%
Perry	12	0 0	4 33.30%	1 8.30%	6 50.00%	1 8.30%	0 0

	Base	Q18 I was informed about my rights and responsibilities regarding treatment					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	565	3 0.50%	12 2.10%	8 1.40%	316 55.90%	223 39.50%	3 0.50%
Adult- County of Residence							
Cumberland	80	0 0	1 1.30%	1 1.30%	39 48.80%	39 48.80%	0 0
Dauphin	76	1 1.30%	2 2.60%	2 2.60%	41 53.90%	30 39.50%	0 0
Lancaster	89	1 1.10%	6 6.70%	1 1.10%	64 71.90%	15 16.90%	2 2.20%
Lebanon	29	0 0	0 0	0 0	14 48.30%	15 51.70%	0 0
Perry	16	0 0	0 0	1 6.30%	10 62.50%	5 31.30%	0 0
Child- County of Residence							
Cumberland	68	1 1.50%	0 0	2 2.90%	44 64.70%	21 30.90%	0 0
Dauphin	91	0 0	2 2.20%	1 1.10%	40 44.00%	48 52.70%	0 0
Lancaster	69	0 0	1 1.40%	0 0	40 58.00%	27 39.10%	1 1.40%
Lebanon	35	0 0	0 0	0 0	13 37.10%	22 62.90%	0 0
Perry	12	0 0	0 0	0 0	11 91.70%	1 8.30%	0 0

	Base	Q19 I feel comfortable in asking questions regarding my treatment					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	565	3 0.50%	18 3.20%	12 2.10%	291 51.50%	240 42.50%	1 0.20%
Adult- County of Residence							
Cumberland	80	0 0	4 5.00%	4 5.00%	35 43.80%	37 46.30%	0 0
Dauphin	76	0 0	2 2.60%	0 0	41 53.90%	33 43.40%	0 0
Lancaster	89	0 0	5 5.60%	4 4.50%	59 66.30%	21 23.60%	0 0
Lebanon	29	1 3.40%	0 0	0 0	15 51.70%	13 44.80%	0 0
Perry	16	0 0	1 6.30%	0 0	8 50.00%	7 43.80%	0 0
Child- County of Residence							
Cumberland	68	1 1.50%	2 2.90%	1 1.50%	42 61.80%	22 32.40%	0 0
Dauphin	91	0 0	1 1.10%	1 1.10%	36 39.60%	53 58.20%	0 0
Lancaster	69	0 0	1 1.40%	2 2.90%	35 50.70%	30 43.50%	1 1.40%
Lebanon	35	0 0	2 5.70%	0 0	10 28.60%	23 65.70%	0 0
Perry	12	1 8.30%	0 0	0 0	10 83.30%	1 8.30%	0 0

	Base	Q20 My service provider spends adequate time with me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	565	5 0.90%	24 4.20%	6 1.10%	309 54.70%	218 38.60%	3 0.50%
Adult- County of Residence							
Cumberland	80	1 1.30%	5 6.30%	2 2.50%	36 45.00%	36 45.00%	0 0
Dauphin	76	1 1.30%	2 2.60%	0 0	46 60.50%	27 35.50%	0 0
Lancaster	89	1 1.10%	4 4.50%	2 2.20%	62 69.70%	19 21.30%	1 1.10%
Lebanon	29	0 0	0 0	1 3.40%	15 51.70%	13 44.80%	0 0
Perry	16	0 0	0 0	1 6.30%	8 50.00%	7 43.80%	0 0
Child- County of Residence							
Cumberland	68	1 1.50%	0 0	0 0	46 67.60%	21 30.90%	0 0
Dauphin	91	0 0	3 3.30%	0 0	40 44.00%	47 51.60%	1 1.10%
Lancaster	69	1 1.40%	6 8.70%	0 0	34 49.30%	27 39.10%	1 1.40%
Lebanon	35	0 0	2 5.70%	0 0	13 37.10%	20 57.10%	0 0
Perry	12	0 0	2 16.70%	0 0	9 75.00%	1 8.30%	0 0

	Base	Q21 My provider does not share my personal MH and/or SFI information with others without my permission.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	565	3 0.50%	8 1.40%	10 1.80%	287 50.80%	243 43.00%	14 2.50%
Adult- County of Residence							
Cumberland	80	0 0	3 3.80%	2 2.50%	35 43.80%	37 46.30%	3 3.80%
Dauphin	76	1 1.30%	2 2.60%	0 0	37 48.70%	36 47.40%	0 0
Lancaster	89	0 0	3 3.40%	4 4.50%	58 65.20%	22 24.70%	2 2.20%
Lebanon	29	0 0	0 0	2 6.90%	12 41.40%	15 51.70%	0 0
Perry	16	0 0	0 0	1 6.30%	8 50.00%	6 37.50%	1 6.30%
Child- County of Residence							
Cumberland	68	1 1.50%	0 0	0 0	40 58.80%	27 39.70%	0 0
Dauphin	91	0 0	0 0	0 0	38 41.80%	47 51.60%	6 6.60%
Lancaster	69	1 1.40%	0 0	1 1.40%	35 50.70%	31 44.90%	1 1.40%
Lebanon	35	0 0	0 0	0 0	14 40.00%	20 57.10%	1 2.90%
Perry	12	0 0	0 0	0 0	10 83.30%	2 16.70%	0 0

	Base	Q22 Program staff respects my ethnic, cultural, and religious background in my recovery/treatment					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	565	4 0.70%	5 0.90%	12 2.10%	295 52.20%	229 40.50%	20 3.50%
<b>Adult- County of Residence</b>							
Cumberland	80	0 0	0 0	3 3.80%	36 45.00%	39 48.80%	2 2.50%
Dauphin	76	1 1.30%	2 2.60%	1 1.30%	42 55.30%	28 36.80%	2 2.60%
Lancaster	89	0 0	2 2.20%	3 3.40%	61 68.50%	20 22.50%	3 3.40%
Lebanon	29	0 0	0 0	1 3.40%	12 41.40%	15 51.70%	1 3.40%
Perry	16	0 0	0 0	1 6.30%	7 43.80%	7 43.80%	1 6.30%
<b>Child- County of Residence</b>							
Cumberland	68	2 2.90%	0 0	1 1.50%	42 61.80%	22 32.40%	1 1.50%
Dauphin	91	0 0	0 0	1 1.10%	39 42.90%	49 53.80%	2 2.20%
Lancaster	69	1 1.40%	0 0	0 0	35 50.70%	25 36.20%	8 11.60%
Lebanon	35	0 0	1 2.90%	0 0	12 34.30%	22 62.90%	0 0
Perry	12	0 0	0 0	1 8.30%	9 75.00%	2 16.70%	0 0

	Base	Q23 I trust my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	565	3 0.50%	21 3.70%	12 2.10%	283 50.10%	245 43.40%	1 0.20%
Adult- County of Residence							
Cumberland	80	0 0	3 3.80%	2 2.50%	37 46.30%	38 47.50%	0 0
Dauphin	76	1 1.30%	5 6.60%	1 1.30%	37 48.70%	32 42.10%	0 0
Lancaster	89	0 0	3 3.40%	1 1.10%	66 74.20%	19 21.30%	0 0
Lebanon	29	0 0	2 6.90%	1 3.40%	12 41.40%	14 48.30%	0 0
Perry	16	0 0	1 6.30%	0 0	6 37.50%	9 56.30%	0 0
Child- County of Residence							
Cumberland	68	1 1.50%	0 0	1 1.50%	41 60.30%	25 36.80%	0 0
Dauphin	91	1 1.10%	1 1.10%	2 2.20%	30 33.00%	57 62.60%	0 0
Lancaster	69	0 0	2 2.90%	3 4.30%	34 49.30%	29 42.00%	1 1.40%
Lebanon	35	0 0	3 8.60%	1 2.90%	11 31.40%	20 57.10%	0 0
Perry	12	0 0	1 8.30%	0 0	9 75.00%	2 16.70%	0 0

	Base	Q24 I feel safe at this facility.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	565	1 0.20%	9 1.60%	4 0.70%	295 52.20%	252 44.60%	4 0.70%
Adult- County of Residence							
Cumberland	80	0 0	0 0	2 2.50%	39 48.80%	39 48.80%	0 0
Dauphin	76	0 0	2 2.60%	1 1.30%	36 47.40%	37 48.70%	0 0
Lancaster	89	0 0	3 3.40%	1 1.10%	66 74.20%	19 21.30%	0 0
Lebanon	29	0 0	0 0	0 0	15 51.70%	13 44.80%	1 3.40%
Perry	16	0 0	0 0	0 0	7 43.80%	9 56.30%	0 0
Child- County of Residence							
Cumberland	68	1 1.50%	0 0	0 0	40 58.80%	27 39.70%	0 0
Dauphin	91	0 0	0 0	0 0	34 37.40%	56 61.50%	1 1.10%
Lancaster	69	0 0	0 0	0 0	36 52.20%	31 44.90%	2 2.90%
Lebanon	35	0 0	3 8.60%	0 0	12 34.30%	20 57.10%	0 0
Perry	12	0 0	1 8.30%	0 0	10 83.30%	1 8.30%	0 0

	Base	Q25 My service provider offered me the opportunity to involve my family, significant others and friends.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	565	17 3.00%	52 9.20%	19 3.40%	255 45.10%	214 37.90%	8 1.40%
Adult- County of Residence							
Cumberland	80	3 3.80%	7 8.80%	4 5.00%	33 41.30%	31 38.80%	2 2.50%
Dauphin	76	2 2.60%	5 6.60%	2 2.60%	37 48.70%	29 38.20%	1 1.30%
Lancaster	89	1 1.10%	13 14.60%	1 1.10%	54 60.70%	18 20.20%	2 2.20%
Lebanon	29	4 13.80%	3 10.30%	1 3.40%	9 31.00%	12 41.40%	0 0
Perry	16	0 0	2 12.50%	0 0	7 43.80%	7 43.80%	0 0
Child- County of Residence							
Cumberland	68	3 4.40%	5 7.40%	6 8.80%	33 48.50%	20 29.40%	1 1.50%
Dauphin	91	3 3.30%	4 4.40%	2 2.20%	30 33.00%	51 56.00%	1 1.10%
Lancaster	69	0 0	10 14.50%	1 1.40%	32 46.40%	25 36.20%	1 1.40%
Lebanon	35	1 2.90%	1 2.90%	0 0	13 37.10%	20 57.10%	0 0
Perry	12	0 0	2 16.70%	2 16.70%	7 58.30%	1 8.30%	0 0

	Base	Q26 I am included in all meetings regarding my treatment plan & goals for recovery.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	565	5 0.90%	14 2.50%	19 3.40%	295 52.20%	229 40.50%	3 0.50%
Adult- County of Residence							
Cumberland	80	3 3.80%	4 5.00%	4 5.00%	37 46.30%	32 40.00%	0 0
Dauphin	76	1 1.30%	1 1.30%	4 5.30%	34 44.70%	36 47.40%	0 0
Lancaster	89	0 0	4 4.50%	4 4.50%	62 69.70%	19 21.30%	0 0
Lebanon	29	0 0	2 6.90%	2 6.90%	12 41.40%	13 44.80%	0 0
Perry	16	0 0	1 6.30%	1 6.30%	8 50.00%	6 37.50%	0 0
Child- County of Residence							
Cumberland	68	0 0	1 1.50%	2 2.90%	44 64.70%	21 30.90%	0 0
Dauphin	91	0 0	0 0	2 2.20%	34 37.40%	53 58.20%	2 2.20%
Lancaster	69	0 0	0 0	0 0	39 56.50%	29 42.00%	1 1.40%
Lebanon	35	1 2.90%	0 0	0 0	15 42.90%	19 54.30%	0 0
Perry	12	0 0	1 8.30%	0 0	10 83.30%	1 8.30%	0 0

	Base	Q27 I am an important part of the treatment process.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	565	4 0.70%	12 2.10%	11 1.90%	289 51.20%	245 43.40%	4 0.70%
<b>Adult- County of Residence</b>							
Cumberland	80	1 1.30%	3 3.80%	5 6.30%	35 43.80%	36 45.00%	0 0
Dauphin	76	0 0	3 3.90%	2 2.60%	37 48.70%	34 44.70%	0 0
Lancaster	89	0 0	2 2.20%	4 4.50%	61 68.50%	20 22.50%	2 2.20%
Lebanon	29	1 3.40%	2 6.90%	0 0	13 44.80%	13 44.80%	0 0
Perry	16	1 6.30%	0 0	0 0	6 37.50%	9 56.30%	0 0
<b>Child- County of Residence</b>							
Cumberland	68	0 0	1 1.50%	0 0	45 66.20%	22 32.40%	0 0
Dauphin	91	0 0	0 0	0 0	33 36.30%	57 62.60%	1 1.10%
Lancaster	69	0 0	0 0	0 0	37 53.60%	31 44.90%	1 1.40%
Lebanon	35	1 2.90%	0 0	0 0	14 40.00%	20 57.10%	0 0
Perry	12	0 0	1 8.30%	0 0	8 66.70%	3 25.00%	0 0

	Base	Q28 My service provider explained the advantages of my therapy or treatment					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	565	11 1.90%	31 5.50%	20 3.50%	295 52.20%	206 36.50%	2 0.40%
Adult- County of Residence							
Cumberland	80	2 2.50%	5 6.30%	4 5.00%	34 42.50%	35 43.80%	0 0
Dauphin	76	1 1.30%	7 9.20%	1 1.30%	40 52.60%	27 35.50%	0 0
Lancaster	89	0 0	7 7.90%	6 6.70%	59 66.30%	17 19.10%	0 0
Lebanon	29	0 0	1 3.40%	1 3.40%	13 44.80%	14 48.30%	0 0
Perry	16	0 0	0 0	2 12.50%	8 50.00%	6 37.50%	0 0
Child- County of Residence							
Cumberland	68	1 1.50%	2 2.90%	1 1.50%	42 61.80%	22 32.40%	0 0
Dauphin	91	5 5.50%	4 4.40%	4 4.40%	40 44.00%	37 40.70%	1 1.10%
Lancaster	69	1 1.40%	0 0	1 1.40%	38 55.10%	28 40.60%	1 1.40%
Lebanon	35	1 2.90%	2 5.70%	0 0	13 37.10%	19 54.30%	0 0
Perry	12	0 0	3 25.00%	0 0	8 66.70%	1 8.30%	0 0

	Base	Q29 My service provider explained the limitations of my therapy or treatment					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	565	13 2.30%	45 8.00%	19 3.40%	288 51.00%	195 34.50%	5 0.90%
Adult- County of Residence							
Cumberland	80	3 3.80%	6 7.50%	5 6.30%	35 43.80%	31 38.80%	0 0
Dauphin	76	1 1.30%	11 14.50%	1 1.30%	34 44.70%	28 36.80%	1 1.30%
Lancaster	89	1 1.10%	13 14.60%	3 3.40%	56 62.90%	14 15.70%	2 2.20%
Lebanon	29	0 0	2 6.90%	1 3.40%	14 48.30%	12 41.40%	0 0
Perry	16	0 0	0 0	2 12.50%	8 50.00%	6 37.50%	0 0
Child- County of Residence							
Cumberland	68	1 1.50%	4 5.90%	3 4.40%	36 52.90%	24 35.30%	0 0
Dauphin	91	5 5.50%	5 5.50%	4 4.40%	42 46.20%	34 37.40%	1 1.10%
Lancaster	69	1 1.40%	0 0	0 0	39 56.50%	28 40.60%	1 1.40%
Lebanon	35	1 2.90%	1 2.90%	0 0	16 45.70%	17 48.60%	0 0
Perry	12	0 0	3 25.00%	0 0	8 66.70%	1 8.30%	0 0

	Base	Q30 Overall, I am satisfied with the services I am receiving.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	565	8 1.40%	30 5.30%	12 2.10%	261 46.20%	253 44.80%	1 0.20%
<b>Adult- County of Residence</b>							
Cumberland	80	2 2.50%	6 7.50%	3 3.80%	31 38.80%	38 47.50%	0 0
Dauphin	76	2 2.60%	4 5.30%	0 0	34 44.70%	36 47.40%	0 0
Lancaster	89	0 0	3 3.40%	3 3.40%	62 69.70%	21 23.60%	0 0
Lebanon	29	0 0	2 6.90%	1 3.40%	11 37.90%	15 51.70%	0 0
Perry	16	1 6.30%	0 0	0 0	5 31.30%	10 62.50%	0 0
<b>Child- County of Residence</b>							
Cumberland	68	0 0	1 1.50%	3 4.40%	42 61.80%	22 32.40%	0 0
Dauphin	91	0 0	4 4.40%	1 1.10%	27 29.70%	59 64.80%	0 0
Lancaster	69	1 1.40%	8 11.60%	0 0	28 40.60%	31 44.90%	1 1.40%
Lebanon	35	1 2.90%	0 0	1 2.90%	14 40.00%	19 54.30%	0 0
Perry	12	1 8.30%	2 16.70%	0 0	7 58.30%	2 16.70%	0 0

	Base	Q31 Managing daily problems.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	565	11 1.90%	27 4.80%	153 27.10%	187 33.10%	185 32.70%	2 0.40%
Adult- County of Residence							
Cumberland	80	4 5.00%	5 6.30%	18 22.50%	21 26.30%	32 40.00%	0 0
Dauphin	76	2 2.60%	1 1.30%	20 26.30%	25 32.90%	28 36.80%	0 0
Lancaster	89	0 0	5 5.60%	24 27.00%	32 36.00%	28 31.50%	0 0
Lebanon	29	0 0	1 3.40%	10 34.50%	9 31.00%	9 31.00%	0 0
Perry	16	0 0	2 12.50%	4 25.00%	4 25.00%	6 37.50%	0 0
Child- County of Residence							
Cumberland	68	2 2.90%	4 5.90%	17 25.00%	24 35.30%	21 30.90%	0 0
Dauphin	91	2 2.20%	3 3.30%	24 26.40%	37 40.70%	24 26.40%	1 1.10%
Lancaster	69	1 1.40%	3 4.30%	18 26.10%	24 34.80%	22 31.90%	1 1.40%
Lebanon	35	0 0	3 8.60%	14 40.00%	6 17.10%	12 34.30%	0 0
Perry	12	0 0	0 0	4 33.30%	5 41.70%	3 25.00%	0 0

	Base	Q32 Feeling in control of my life.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	565	14 2.50%	35 6.20%	169 29.90%	167 29.60%	176 31.20%	4 0.70%
Adult- County of Residence							
Cumberland	80	4 5.00%	4 5.00%	22 27.50%	27 33.80%	23 28.70%	0 0
Dauphin	76	3 3.90%	1 1.30%	24 31.60%	21 27.60%	26 34.20%	1 1.30%
Lancaster	89	1 1.10%	7 7.90%	26 29.20%	23 25.80%	31 34.80%	1 1.10%
Lebanon	29	0 0	1 3.40%	8 27.60%	9 31.00%	11 37.90%	0 0
Perry	16	1 6.30%	1 6.30%	2 12.50%	7 43.80%	5 31.30%	0 0
Child- County of Residence							
Cumberland	68	3 4.40%	7 10.30%	17 25.00%	25 36.80%	16 23.50%	0 0
Dauphin	91	1 1.10%	6 6.60%	28 30.80%	25 27.50%	30 33.00%	1 1.10%
Lancaster	69	1 1.40%	4 5.80%	23 33.30%	22 31.90%	18 26.10%	1 1.40%
Lebanon	35	0 0	2 5.70%	13 37.10%	6 17.10%	14 40.00%	0 0
Perry	12	0 0	2 16.70%	6 50.00%	2 16.70%	2 16.70%	0 0

	Base	Q33 Coping with personal crisis.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	565	13 2.30%	41 7.30%	163 28.80%	174 30.80%	138 24.40%	36 6.40%
Adult- County of Residence							
Cumberland	80	4 5.00%	5 6.30%	25 31.30%	24 30.00%	22 27.50%	0 0
Dauphin	76	1 1.30%	3 3.90%	19 25.00%	28 36.80%	21 27.60%	4 5.30%
Lancaster	89	0 0	8 9.00%	29 32.60%	28 31.50%	23 25.80%	1 1.10%
Lebanon	29	0 0	0 0	9 31.00%	13 44.80%	6 20.70%	1 3.40%
Perry	16	1 6.30%	2 12.50%	4 25.00%	2 12.50%	6 37.50%	1 6.30%
Child- County of Residence							
Cumberland	68	2 2.90%	7 10.30%	23 33.80%	16 23.50%	17 25.00%	3 4.40%
Dauphin	91	3 3.30%	5 5.50%	21 23.10%	31 34.10%	13 14.30%	18 19.80%
Lancaster	69	1 1.40%	7 10.10%	19 27.50%	22 31.90%	15 21.70%	5 7.20%
Lebanon	35	1 2.90%	4 11.40%	8 22.90%	7 20.00%	12 34.30%	3 8.60%
Perry	12	0 0	0 0	6 50.00%	3 25.00%	3 25.00%	0 0

	Base	Q34 How I feel about myself.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	565	11 1.90%	29 5.10%	161 28.50%	175 31.00%	185 32.70%	4 0.70%
Adult- County of Residence							
Cumberland	80	4 5.00%	5 6.30%	21 26.30%	28 35.00%	22 27.50%	0 0
Dauphin	76	1 1.30%	3 3.90%	20 26.30%	28 36.80%	24 31.60%	0 0
Lancaster	89	0 0	6 6.70%	29 32.60%	24 27.00%	30 33.70%	0 0
Lebanon	29	0 0	0 0	7 24.10%	13 44.80%	9 31.00%	0 0
Perry	16	0 0	0 0	5 31.30%	7 43.80%	4 25.00%	0 0
Child- County of Residence							
Cumberland	68	3 4.40%	4 5.90%	21 30.90%	18 26.50%	20 29.40%	2 2.90%
Dauphin	91	2 2.20%	5 5.50%	22 24.20%	26 28.60%	35 38.50%	1 1.10%
Lancaster	69	1 1.40%	5 7.20%	17 24.60%	20 29.00%	25 36.20%	1 1.40%
Lebanon	35	0 0	1 2.90%	12 34.30%	8 22.90%	14 40.00%	0 0
Perry	12	0 0	0 0	7 58.30%	3 25.00%	2 16.70%	0 0

	Base	Q35 Feeling good (hopeful) about the future.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	565	11 1.90%	27 4.80%	142 25.10%	177 31.30%	200 35.40%	8 1.40%
Adult- County of Residence							
Cumberland	80	4 5.00%	4 5.00%	16 20.00%	26 32.50%	30 37.50%	0 0
Dauphin	76	1 1.30%	5 6.60%	17 22.40%	27 35.50%	26 34.20%	0 0
Lancaster	89	0 0	5 5.60%	27 30.30%	22 24.70%	34 38.20%	1 1.10%
Lebanon	29	0 0	0 0	7 24.10%	13 44.80%	9 31.00%	0 0
Perry	16	0 0	1 6.30%	4 25.00%	6 37.50%	5 31.30%	0 0
Child- County of Residence							
Cumberland	68	3 4.40%	4 5.90%	17 25.00%	23 33.80%	20 29.40%	1 1.50%
Dauphin	91	1 1.10%	5 5.50%	27 29.70%	25 27.50%	32 35.20%	1 1.10%
Lancaster	69	2 2.90%	1 1.40%	14 20.30%	26 37.70%	23 33.30%	3 4.30%
Lebanon	35	0 0	2 5.70%	10 28.60%	4 11.40%	19 54.30%	0 0
Perry	12	0 0	0 0	3 25.00%	5 41.70%	2 16.70%	2 16.70%

	Base	Q36 Enjoying my free time.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	565	8 1.40%	28 5.00%	128 22.70%	148 26.20%	247 43.70%	6 1.10%
<b>Adult- County of Residence</b>							
Cumberland	80	2 2.50%	5 6.30%	18 22.50%	26 32.50%	29 36.30%	0 0
Dauphin	76	1 1.30%	4 5.30%	21 27.60%	23 30.30%	25 32.90%	2 2.60%
Lancaster	89	0 0	8 9.00%	25 28.10%	19 21.30%	35 39.30%	2 2.20%
Lebanon	29	0 0	0 0	6 20.70%	7 24.10%	16 55.20%	0 0
Perry	16	1 6.30%	1 6.30%	1 6.30%	5 31.30%	8 50.00%	0 0
<b>Child- County of Residence</b>							
Cumberland	68	3 4.40%	5 7.40%	12 17.60%	21 30.90%	27 39.70%	0 0
Dauphin	91	1 1.10%	4 4.40%	22 24.20%	17 18.70%	46 50.50%	1 1.10%
Lancaster	69	0 0	1 1.40%	13 18.80%	19 27.50%	35 50.70%	1 1.40%
Lebanon	35	0 0	0 0	9 25.70%	5 14.30%	21 60.00%	0 0
Perry	12	0 0	0 0	1 8.30%	6 50.00%	5 41.70%	0 0

	Base	Q37 Strengthening my social support network					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	565	12 2.10%	30 5.30%	161 28.50%	175 31.00%	183 32.40%	4 0.70%
Adult- County of Residence							
Cumberland	80	5 6.30%	9 11.30%	23 28.70%	22 27.50%	21 26.30%	0 0
Dauphin	76	1 1.30%	3 3.90%	22 28.90%	24 31.60%	26 34.20%	0 0
Lancaster	89	3 3.40%	6 6.70%	29 32.60%	27 30.30%	24 27.00%	0 0
Lebanon	29	0 0	2 6.90%	11 37.90%	7 24.10%	9 31.00%	0 0
Perry	16	0 0	2 12.50%	5 31.30%	5 31.30%	4 25.00%	0 0
Child- County of Residence							
Cumberland	68	2 2.90%	3 4.40%	14 20.60%	25 36.80%	22 32.40%	2 2.90%
Dauphin	91	1 1.10%	1 1.10%	34 37.40%	25 27.50%	29 31.90%	1 1.10%
Lancaster	69	0 0	2 2.90%	12 17.40%	24 34.80%	30 43.50%	1 1.40%
Lebanon	35	0 0	1 2.90%	8 22.90%	9 25.70%	17 48.60%	0 0
Perry	12	0 0	1 8.30%	3 25.00%	7 58.30%	1 8.30%	0 0

	Base	Q38 Being Involved in the community or in organizations outside of MH or S&A activities.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	565	13 2.30%	22 3.90%	229 40.50%	130 23.00%	151 26.70%	20 3.50%
Adult- County of Residence							
Cumberland	80	6 7.50%	5 6.30%	35 43.80%	15 18.80%	17 21.30%	2 2.50%
Dauphin	76	2 2.60%	2 2.60%	40 52.60%	15 19.70%	13 17.10%	4 5.30%
Lancaster	89	1 1.10%	7 7.90%	39 43.80%	17 19.10%	18 20.20%	7 7.90%
Lebanon	29	0 0	0 0	15 51.70%	6 20.70%	8 27.60%	0 0
Perry	16	1 6.30%	1 6.30%	7 43.80%	0 0	5 31.30%	2 12.50%
Child- County of Residence							
Cumberland	68	2 2.90%	2 2.90%	28 41.20%	18 26.50%	17 25.00%	1 1.50%
Dauphin	91	1 1.10%	3 3.30%	32 35.20%	23 25.30%	30 33.00%	2 2.20%
Lancaster	69	0 0	1 1.40%	19 27.50%	21 30.40%	27 39.10%	1 1.40%
Lebanon	35	0 0	1 2.90%	9 25.70%	9 25.70%	15 42.90%	1 2.90%
Perry	12	0 0	0 0	5 41.70%	6 50.00%	1 8.30%	0 0

	Base	Q39 Participation in school and/or work activities.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	565	9 1.60%	15 2.70%	121 21.40%	109 19.30%	160 28.30%	151 26.70%
<b>Adult- County of Residence</b>							
Cumberland	80	2 2.50%	1 1.30%	10 12.50%	11 13.80%	14 17.50%	42 52.50%
Dauphin	76	2 2.60%	0 0	15 19.70%	8 10.50%	17 22.40%	34 44.70%
Lancaster	89	0 0	2 2.20%	16 18.00%	11 12.40%	15 16.90%	45 50.60%
Lebanon	29	0 0	0 0	8 27.60%	1 3.40%	7 24.10%	13 44.80%
Perry	16	0 0	0 0	2 12.50%	1 6.30%	1 6.30%	12 75.00%
<b>Child- County of Residence</b>							
Cumberland	68	3 4.40%	5 7.40%	18 26.50%	19 27.90%	22 32.40%	1 1.50%
Dauphin	91	2 2.20%	3 3.30%	26 28.60%	26 28.60%	33 36.30%	1 1.10%
Lancaster	69	0 0	3 4.30%	13 18.80%	20 29.00%	30 43.50%	3 4.30%
Lebanon	35	0 0	1 2.90%	9 25.70%	8 22.90%	17 48.60%	0 0
Perry	12	0 0	0 0	4 33.30%	4 33.30%	4 33.30%	0 0

	Base	Q40 Interacting with people in social situations.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	565	14 2.50%	23 4.10%	183 32.40%	154 27.30%	186 32.90%	5 0.90%
Adult- County of Residence							
Cumberland	80	6 7.50%	5 6.30%	26 32.50%	20 25.00%	23 28.70%	0 0
Dauphin	76	0 0	3 3.90%	24 31.60%	23 30.30%	25 32.90%	1 1.30%
Lancaster	89	1 1.10%	7 7.90%	33 37.10%	23 25.80%	24 27.00%	1 1.10%
Lebanon	29	0 0	1 3.40%	10 34.50%	6 20.70%	12 41.40%	0 0
Perry	16	0 0	0 0	7 43.80%	4 25.00%	4 25.00%	1 6.30%
Child- County of Residence							
Cumberland	68	3 4.40%	1 1.50%	22 32.40%	22 32.40%	20 29.40%	0 0
Dauphin	91	2 2.20%	2 2.20%	28 30.80%	26 28.60%	32 35.20%	1 1.10%
Lancaster	69	1 1.40%	2 2.90%	18 26.10%	18 26.10%	29 42.00%	1 1.40%
Lebanon	35	1 2.90%	1 2.90%	10 28.60%	7 20.00%	16 45.70%	0 0
Perry	12	0 0	1 8.30%	5 41.70%	5 41.70%	1 8.30%	0 0

	Base	Q41 Dealing with specific problems or issues that led me to seek services.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	565	17 3.00%	17 3.00%	142 25.10%	185 32.70%	201 35.60%	3 0.50%
Adult- County of Residence							
Cumberland	80	7 8.80%	4 5.00%	17 21.30%	22 27.50%	30 37.50%	0 0
Dauphin	76	2 2.60%	0 0	16 21.10%	29 38.20%	29 38.20%	0 0
Lancaster	89	2 2.20%	1 1.10%	26 29.20%	24 27.00%	35 39.30%	1 1.10%
Lebanon	29	0 0	1 3.40%	7 24.10%	11 37.90%	10 34.50%	0 0
Perry	16	0 0	0 0	6 37.50%	7 43.80%	3 18.80%	0 0
Child- County of Residence							
Cumberland	68	4 5.90%	2 2.90%	19 27.90%	23 33.80%	20 29.40%	0 0
Dauphin	91	2 2.20%	4 4.40%	22 24.20%	34 37.40%	28 30.80%	1 1.10%
Lancaster	69	0 0	1 1.40%	16 23.20%	24 34.80%	27 39.10%	1 1.40%
Lebanon	35	0 0	4 11.40%	9 25.70%	7 20.00%	15 42.90%	0 0
Perry	12	0 0	0 0	4 33.30%	4 33.30%	4 33.30%	0 0

# Perform Care Comments

## **Q1 I have received a copy of the Member Handbook from Perform Care?**

- Somewhere I've moved a lot.
- I don't recall.
- I didn't read it.
- I believe I did.

## **Q2 I am aware of my right to file a complaint or grievance,**

- Never really had to.
- I would naturally assume so.

## **Q3 I know who to call to file a complaint or grievance.**

- The number on the back of my card.
- It's never been necessary.
- I would call his MT.
- I was upset because my case manager closed my case and never got any closure with her. I had her since age 19.
- I have the papers around here somewhere.
- I had a meeting with NHS because I had an issue with my therapist and am now happy with the change in my treatment team.
- I don't but my grandmother would.
- I complained to CMU about my case manager who was always late or didn't show up and would call me after the fact.
- I complained about a former doctor. He was mean to me from the get go. He was before Dr. Timmy and called me a druggie, I was very offended. Jen Anspach helps me along with Dr. Timmy.
- I'd reach out to whomever to get help.
- I'd call the hospital to ask.
- I'd call Sue at NHS and switch doctor.
- I'd ask someone.
- I'd ask my therapist.

## **Q4 In the last 12 months, did you call member services at Perform Care to get information?**

- I called gateway and they gave information.
- Called for new handbook.
- About a TSS I've been waiting all year. I fired one because they asked him questions that we're not appropriate to me. I think they snuck behind my back.

## **Q4a I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.**

- It was a lot of back and forth.
- I had a lot of issues and Medicaid didn't pay bills we had to get our representative to help.

## **Q5 I was given a choice of at least two providers from Perform Care regarding the type of service I am seeking.**

- We were assigned one from public assistance office.
- We just went with NHS we knew they were around.
- Was but couldn't get into anything.
- Threw CMU.
- They chose it for me.

- The service I needed can only be offered by Commonwealth according to their rules.
- The school offered other providers.
- The school offered a choice, not CBHNP.
- The doctor sent us there.
- None would see her daughter because she was young.
- My pediatrician sent me there.
- My father did it and took me to the hospital.
- My family doctor set it up.
- Most were waiting lists.
- It was whatever was available at that moment.
- It was long ago I just went to NHS and they took me in.
- I worked with someone who knew about NHS and told me to come here.
- I went there because I was referred by institution in New Jersey.
- I went right to NHS.
- I was transferred here from CMU.
- I just chose NHS a family member referred me.
- I don't remember.
- I did it on my own.
- I automatically went there because my grandchildren went there.
- I've been dealing with them for many years since I was 9.
- He was advised by his disability lawyer to seek out services, and they referred him to BHC.
- Had to call, girl was rude.
- Had to call for one and never received what she needed.(Amerihealth)
- Consumer said she wasn't looking for different options that her mother handled the setting up of her going there.
- But I prefer Dr. Vaglica, she was recommended by friends.

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

- Through the mail.
- They send me paperwork but I don't understand it.
- They send me a paper that says.
- They never went over that.
- They just said they would do it till he got better.
- The therapist told me the plan.
- She goes every 2 to 3 months.
- Once a week.
- Once a month he sees the doctor.
- My therapist told me.
- It's ongoing since the 80's. Depression.
- I think I'm unlimited.
- I see Dr. Timmy every 8 to 12 weeks.
- I received a paper saying how many sessions.
- I got a letter in the mail.
- I go every two months.
- I get info in the mail.
- I don't think so.
- I don't remember.
- Got a letter.
- Forever, he has a medical diagnosis.
- Every two months.

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

- Very much.
- They even called me back.
- Never called.
- Does not call often.

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

- Wasn't aware of who they were.
- Was not familiar with them, had never received anything from them.
- Very helpful.
- Type on insurance was changed, mom was upset and because her services were changed. Had no say in it. Tried to explain the situation and they still put her on CHIP.
- Through info in the mail.
- NHS handled everything.
- Never knew who they were.
- Never had any interactions.
- Never dealt with them wasn't aware of who they were until today.
- Never dealt with the insurance
- Mother mostly dealt with Perform Care.
- Loves how they call her and check up
- Isn't sure if she's ever dealt with them.
- Insurance has been cancelled numerous times without notice.
- I don't have contact at all.
- I'm not familiar with them.
- He said that he really didn't have to deal with CBHNP, because UPMC set him up with services. They referred him and set up the appointment.
- Has never dealt with perform care.
- Had never heard of them before today.
- Doesn't know who they are never dealt.
- Consumer was dropped from insurance unexpectedly.