



Consumer Satisfaction Services, Inc.

Capital Region 1st Quarter Report July-September 2014

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

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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 1st Quarter Report July-September 2014

This section presents information collected during the 2014-2015 contract year which includes data from July-September 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=576) as individuals may have chosen not to respond to certain questions.

Percentages may not sum to 100.0% due to rounding.

- The survey represents 576 (n=576) respondents from the Capital Region including 576 Children (100.0%). Of the 576 child consumers 14 (2.4%) responded for themselves and a parents/ guardian responded for the remaining 562 (97.6%). Our analysis did not indicate any difference in satisfaction based on who was interviewed.
- Data was collected by 5 interviewers from 13 treatment facilities in the Capital Region.
- Overall, 570 of the 576 interviews (99.0%) were face-to-face interviews, 6 (1.0%) were conducted by phone.
 - Of those children who responded for themselves, 14 (100%) were conducted in person.
 - Of those children who had a parent/guardian respond for them, 556 (98.9%) were conducted in person and the remaining 6 (1.1%) were conducted by phone.
- Gender: Overall, the sample is 25.3% female (146) and 74.7% male (430).
- Level of Care: In all, 3 types of treatment were accessed by the respondents. 564 (97.9%) received Behavioral Health Rehabilitation Services (BHRS), 8 (1.4%) received Educationally-Integrated Behavioral Support (EIBS) services, and 4 (0.7%) received Community Residential Rehabilitation (CRR) Host Home Program.

Implementation

According to survey responses, consumers report some level of satisfaction with their services. This is reflected in consumer responses to Question# 30, "Overall, I am satisfied with the services..." with 87.2% agreement (Responses of 4 or 5).

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

- 98.1% I was informed about my rights and responsibilities regarding the treatment I have received Q18.
- 96.9% I feel comfortable in asking questions regarding my treatment Q19.
- 96.4 I am included in the development of my treatment/recovery plan and goals for recovery Q26.
- 95.5% I am an important part of the treatment process Q27.
- 95.3% My provider asks my permission before sharing my personal information Q21.
- 94.8% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q22.
- 92.9% I have the option to change my service provider should I choose to Q17.
- 90.5% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 90.3% I feel safe at this facility Q24.
- 90.1% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q25.
- 89.9% I trust my service provider. (Facility as a whole) Q23.
- 89.2% My service provider explained the advantages of my therapy or treatment Q28.
- 88.0% My service provider spends adequate time with me Q20.
- 85.2% My service provider explained the limitations of my therapy or treatment Q29.

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

- Respondents of child services (17.9%) reported that they were not given information on how to get other services that they needed Q14.
- Additionally, consumers (16.0%) reported that they did not have a choice when selecting my service provider Q16.

Outcomes

Consumers also describe their lives as being better as a result of their services in a majority of cases. In total, 51.9% to 75.0% of consumers believe services have improved their lives in each outcome area. Additionally 21.4% to 31.4% of consumers believe that no change has resulted from their services. Only 2.1% to 10.6% believes that things are worse as a result of services.

- Consumers (75.0%) reported high ratings with enjoying their free time (Q36).
- Consumers also reported high levels of satisfaction (67.7%) with managing daily problems (Q31).
- Additionally, child consumers (64.9%) reported high satisfaction for interacting with people in social situation (Q40).
- Finally, child consumers (64.4%) reported high satisfaction with strengthening their social support network (Q37).

We welcome questions, comments and suggestions. Please contact:

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

Request for Assistance

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

- CSS had no Request for Assistance for the 1st Quarter 14-15

Capital Region 1st Quarter Report July-September 2014

This section presents information collected during the 2014-2015 contract year which includes data from July-September 2014.

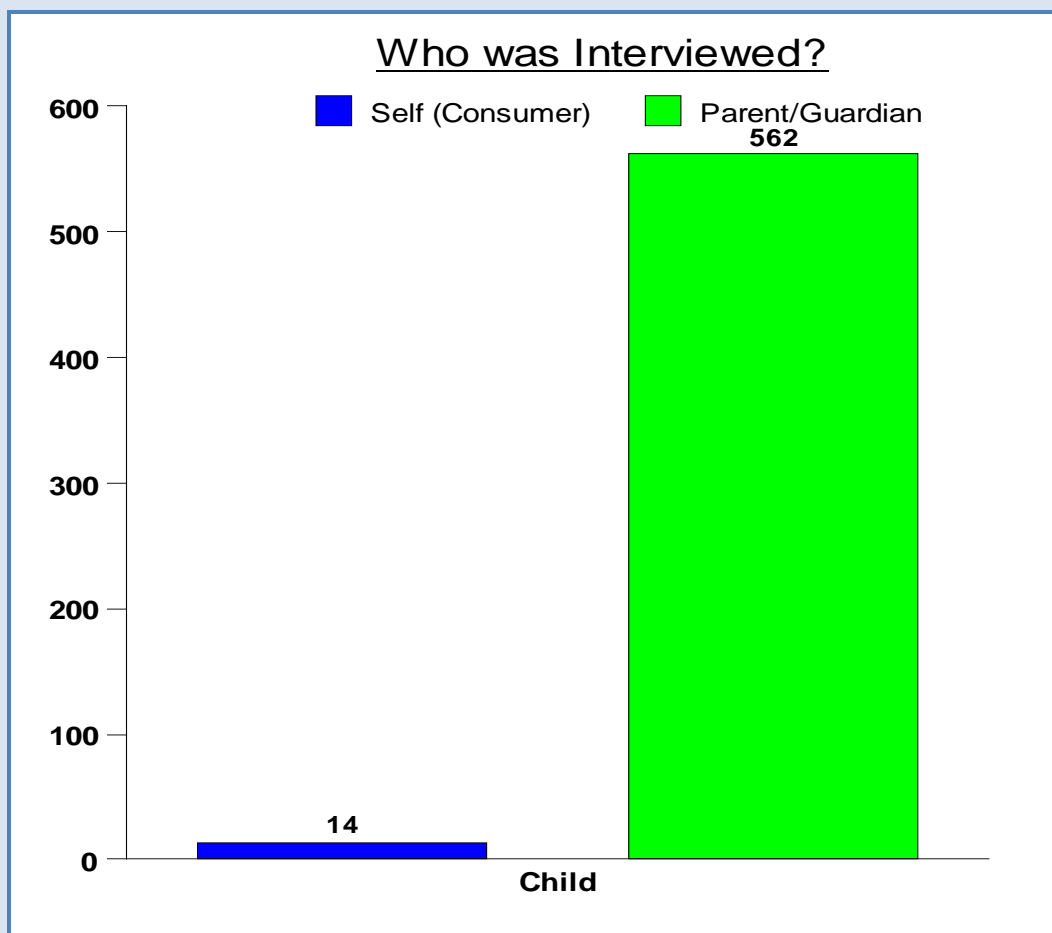
Demographic and Survey Information

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.

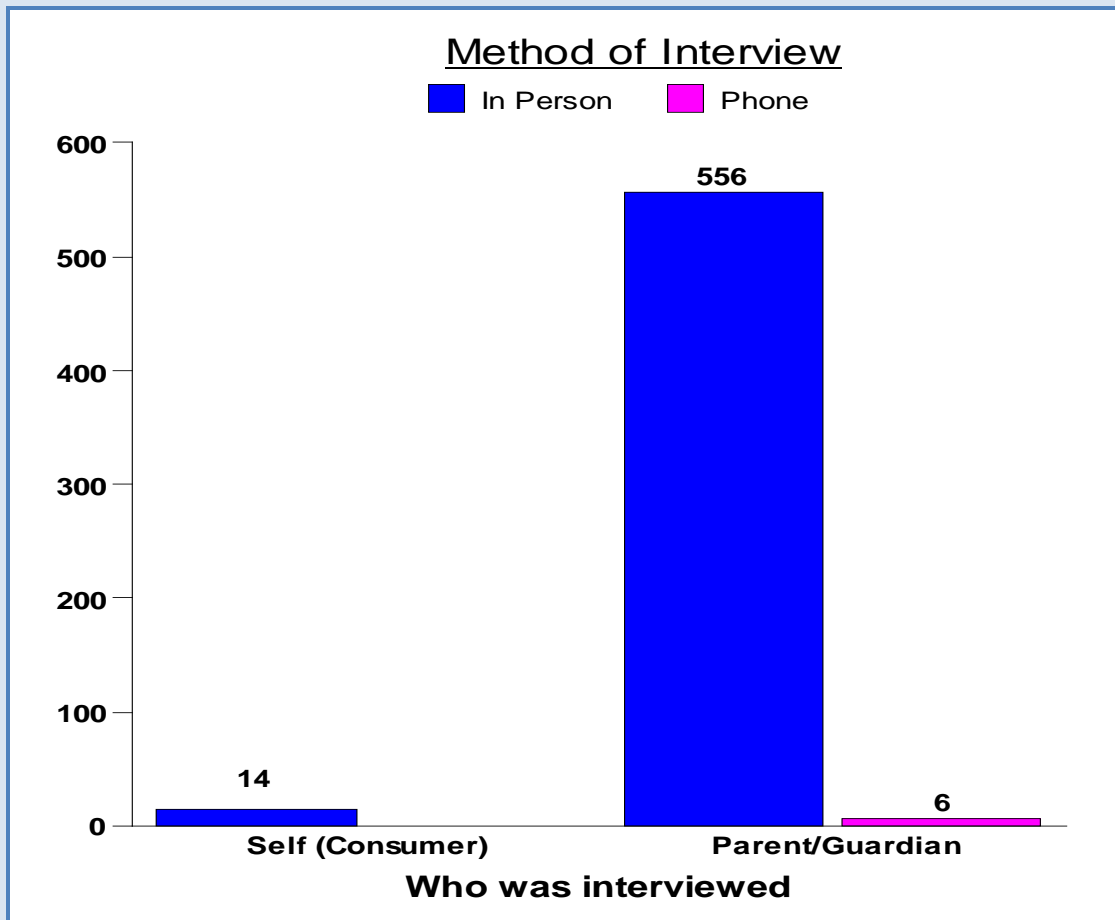
Frequencies may not sum to total (n=576) as individuals may have chosen not to respond to certain questions.

Percentages may not sum to 100.0% due to rounding.

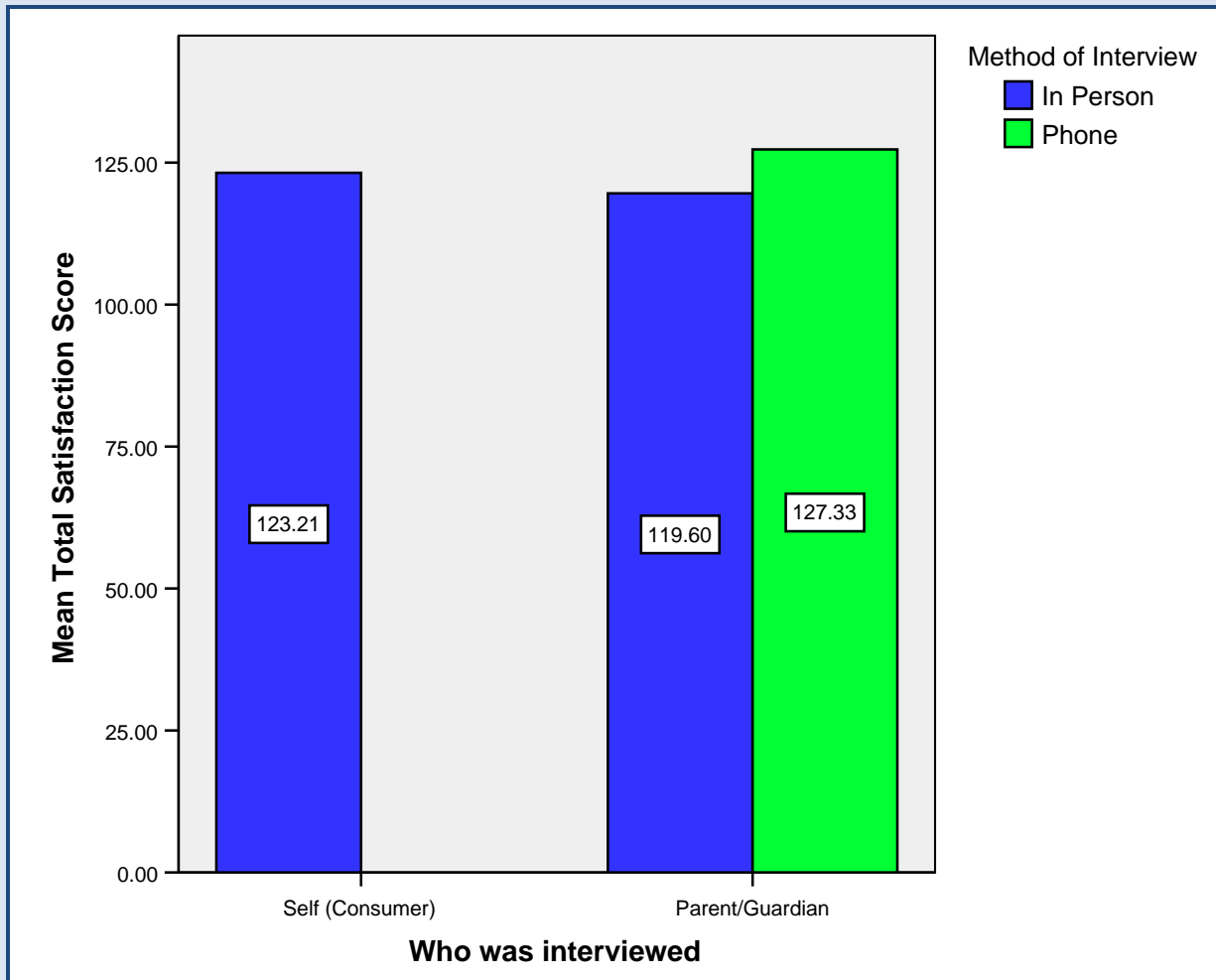
- The survey represents 576 (n=576) respondents from the Capital Region including 576 Children (100.0%). Of the 576 child consumers 14 (2.4%) responded for themselves and a parents/ guardian responded for the remaining 562 (97.6%). Our analysis did not indicate any difference in satisfaction based on who was interviewed.



- Data was collected by 5 interviewers from 13 treatment facilities in the Capital Region.
- Overall, 570 of the 576 interviews (99.0%) were face-to-face interviews, 6 (1.0%) were conducted by phone.
 - Of those children who responded for themselves, 14 (100%) were conducted in person.
 - Of those children who had a parent/guardian respond for them, 556 (98.9%) were conducted in person and the remaining 6 (1.1%) were conducted by phone.



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

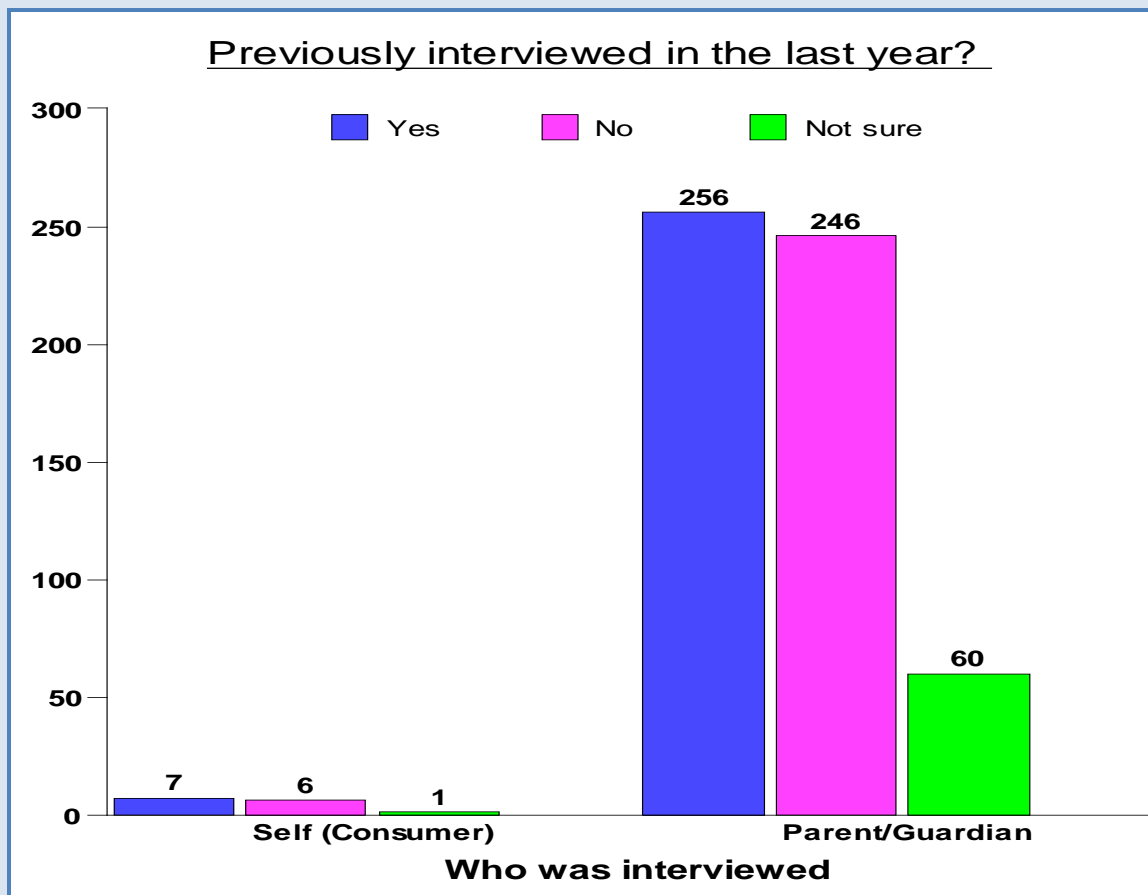


Below is a table of the method of interview by county.

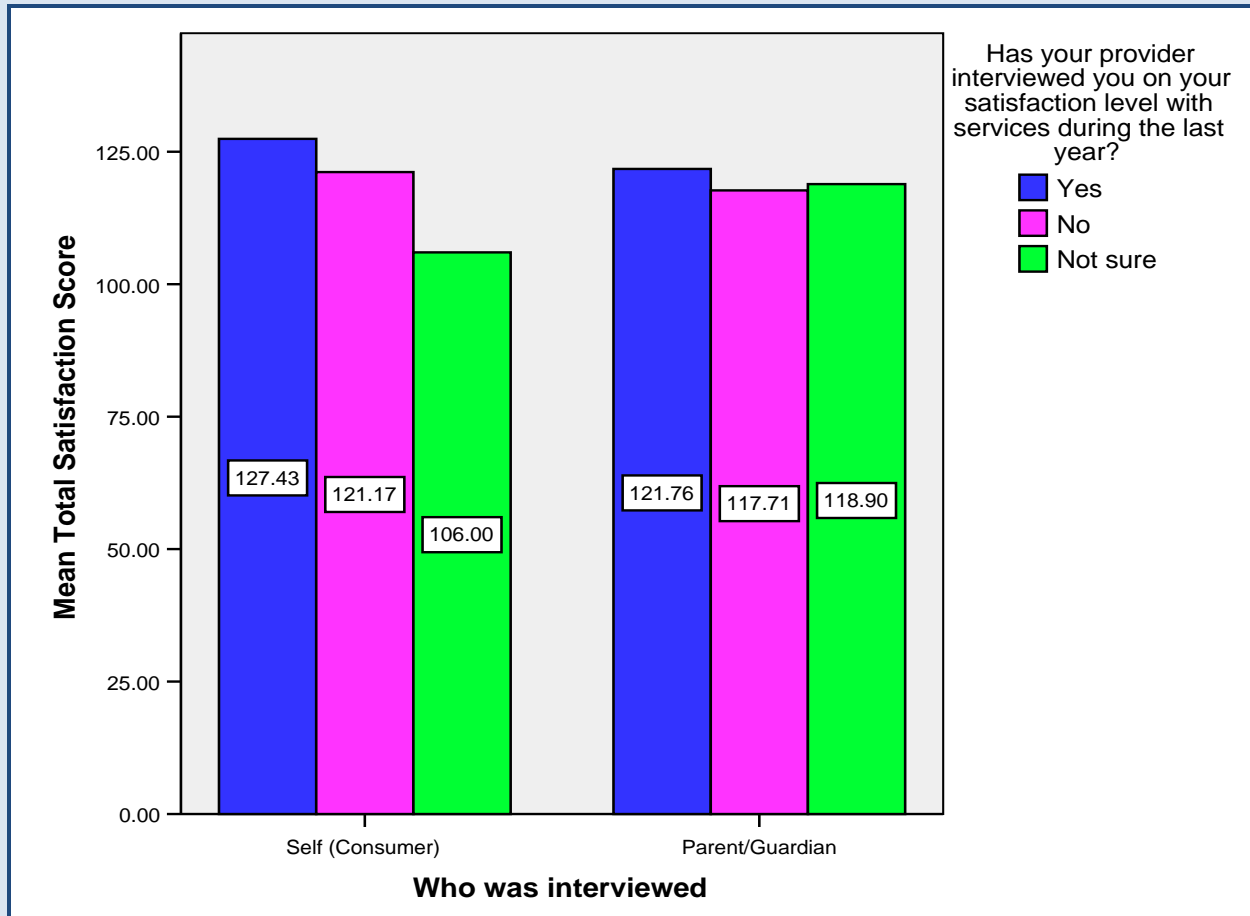
	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	576	63	217	211	63	22
Self (Consumer)						
In Person	14 2.40%	1 1.60%	7 3.20%	4 1.90%	2 3.20%	0 0
Parent/Guardian						
In Person	556 96.50%	61 96.80%	207 95.40%	206 97.60%	60 95.20%	22 100.00%
Phone	6 1.00%	1 1.60%	3 1.40%	1 0.50%	1 1.60%	0 0

- Overall, 263 of the 576 interviews (45.7%) reported they had been previously interviewed, 252 (43.8%) reported they had not been interviewed, 61 (10.6%) were not sure.
 - Of the 14 child consumers who responded for themselves, 7 (50.0%) reported they had been previously interviewed, 6 (42.9%) reported they had not been interviewed, 1 (7.1%) were not sure.
 - Of the 562 child consumers whose parent/guardian responded for them, 256 (45.6%) reported they had been previously interviewed, 246 (43.8%) reported they had not been interviewed, 60 (10.7%) were not sure.

	Base	Has your provider interviewed you on your satisfaction level with services during the last year?		
		Yes	No	Not sure
Total	576	263 45.70%	252 43.80%	61 10.60%
Who was interviewed				
Self (Consumer)	14	7 50.00%	6 42.90%	1 7.10%
Parent/Guardian	562	256 45.60%	246 43.80%	60 10.70%



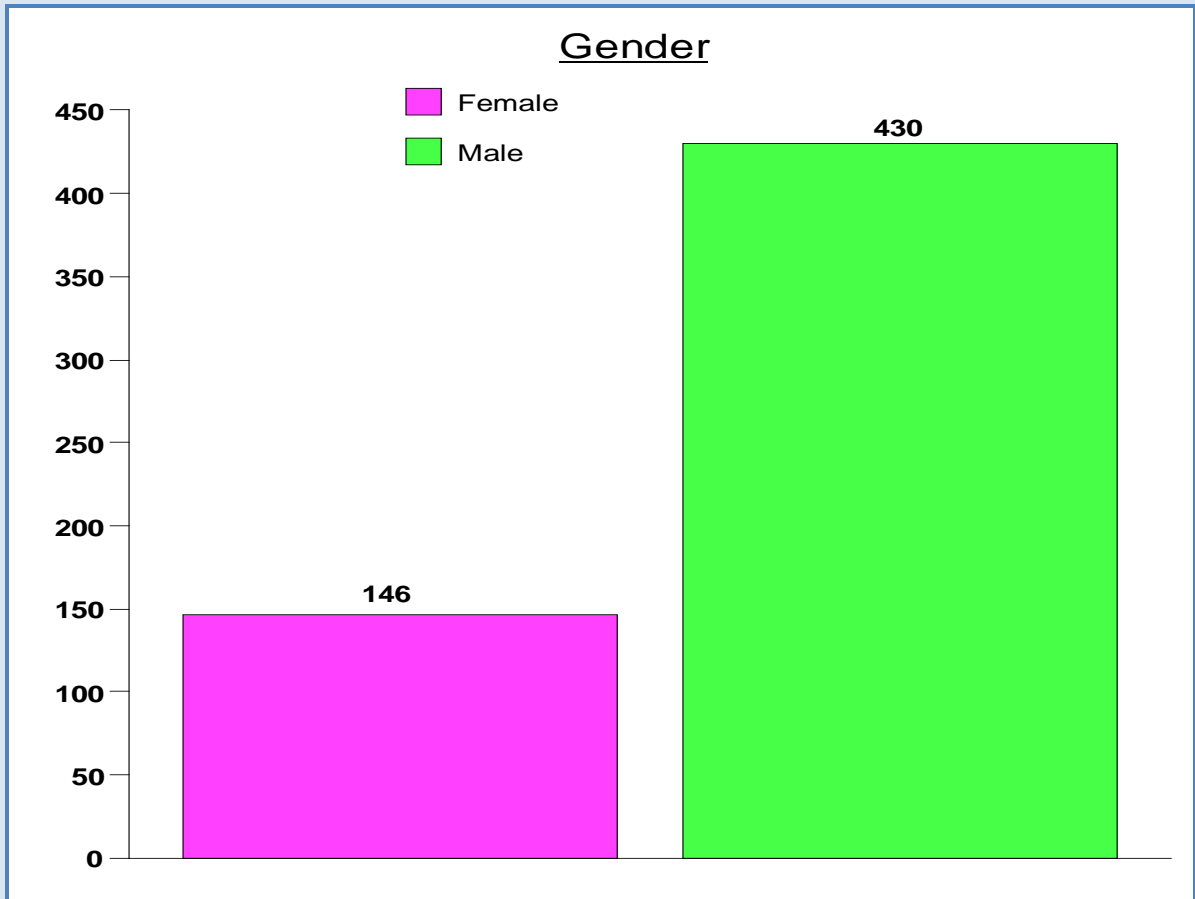
For Parent/Guardian respondents, those who were not previously interviewed on their satisfaction were significantly less satisfied than those who were previously interviewed. There were no significant differences in satisfaction for child consumers who responded for themselves.



Mean Satisfaction Levels of Respondents

Total Satisfaction Score		Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	Total
Self (Consumer)	N	7	6	1	14
	Mean	127.43	121.17	106.00	123.21
	Std. Deviation	12.62	7.68	.	11.42
Parent/Guardian	N	256	246	60	562
	Mean	121.76	117.71	118.90	119.68
	Std. Deviation	13.38	15.25	13.55	14.35

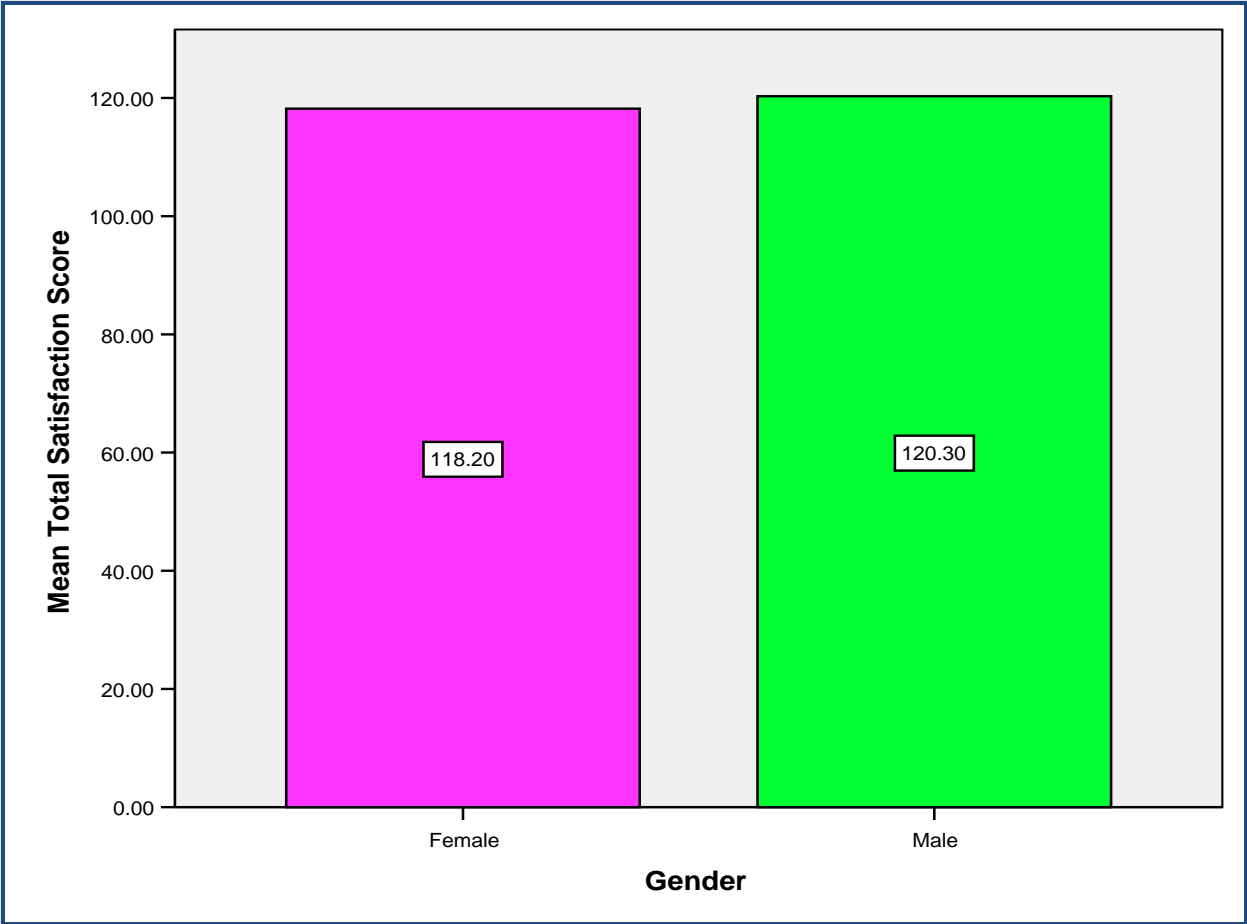
- Gender: Overall, the sample is 25.3% female (146) and 74.7% male (430).



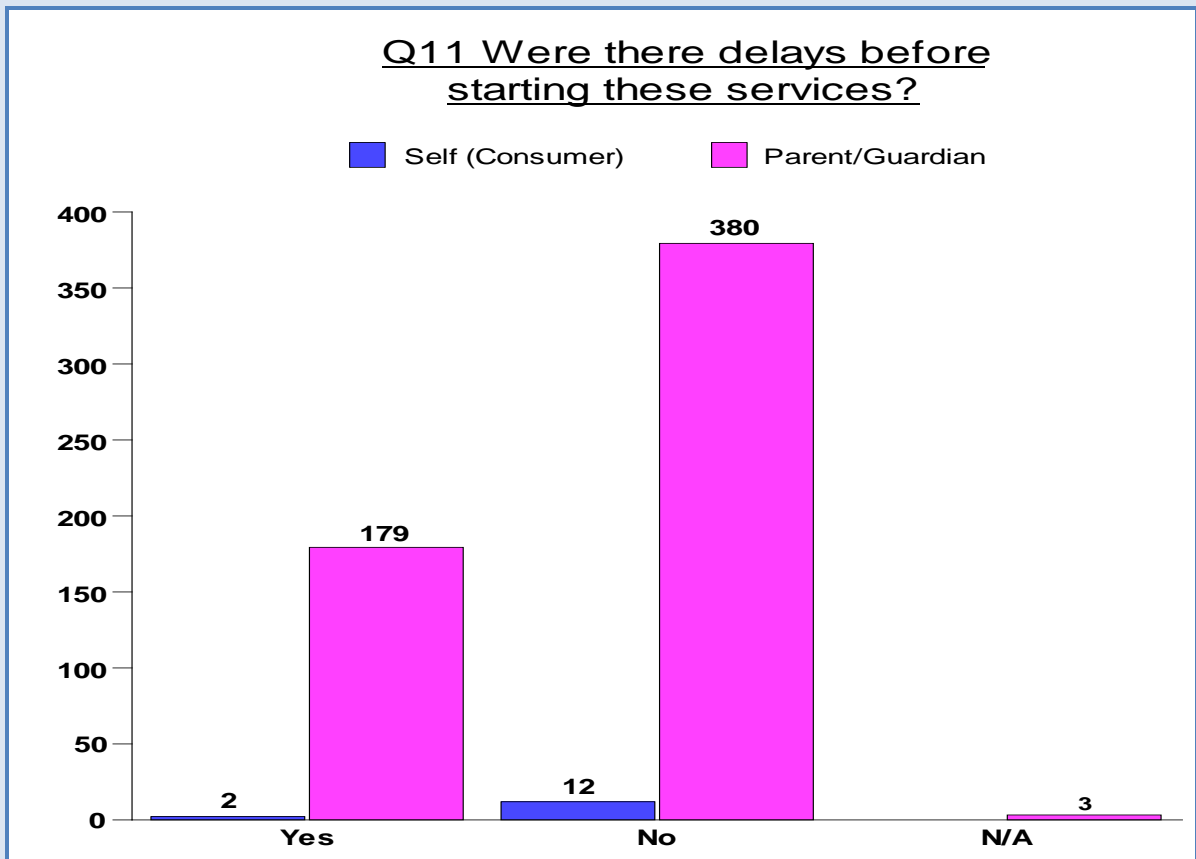
There were no significant differences in satisfaction regarding gender reported by consumers.

Mean Satisfaction Levels of Respondents

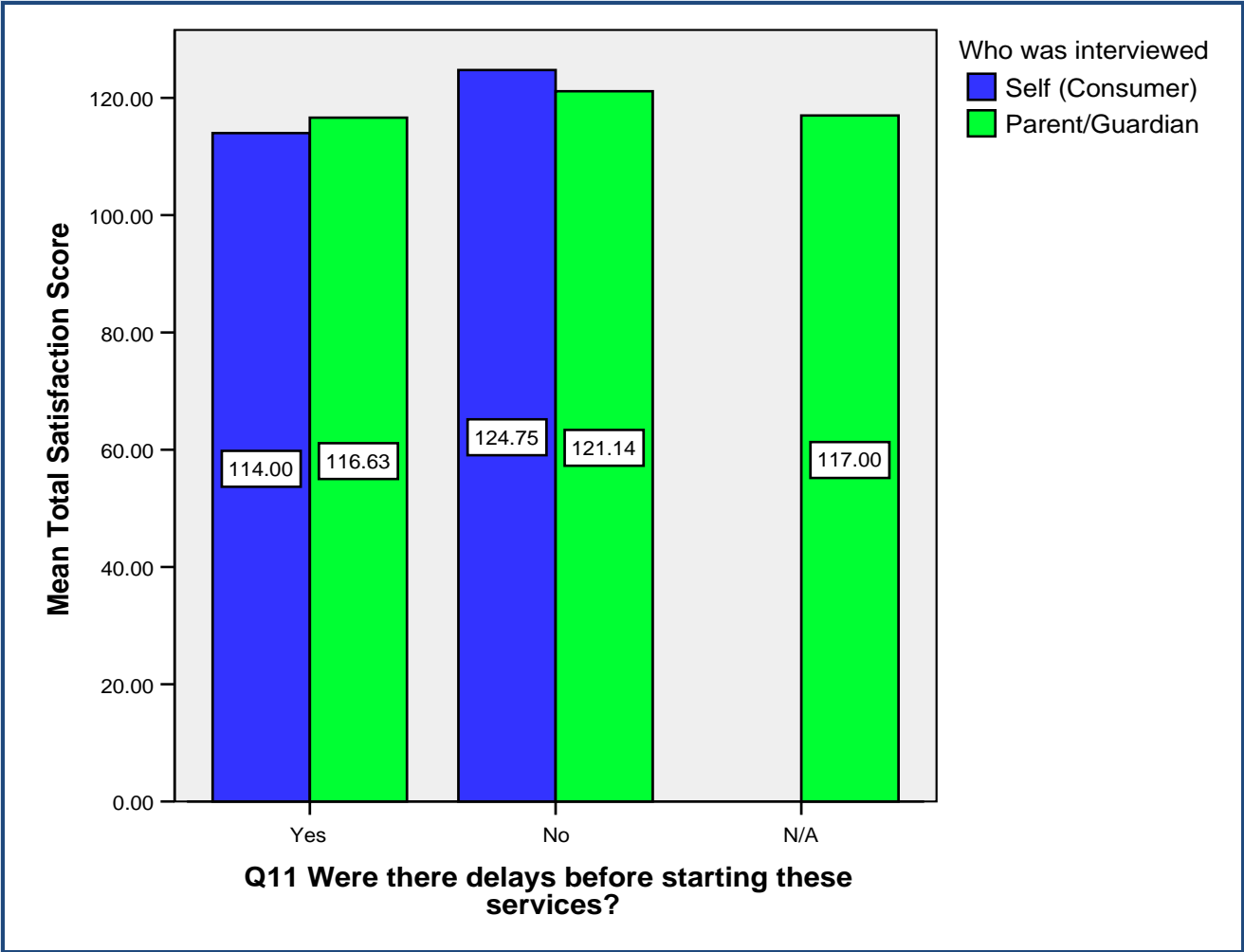
Total Satisfaction Score			
	Gender		
	Female	Male	Total
N	146	430	576
Mean	118.20	120.30	119.77
Std. Deviation	14.84	14.07	14.29



- Service Delay: 181 consumers (31.4%) reported that they experienced some delay before beginning treatment. 392 consumers (68.1%) reported no delay before beginning treatment and 3 consumers (0.5%) reported that this question does not apply to them. Our analysis indicated that Parent/Guardian respondents who did experience delays before starting services were significantly less satisfied than those who did not experience delays. There were no significant differences in satisfaction for child consumers who responded for themselves.

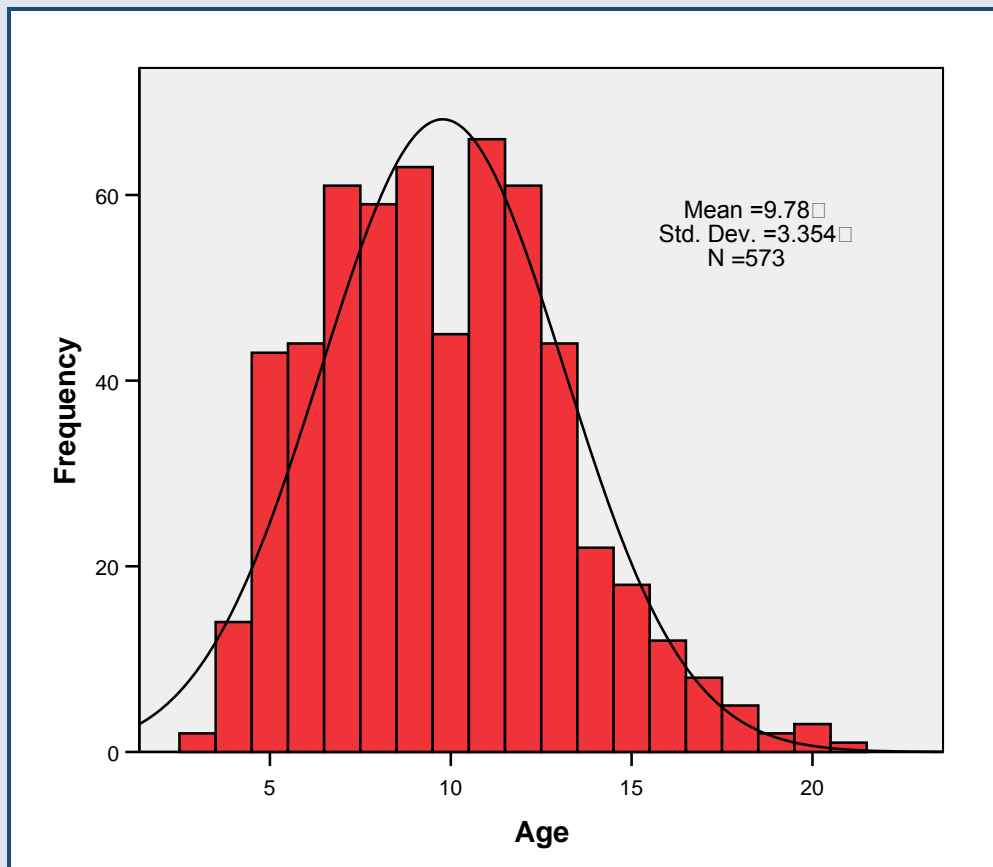


Total Satisfaction Score		Q11 Were there delays before starting these services?			
		Yes	No	NA	Total
Self (Consumer)	N	2	12		14
	Mean	114.00	124.75		123.21
	Std. Deviation	.00	11.67		11.42
Parent/Guardian	N	179	380	3	562
	Mean	116.63	121.14	117.00	119.68
	Std. Deviation	15.11	13.72	21.93	14.35



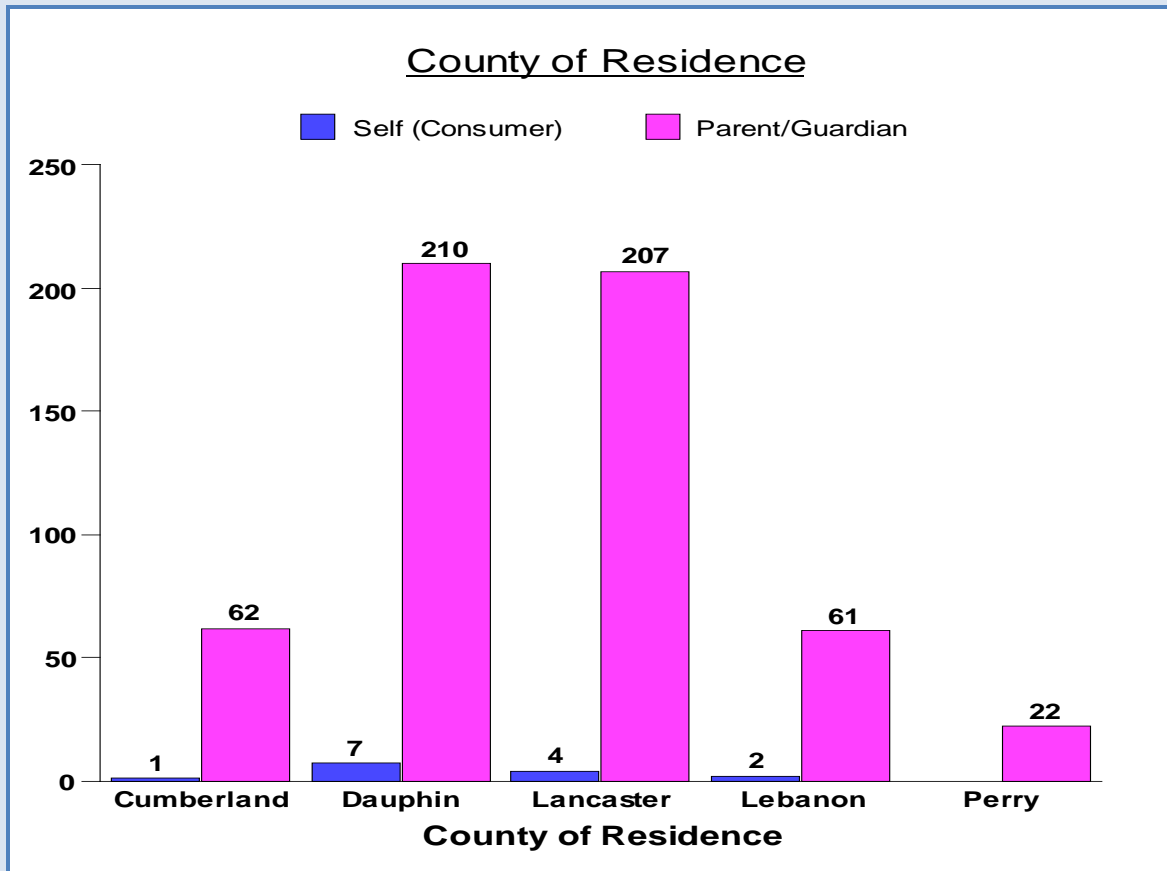
- Age: Age of all respondents ranged from 3-21 years, with a mean age of 9.78 (SD 3.354) and median age of 10. Our analysis indicated a relationship between age and Total Satisfaction.

Age of All 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 (37.7%). The remaining respondents reported residence in Lancaster (36.6%), Cumberland (10.9%), Lebanon (10.9%), and Perry (3.8%).



	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	576	63	217	211	63	22
Who was interviewed						
Self (Consumer)	14 2.40%	1 1.60%	7 3.20%	4 1.90%	2 3.20%	0 0
Parent/Guardian	562 97.60%	62 98.40%	210 96.80%	207 98.10%	61 96.80%	22 100.00%

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

Mean Satisfaction Score by County of Residence

Who was interviewed		County of Residence					
		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Self (Consumer)	N	1	7	4	2		14
	Mean	143.00	121.86	119.25	126.00		123.21
	Std. Deviation	.	10.02	13.40	8.49		11.42
Parent/Guardian	N	62	210	207	61	22	562
	Mean	121.69	118.73	120.63	117.46	120.27	119.68
	Std. Deviation	14.97	15.18	12.89	13.46	19.06	14.35

- Race: 329 respondents (57.1%) reported their race as White/Caucasian, 96 (16.7%) Hispanic/Latino, 79 (13.7%) African American, 62 (10.8%) Multi-Racial, 6 (1.0%) Asian/Pacific Islander, 2 (0.3%) Other, 1 (0.2%) Native American/American Indian, and 1 (0.2%) Did Not Answer. Our analysis indicated no significant differences in Total Satisfaction with respect to race.

Base	Race							
	African American	Asian/Pacific Islander	Hispanic/Latino	Native American / American Indian	White / Caucasian	Multi-Racial	Other	Did not answer
576	79	6	96	1	329	62	2	1
100.00%	13.70%	1.00%	16.70%	0.20%	57.10%	10.80%	0.30%	0.20%

- Treatment Facility: Data was collected from 13 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. 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

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
Chester County IU	26	125.15	11.23
CSG	50	115.62	18.29
Vista School	8	133.13	13.36
Keystone	27	122.81	15.53
NHS	12	118.58	16.23
PA Counseling	23	128.87	10.18
Philhaven	111	118.35	12.89
Stevens Center	15	121.80	14.56
TeamCare	45	119.56	11.22
TrueNorth	8	133.13	10.43
TW Ponessa	143	118.58	14.35
Youth Advocate Program	107	118.63	14.09
PA Mentor	1	124.00	.
Total	576	119.77	14.29

- Level of Care: In all, 3 types of treatment were accessed by the respondents. 564 (97.9%) received Behavioral Health Rehabilitation Services (BHRS), 8 (1.4%) received Educationally-Integrated Behavioral Support (EIBS) services, and 4 (0.7%) received Community Residential Rehabilitation (CRR) Host Home Program.

Total	Level of Care		
	BHRS	CRR Host Home	EIBS
576	564 97.90%	4 0.70%	8 1.40%

Questions Regarding Perform Care

- 62.0% of respondents (357 of 576) reported that they had received a copy of the Perform Care member handbook. 62.0% of respondents (120 of 576) reported that they had not 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	576	357 62.00%	120 20.80%	98 17.00%	1 0.20%
Child	576	357 62.00%	120 20.80%	98 17.00%	1 0.20%

	Base	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	576	357 62.00%	120 20.80%	98 17.00%	1 0.20%
County of Residence					
Cumberland	63	37 58.70%	12 19.00%	13 20.60%	1 1.60%
Dauphin	217	143 65.90%	44 20.30%	30 13.80%	0 0
Lancaster	211	122 57.80%	44 20.90%	45 21.30%	0 0
Lebanon	63	45 71.40%	10 15.90%	8 12.70%	0 0
Perry	22	10 45.50%	10 45.50%	2 9.10%	0 0

- 94.4% of respondents (544 of the 576) report they are aware of their right to file a complaint or grievance. 4.2% (24) did not feel this was the case, 1.2% (7) were not sure, and 0.2% (1) consumers 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	576	544 94.40%	24 4.20%	7 1.20%	1 0.20%
Child	576	544 94.40%	24 4.20%	7 1.20%	1 0.20%

	Base	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	576	544 94.40%	24 4.20%	7 1.20%	1 0.20%
County of Residence					
Cumberland	63	57 90.50%	4 6.30%	1 1.60%	1 1.60%
Dauphin	217	207 95.40%	7 3.20%	3 1.40%	0 0
Lancaster	211	196 92.90%	12 5.70%	3 1.40%	0 0
Lebanon	63	62 98.40%	1 1.60%	0 0	0 0
Perry	22	22 100.00%	0 0	0 0	0 0

- 74.8% of respondents (431 of the 576) report they know who to call to file a complaint or grievance. 22.0% respondents (127) did not feel this was the case, 3.0% (17) were not sure, and 0.2% (1) consumers 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	576	431 74.80%	127 22.00%	17 3.00%	1 0.20%
Child	576	431 74.80%	127 22.00%	17 3.00%	1 0.20%

	Base	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	576	431 74.80%	127 22.00%	17 3.00%	1 0.20%
County of Residence					
Cumberland	63	51 81.00%	11 17.50%	0 0	1 1.60%
Dauphin	217	163 75.10%	46 21.20%	8 3.70%	0 0
Lancaster	211	150 71.10%	54 25.60%	7 3.30%	0 0
Lebanon	63	55 87.30%	6 9.50%	2 3.20%	0 0
Perry	22	12 54.50%	10 45.50%	0 0	0 0

- 16.8% of respondents (97 of the 576) report they know who to call to file a complaint or grievance. 81.8% respondents (472) did not feel this was the case, 0.5% (3) were not sure, and 0.7% (4) consumers felt that this question did not apply.

	Base	Q4 In the last twelve months, did you call member services at CBHNP to get information? (example: help for counseling, treatment or other services) If NO, go to question 35.			
		Yes	No	Not Sure	Does Not Apply
Total	576	97 16.80%	472 81.90%	3 0.50%	4 0.70%
Child	576	97 16.80%	472 81.90%	3 0.50%	4 0.70%

	Base	Q4 In the last twelve months, did you call member services at CBHNP to get information? (example: help for counseling, treatment or other services) If NO, go to question 35.			
		Yes	No	Not Sure	Does Not Apply
Total	576	97 16.80%	472 81.90%	3 0.50%	4 0.70%
County of Residence					
Cumberland	63	3 4.80%	58 92.10%	0 0	2 3.20%
Dauphin	217	45	170	2	0

		20.70%	78.30%	0.90%	0
Lancaster	211	36 17.10%	173 82.00%	1 0.50%	1 0.50%
Lebanon	63	11 17.50%	52 82.50%	0 0	0 0
Perry	22	2 9.10%	19 86.40%	0 0	1 4.50%

- 84.8% of those that requested information from Perform Care (84 of 99) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 10.1% (10 of the 99) 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	Q4A I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.			
		Yes	No	Not Sure	Does Not Apply
Total	576	84 14.60%	10 1.70%	5 0.90%	477 82.80%
Child	576	84 14.60%	10 1.70%	5 0.90%	477 82.80%

	Base	Q4A I was able to obtain information on treatment and/or services from CBHNP without unnecessary delays.			
		Yes	No	Not Sure	Does Not Apply
Total	576	84 14.60%	10 1.70%	5 0.90%	477 82.80%
County of Residence					
Cumberland	63	3 4.80%	1 1.60%	0 0	59 93.70%
Dauphin	217	39	5	1	172

		18.00%	2.30%	0.50%	79.30%
Lancaster	211	29 13.70%	4 1.90%	4 1.90%	174 82.50%
Lebanon	63	10 15.90%	0 0	0 0	53 84.10%
Perry	22	3 13.60%	0 0	0 0	19 86.40%

- 77.3% of respondents who had called Perform Care staff (445 of 576) felt they were given a choice of at least 2 providers. 14.2% of respondents (82) did not feel this was the case, 5.2% (30) were not sure, and 3.3% (19) felt that this question did not apply to them.

	Base	Q5 I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.			
		Yes	No	Not Sure	Does Not Apply
Total	576	445 77.30%	82 14.20%	30 5.20%	19 3.30%
Child	576	445 77.30%	82 14.20%	30 5.20%	19 3.30%

	Base	Q5 I was given a choice of at least two (2) Providers from CBHNP regarding the type of service I am seeking.			
		Yes	No	Not Sure	Does Not Apply
Total	576	445 77.30%	82 14.20%	30 5.20%	19 3.30%
County of Residence					
Cumberland	63	50 79.40%	7 11.10%	2 3.20%	4 6.30%

Dauphin	217	171 78.80%	34 15.70%	10 4.60%	2 0.90%
Lancaster	211	157 74.40%	27 12.80%	14 6.60%	13 6.20%
Lebanon	63	48 76.20%	14 22.20%	1 1.60%	0 0
Perry	22	19 86.40%	0 0	3 13.60%	0 0

- 93.9% of respondents who had called Perform Care staff (541 of 576) felt they were given a choice of at least 2 providers. 3.6% of respondents (21) did not feel this was the case, 1.6% (9) were not sure, and 0.9% (5) felt that this question did not apply to them.

	Base	Q6 I was informed of the time approved for my services. (Example: BHRS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	576	541 93.90%	21 3.60%	9 1.60%	5 0.90%
Child	576	541 93.90%	21 3.60%	9 1.60%	5 0.90%

	Base	Q6 I was informed of the time approved for my services. (Example: BHRS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	576	541 93.90%	21 3.60%	9 1.60%	5 0.90%
County of Residence					
Cumberland	63	59 93.70%	1 1.60%	1 1.60%	2 3.20%
Dauphin	217	209	6	1	1

		96.30%	2.80%	0.50%	0.50%
Lancaster	211	199 94.30%	7 3.30%	4 1.90%	1 0.50%
Lebanon	63	53 84.10%	6 9.50%	3 4.80%	1 1.60%
Perry	22	21 95.50%	1 4.50%	0 0	0 0

- 96.5% of respondents who had called Perform Care staff (301 out of 312) felt they were treated with courtesy and respect when they called Perform Care. 1.6% of respondents (5) did not feel this was the case, and 1.9% (6) were not sure. 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 CBHNP staff treats me courteously and with respect.			
		Yes	No	Not Sure	Does Not Apply
Total	576	301 52.30%	5 0.90%	6 1.00%	264 45.80%
Child	576	301 52.30%	5 0.90%	6 1.00%	264 45.80%

	Base	Q7 When I call CBHNP staff treats me courteously and with respect.			
		Yes	No	Not Sure	Does Not Apply
Total	576	301 52.30%	5 0.90%	6 1.00%	264 45.80%
County of Residence					
Cumberland	63	12	0	0	51

		19.00%	0	0	81.00%
Dauphin	217	130 59.90%	1 0.50%	4 1.80%	82 37.80%
Lancaster	211	137 64.90%	2 0.90%	2 0.90%	70 33.20%
Lebanon	63	11 17.50%	2 3.20%	0 0	50 79.40%
Perry	22	11 50.00%	0 0	0 0	11 50.00%

- 87.2% of respondents who had called Perform Care staff (502 out of 576) felt they were treated with courtesy and respect when they called Perform Care. 2.4% of respondents (14) did not feel this was the case, 1.9% (11) were not sure, and 8.5% (49) felt that this question did not apply to them.

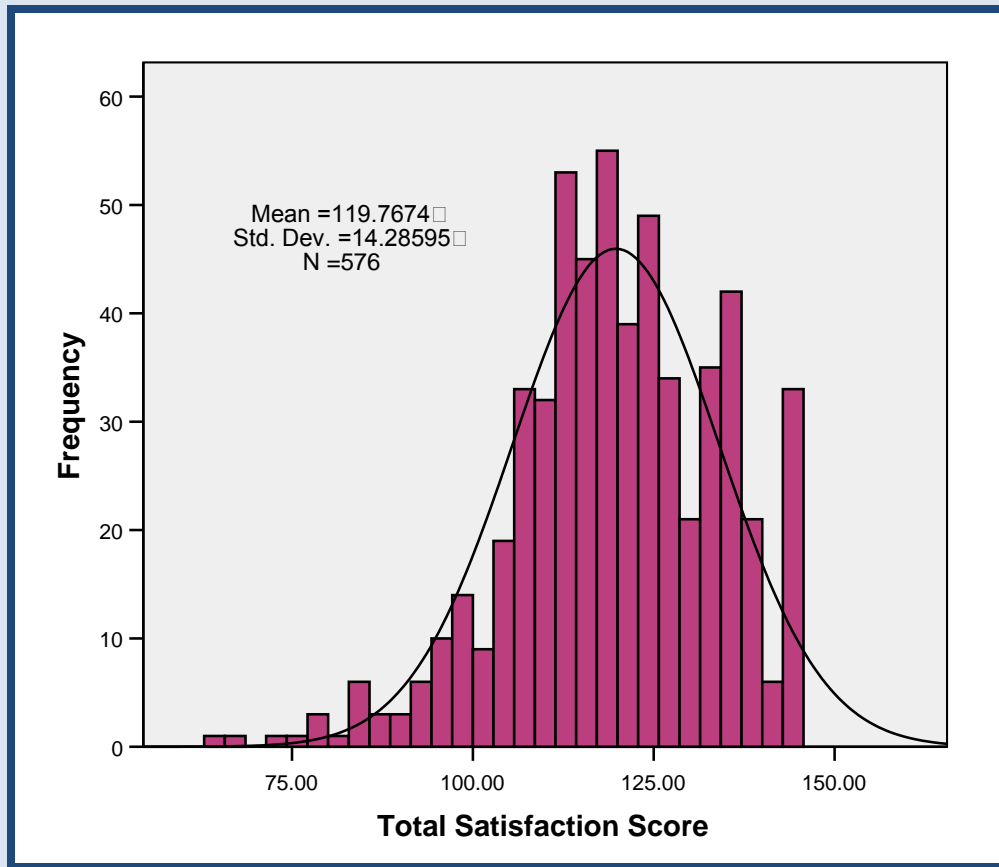
	Base	Q8 Overall, I am satisfied with the interactions I have had with CBHNP.			
		Yes	No	Not Sure	Does Not Apply
Total	576	502 87.20%	14 2.40%	11 1.90%	49 8.50%
Child	576	502 87.20%	14 2.40%	11 1.90%	49 8.50%

	Base	Q8 Overall, I am satisfied with the interactions I have had with CBHNP.			
		Yes	No	Not Sure	Does Not Apply
Total	576	502 87.20%	14 2.40%	11 1.90%	49 8.50%
County of Residence					
Cumberland	63	53	0	0	10

		84.10%	0	0	15.90%
Dauphin	217	184 84.80%	7 3.20%	5 2.30%	21 9.70%
Lancaster	211	192 91.00%	6 2.80%	6 2.80%	7 3.30%
Lebanon	63	58 92.10%	1 1.60%	0 0	4 6.30%
Perry	22	15 68.20%	0 0	0 0	7 31.80%

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 119.767 with a standard deviation 14.28595 and median 117.93. The TSS scores ranged from 63 – 145. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.
 - According to survey responses, consumers report some level of satisfaction with their services. This is reflected in an 82.5% satisfaction rate (Mean Satisfaction Level/Highest Possible Score) among the reports received from consumers.

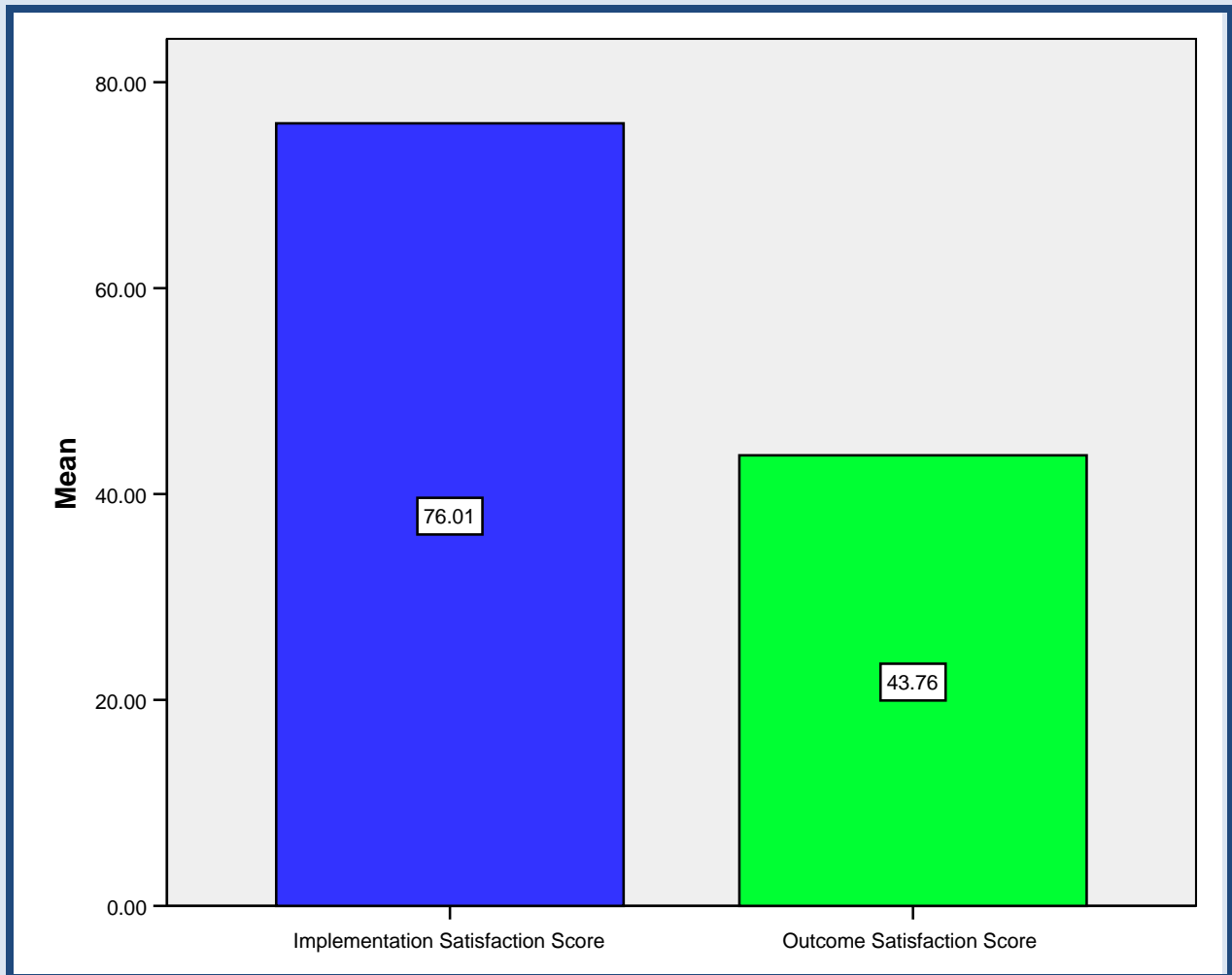


Mean Satisfaction with Implementation and Outcomes

To help with interpretation, Implementation scores ranged from 43-92. 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 12-66. 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.



Implementation

According to survey responses, consumers report some level of satisfaction with their services. This is reflected in consumer responses to Question# 30, "Overall, I am satisfied with the services..." with 87.2% agreement (Responses of 4 or 5).

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

- 98.1% I was informed about my rights and responsibilities regarding the treatment I have received Q18.
- 96.9% I feel comfortable in asking questions regarding my treatment Q19.
- 96.4 I am included in the development of my treatment/recovery plan and goals for recovery Q26.

- 95.5% I am an important part of the treatment process Q27.
- 95.3% My provider asks my permission before sharing my personal information Q21.
- 94.8% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q22.
- 92.9% I have the option to change my service provider should I choose to Q17.
- 90.5% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 90.3% I feel safe at this facility Q24.
- 90.1% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q25.
- 89.9% I trust my service provider. (Facility as a whole) Q23.
- 89.2% My service provider explained the advantages of my therapy or treatment Q28.
- 88.0% My service provider spends adequate time with me Q20.
- 85.2% My service provider explained the limitations of my therapy or treatment Q29.

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

- Respondents of child services (17.9%) reported that they were not given information on how to get other services that they needed Q14.
- Additionally, consumers (16.0%) reported that they did not have a choice when selecting their service provider Q16.

Summary responses from the Total group of respondents from this fiscal year (N=576) are presented in Table 1.

Table 1 – Total Satisfaction – Implementation All Child Services

	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
N=576					
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	90.5	6.1	2.8	0.5	0.5
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	73.8	17.9	2.7	1.0	4.5
15. When I came to this program I was given information on all the services that were available	84.4	11.8	2.7	0.7	0.0

to me.					
16. I had a choice when selecting my service provider.	81.1	16.0	2.7	0.8	1.0
17. I have the option to change my service provider should I choose to.	92.9	4.3	2.9	0.5	0.5
18. I was informed about my rights and responsibilities regarding the treatment I have received.	98.1	0.7	3.0	0.2	0.0
19. I feel comfortable in asking questions regarding my treatment.	96.9	1.9	3.0	0.3	0.2
20. My service provider spends adequate time with me.	88.0	9.2	2.8	0.6	0.7
21. My provider asks my permission before sharing my personal information.	95.3	0.9	3.1	0.5	2.8
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	94.8	1.0	3.0	0.5	2.6
23. I trust my service provider. (Facility as a whole)	89.9	5.6	2.9	0.5	0.3
24. I feel safe at this facility.	90.3	2.6	3.1	0.8	6.3
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	90.1	6.3	2.9	0.6	1.4
26. I am included in the development of my treatment/recovery plan and goals for recovery.	96.4	2.8	2.9	0.3	0.0
27. I am an important part of the treatment process.	95.5	3.1	2.9	0.4	0.2
28. My service provider explained the advantages of my therapy or treatment.	89.2	7.6	2.8	0.6	0.5
29. My service provider explained the limitations of my therapy or treatment.	85.2	9.4	2.8	0.8	2.1
30. Overall, I am satisfied with the services I am receiving.	87.2	9.5	2.8	0.6	0.3

Outcomes

Consumers also describe their lives as being better as a result of their services in a majority of cases. In total, 51.9% to 75.0% of consumers believe services have improved their lives in each outcome area. Additionally 21.4% to 31.4% of consumers believe that no change has resulted from their services. Only 2.1% to 10.6% believes that things are worse as a result of services.

- Consumers (75.0%) reported high ratings with enjoying their free time (Q36).
- Consumers also reported high levels of satisfaction (67.7%) with managing daily problems (Q31).

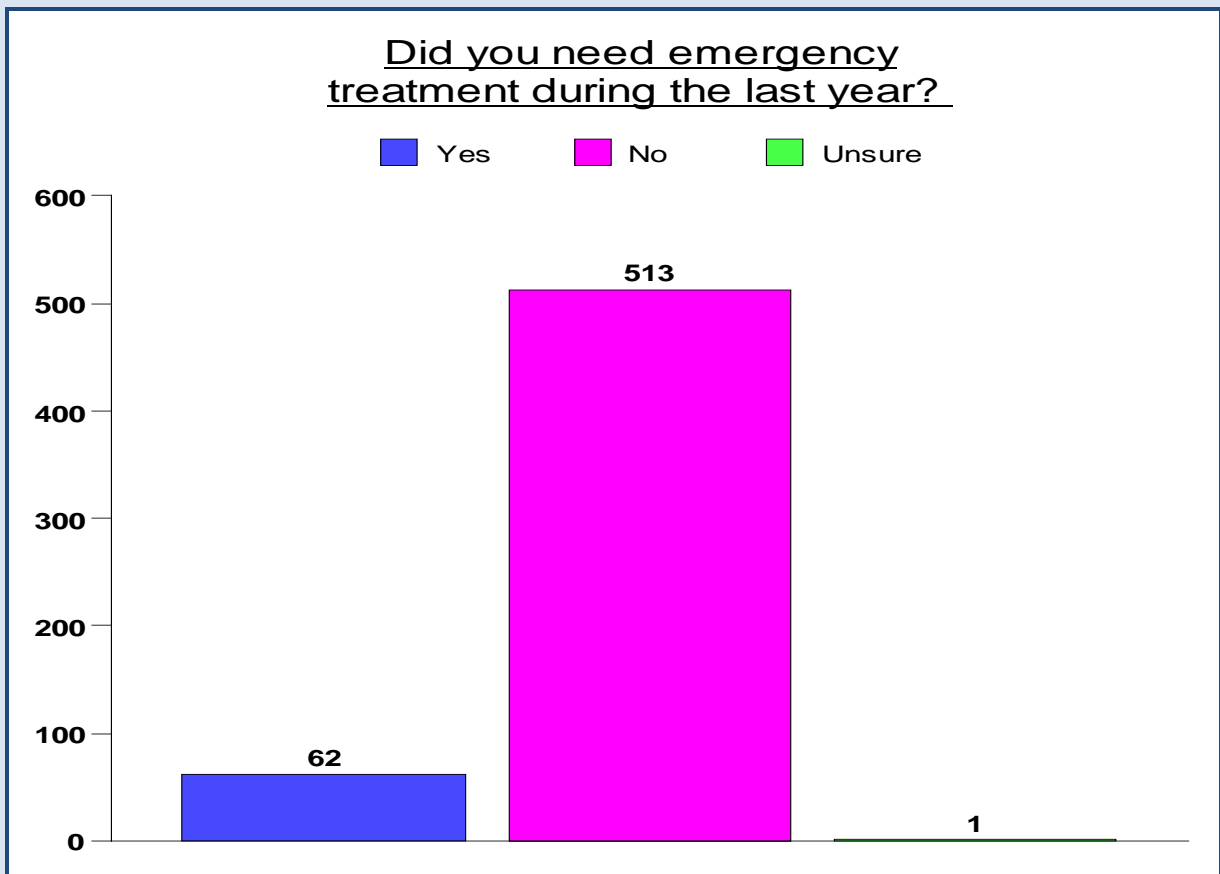
- Additionally, child consumers (64.9%) reported high satisfaction for interacting with people in social situation (Q40).
- Finally, child consumers (64.4%) reported high satisfaction with strengthening their social support network (Q37).

Summary responses from the Total group of respondents from this fiscal year (N=576) are presented in Table 4.

Table 4 – Total Satisfaction – Outcome Questions All Child Services.

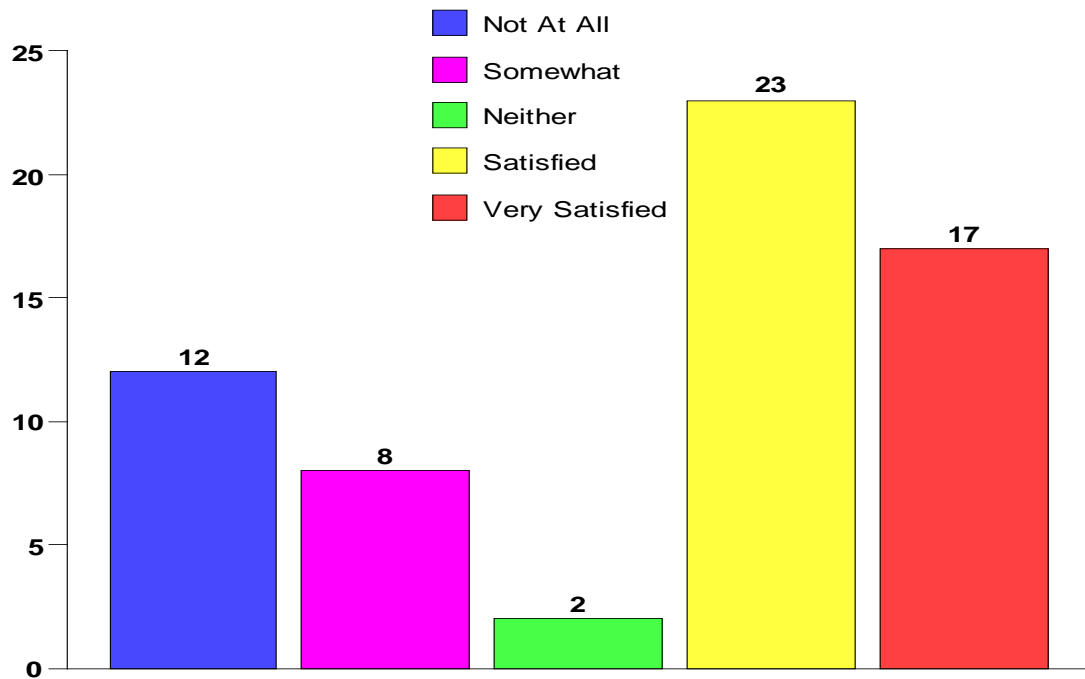
Total N=620	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
31. Managing daily problems.	67.7	23.1	8.7	2.6	0.7	0.5
32. Feeling in control of my life.	61.1	27.8	7.8	2.7	0.9	3.3
33. Coping with personal crisis.	51.9	24.8	10.6	2.9	1.3	12.7
34. How I feel about myself.	62.2	26.4	5.9	2.8	1.0	5.6
35. Feeling good (hopeful) about the future.	59.5	25.5	4.0	3.0	1.2	10.9
36. Enjoying my free time.	75.0	21.4	2.1	2.8	0.6	1.6
37. Strengthening my social support network.	64.4	26.4	6.3	2.7	0.8	3.0
38. Being involved in community activities.	55.6	31.1	3.1	2.9	1.2	10.2
39. Participating with school or work activities.	63.7	21.7	8.5	2.8	1.0	6.1
40. Interacting with people in social situations.	64.9	28.3	6.1	2.6	0.7	0.7
41. Coping with specific problems or issue that led to seek services.	62.3	28.0	9.2	2.6	0.7	0.5

Emergency Treatment: 62 of the 576 respondents (10.8%) indicated they needed emergency mental health or substance abuse service during the past year. 513 (89.1%) consumers reported they did not need emergency service during the past year.



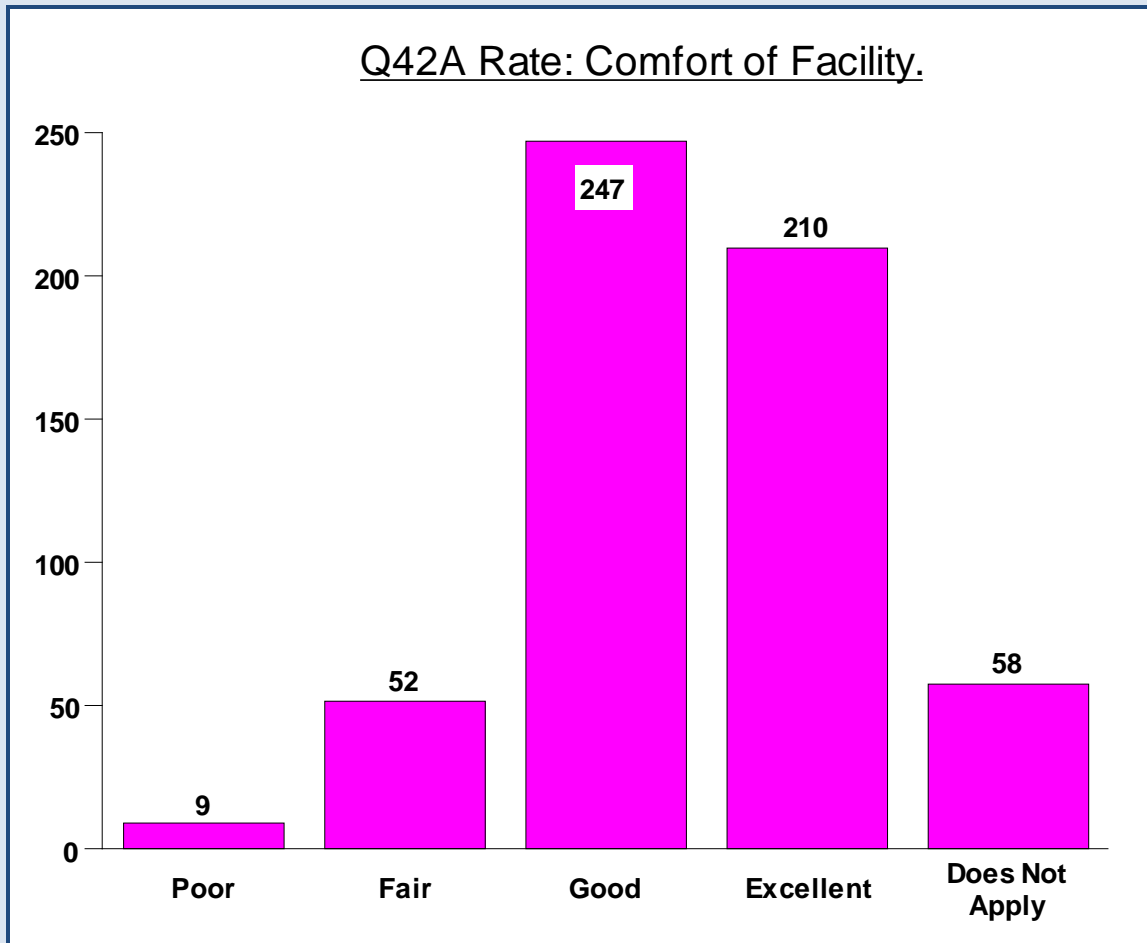
Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.4 with standard deviation 1.498. Of the consumers who felt that this question pertained to them 64.5% (40 of the 62) reported they were either Very Satisfied, or Satisfied, 32.3% (20 of 62), Somewhat or Not at all Satisfied.

If yes, how satisfied are you with the services you received?



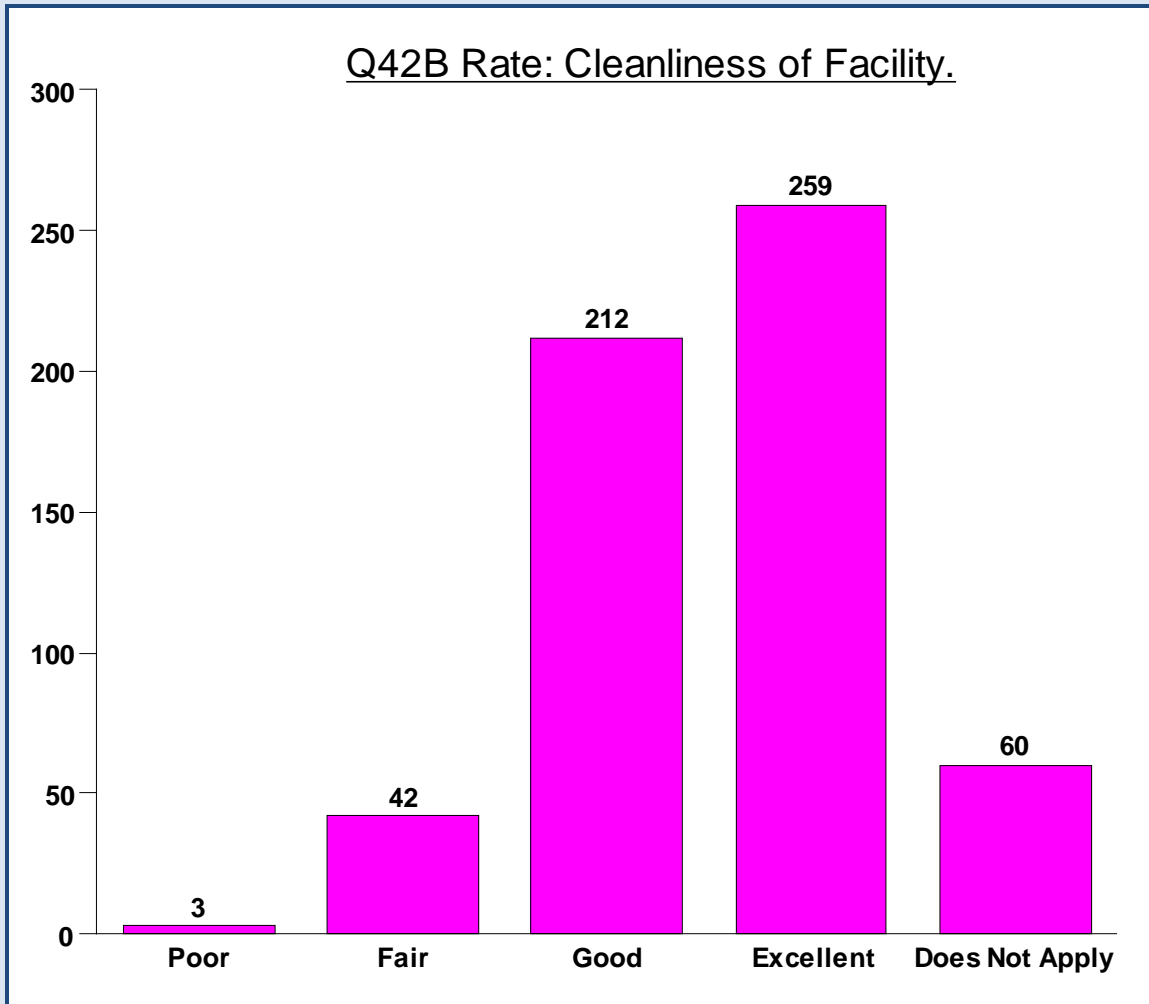
Questions Regarding Treatment Environment

Comfort of Facility: 79.4% of all respondents rated the comfort of their treatment facility as Excellent or Good. 10.6% of all respondents rated the comfort of their treatment facility as Fair or Poor. 10.1% of consumers felt this question did not apply to them.



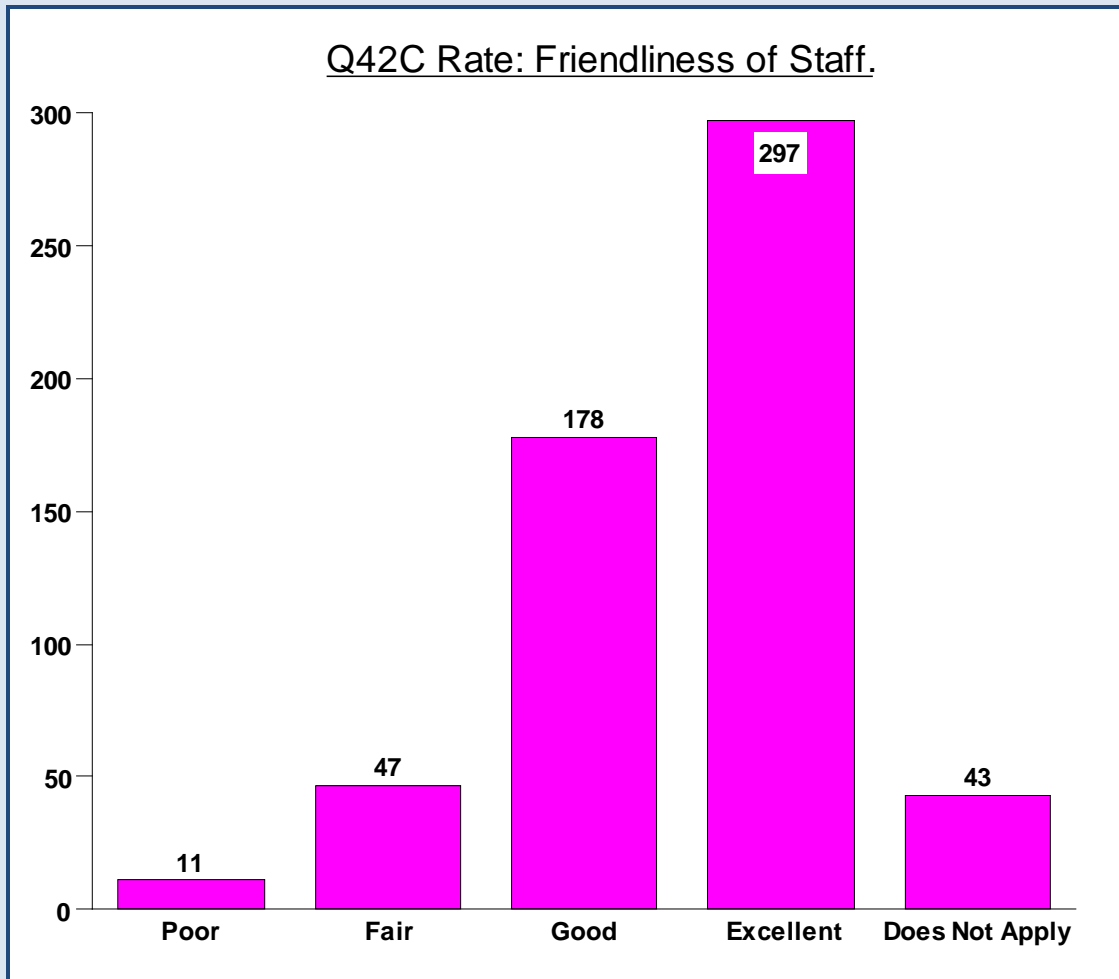
Base	Q42A Rate: Comfort of Facility.				
	Poor	Fair	Good	Excellent	Does Not Apply
576	9 1.60%	52 9.00%	247 42.90%	210 36.50%	58 10.10%

Cleanliness of Facility: 81.8% of all respondents reported the cleanliness of their treatment facility as Excellent or Good. 7.8% of respondents reported the cleanliness of their treatment facility as Fair or Poor. 10.4% of consumers felt that this question did not apply to them.



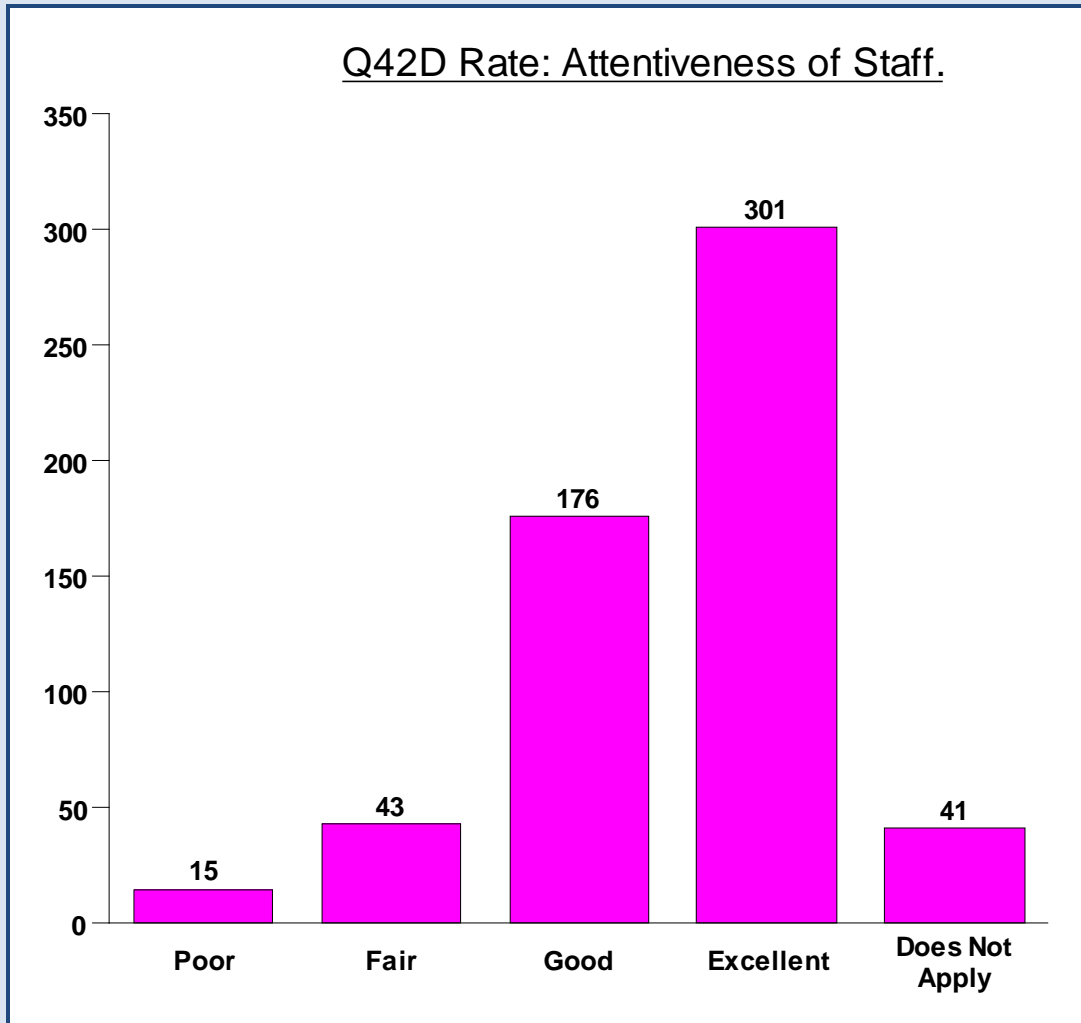
Base	Q42B Rate: Cleanliness of Facility.				
	Poor	Fair	Good	Excellent	Does Not Apply
576	3 0.50%	42 7.30%	212 36.80%	259 45.00%	60 10.40%

Friendliness of Staff: 82.5% of all respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 10.1% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor. 7.5% of consumers felt that this question did not apply to them.



Base	Q42C Rate: Friendliness of Staff.				
	Poor	Fair	Good	Excellent	Does Not Apply
576	11 1.90%	47 8.20%	178 30.90%	297 51.60%	43 7.50%

Attentiveness of Staff: 82.9% of all respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 8.1% of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor. 7.1% of consumers felt that this question did not apply to them.



Base	Q42D Rate: Attentiveness of Staff.				
	Poor	Fair	Good	Excellent	Does Not Apply
576	15 2.60%	43 7.50%	176 30.60%	301 52.30%	41 7.10%

Survey Tables by County of Residence

The following tables show the Cross tabulation of the 29 questions by county of residence for all respondents (N=576).

	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	576	2	33	17	348	173	3
County of Residence							
Cumberland	63 10.90%	0 0	5 15.20%	1 5.90%	27 7.80%	30 17.30%	0 0
Dauphin	217 37.70%	1 50.00%	13 39.40%	6 35.30%	140 40.20%	56 32.40%	1 33.30%
Lancaster	211 36.60%	0 0	9 27.30%	9 52.90%	131 37.60%	60 34.70%	2 66.70%
Lebanon	63 10.90%	1 50.00%	2 6.10%	0 0	43 12.40%	17 9.80%	0 0
Perry	22 3.80%	0 0	4 12.10%	1 5.90%	7 2.00%	10 5.80%	0 0

	Base	Q14 I was given information on how to get other services that I needed (example: transportation, child care, employment training).					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	576	13	90	22	292	133	26
County of Residence							
Cumberland	63 10.90%	3 23.10%	11 12.20%	1 4.50%	21 7.20%	22 16.50%	5 19.20%
Dauphin	217 37.70%	6 46.20%	33 36.70%	9 40.90%	112 38.40%	45 33.80%	12 46.20%
Lancaster	211 36.60%	3 23.10%	36 40.00%	9 40.90%	111 38.00%	44 33.10%	8 30.80%
Lebanon	63 10.90%	1 7.70%	3 3.30%	2 9.10%	42 14.40%	15 11.30%	0 0
Perry	22 3.80%	0 0	7 7.80%	1 4.50%	6 2.10%	7 5.30%	1 3.80%

	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	576	8	60	22	324	162	0
County of Residence							
Cumberland	63 10.90%	5 62.50%	8 13.30%	1 4.50%	23 7.10%	26 16.00%	0 0
Dauphin	217 37.70%	2 25.00%	31 51.70%	10 45.50%	123 38.00%	51 31.50%	0 0
Lancaster	211 36.60%	1 12.50%	18 30.00%	7 31.80%	126 38.90%	59 36.40%	0 0
Lebanon	63 10.90%	0 0	1 1.70%	1 4.50%	43 13.30%	18 11.10%	0 0
Perry	22 3.80%	0 0	2 3.30%	3 13.60%	9 2.80%	8 4.90%	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	576	15	77	11	302	165	6
County of Residence							
Cumberland	63 10.90%	5 33.30%	17 22.10%	1 9.10%	15 5.00%	25 15.20%	0 0
Dauphin	217 37.70%	2 13.30%	15 19.50%	5 45.50%	135 44.70%	59 35.80%	1 16.70%
Lancaster	211 36.60%	5 33.30%	29 37.70%	5 45.50%	110 36.40%	57 34.50%	5 83.30%
Lebanon	63 10.90%	3 20.00%	15 19.50%	0 0	33 10.90%	12 7.30%	0 0
Perry	22 3.80%	0 0	1 1.30%	0 0	9 3.00%	12 7.30%	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	576	6	19	13	357	178	3
County of Residence							
Cumberland	63 10.90%	3 50.00%	1 5.30%	3 23.10%	29 8.10%	27 15.20%	0 0
Dauphin	217 37.70%	0 0	4 21.10%	3 23.10%	149 41.70%	61 34.30%	0 0
Lancaster	211 36.60%	3 50.00%	10 52.60%	6 46.20%	129 36.10%	60 33.70%	3 100.00%
Lebanon	63 10.90%	0 0	4 21.10%	0 0	41 11.50%	18 10.10%	0 0
Perry	22 3.80%	0 0	0 0	1 7.70%	9 2.50%	12 6.70%	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	576	0	4	7	363	202	0
County of Residence							
Cumberland	63 10.90%	0 0	0 0	0 0	29 8.00%	34 16.80%	0 0
Dauphin	217 37.70%	0 0	1 25.00%	4 57.10%	146 40.20%	66 32.70%	0 0
Lancaster	211 36.60%	0 0	2 50.00%	1 14.30%	133 36.60%	75 37.10%	0 0
Lebanon	63 10.90%	0 0	0 0	1 14.30%	46 12.70%	16 7.90%	0 0
Perry	22 3.80%	0 0	1 25.00%	1 14.30%	9 2.50%	11 5.40%	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	576	2	9	6	301	257	1
County of Residence							
Cumberland	63 10.90%	0 0	2 22.20%	0 0	29 9.60%	32 12.50%	0 0
Dauphin	217 37.70%	1 50.00%	1 11.10%	5 83.30%	108 35.90%	101 39.30%	1 100.00%
Lancaster	211 36.60%	1 50.00%	3 33.30%	1 16.70%	120 39.90%	86 33.50%	0 0
Lebanon	63 10.90%	0 0	0 0	0 0	40 13.30%	23 8.90%	0 0
Perry	22 3.80%	0 0	3 33.30%	0 0	4 1.30%	15 5.80%	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	576	17	36	12	281	226	4
County of Residence							
Cumberland	63 10.90%	1 5.90%	7 19.40%	1 8.30%	21 7.50%	31 13.70%	2 50.00%
Dauphin	217 37.70%	14 82.40%	11 30.60%	6 50.00%	105 37.40%	80 35.40%	1 25.00%
Lancaster	211 36.60%	2 11.80%	11 30.60%	3 25.00%	112 39.90%	83 36.70%	0 0
Lebanon	63 10.90%	0 0	4 11.10%	1 8.30%	37 13.20%	20 8.80%	1 25.00%
Perry	22 3.80%	0 0	3 8.30%	1 8.30%	6 2.10%	12 5.30%	0 0

	Base	Q21 My provider does not share my personal MH and/or SA information with others without my permission.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	576	0	5	6	324	225	16
County of Residence							
Cumberland	63 10.90%	0 0	3 60.00%	0 0	28 8.60%	32 14.20%	0 0
Dauphin	217 37.70%	0 0	0 0	4 66.70%	124 38.30%	81 36.00%	8 50.00%
Lancaster	211 36.60%	0 0	2 40.00%	0 0	124 38.30%	80 35.60%	5 31.30%
Lebanon	63 10.90%	0 0	0 0	1 16.70%	39 12.00%	21 9.30%	2 12.50%
Perry	22 3.80%	0 0	0 0	1 16.70%	9 2.80%	11 4.90%	1 6.30%

	Base	Q22 Program staff respects the role of my ethnic, cultural, religious background.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	576	1	5	9	329	217	15
County of Residence							
Cumberland	63 10.90%	0 0	1 20.00%	1 11.10%	26 7.90%	33 15.20%	2 13.30%
Dauphin	217 37.70%	0 0	2 40.00%	7 77.80%	125 38.00%	73 33.60%	10 66.70%
Lancaster	211 36.60%	1 100.00%	1 20.00%	0 0	129 39.20%	77 35.50%	3 20.00%
Lebanon	63 10.90%	0 0	0 0	1 11.10%	42 12.80%	20 9.20%	0 0
Perry	22 3.80%	0 0	1 20.00%	0 0	7 2.10%	14 6.50%	0 0

	Base	Q23 I trust my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	576	5	27	24	300	218	2
County of Residence							
Cumberland	63 10.90%	0 0	5 18.50%	2 8.30%	25 8.30%	31 14.20%	0 0
Dauphin	217 37.70%	5 100.00%	14 51.90%	12 50.00%	106 35.30%	79 36.20%	1 50.00%
Lancaster	211 36.60%	0 0	4 14.80%	6 25.00%	123 41.00%	77 35.30%	1 50.00%
Lebanon	63 10.90%	0 0	2 7.40%	4 16.70%	36 12.00%	21 9.60%	0 0
Perry	22 3.80%	0 0	2 7.40%	0 0	10 3.30%	10 4.60%	0 0

	Base	Q24 I feel safe at this facility.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	576	3	12	5	314	206	36
County of Residence							
Cumberland	63 10.90%	0 0	2 16.70%	2 40.00%	22 7.00%	34 16.50%	3 8.30%
Dauphin	217 37.70%	2 66.70%	5 41.70%	1 20.00%	119 37.90%	69 33.50%	21 58.30%
Lancaster	211 36.60%	1 33.30%	3 25.00%	0 0	123 39.20%	77 37.40%	7 19.40%
Lebanon	63 10.90%	0 0	1 8.30%	0 0	44 14.00%	18 8.70%	0 0
Perry	22 3.80%	0 0	1 8.30%	2 40.00%	6 1.90%	8 3.90%	5 13.90%

	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	576	5	31	13	310	209	8
County of Residence							
Cumberland	63 10.90%	0 0	2 6.50%	0 0	28 9.00%	31 14.80%	2 25.00%
Dauphin	217 37.70%	2 40.00%	15 48.40%	8 61.50%	118 38.10%	72 34.40%	2 25.00%
Lancaster	211 36.60%	1 20.00%	10 32.30%	5 38.50%	116 37.40%	77 36.80%	2 25.00%
Lebanon	63 10.90%	2 40.00%	1 3.20%	0 0	41 13.20%	17 8.10%	2 25.00%
Perry	22 3.80%	0 0	3 9.70%	0 0	7 2.30%	12 5.70%	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	576	5	11	5	298	257	0
County of Residence							
Cumberland	63 10.90%	1 20.00%	0 0	0 0	28 9.40%	34 13.20%	0 0
Dauphin	217 37.70%	3 60.00%	7 63.60%	3 60.00%	111 37.20%	93 36.20%	0 0
Lancaster	211 36.60%	1 20.00%	1 9.10%	2 40.00%	117 39.30%	90 35.00%	0 0
Lebanon	63 10.90%	0 0	2 18.20%	0 0	37 12.40%	24 9.30%	0 0
Perry	22 3.80%	0 0	1 9.10%	0 0	5 1.70%	16 6.20%	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	576	4	14	7	272	278	1
County of Residence							
Cumberland	63 10.90%	0 0	2 14.30%	0 0	24 8.80%	37 13.30%	0 0
Dauphin	217 37.70%	3 75.00%	7 50.00%	4 57.10%	100 36.80%	103 37.10%	0 0
Lancaster	211 36.60%	1 25.00%	3 21.40%	2 28.60%	107 39.30%	97 34.90%	1 100.00%
Lebanon	63 10.90%	0 0	0 0	0 0	37 13.60%	26 9.40%	0 0
Perry	22 3.80%	0 0	2 14.30%	1 14.30%	4 1.50%	15 5.40%	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	576	4	40	15	321	193	3
County of Residence							
Cumberland	63 10.90%	1 25.00%	3 7.50%	2 13.30%	29 9.00%	28 14.50%	0 0
Dauphin	217 37.70%	1 25.00%	20 50.00%	7 46.70%	123 38.30%	63 32.60%	3 100.00%
Lancaster	211 36.60%	2 50.00%	12 30.00%	6 40.00%	119 37.10%	72 37.30%	0 0
Lebanon	63 10.90%	0 0	1 2.50%	0 0	43 13.40%	19 9.80%	0 0
Perry	22 3.80%	0 0	4 10.00%	0 0	7 2.20%	11 5.70%	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	576	4	50	19	310	181	12
County of Residence							
Cumberland	63 10.90%	1 25.00%	3 6.00%	3 15.80%	28 9.00%	28 15.50%	0 0
Dauphin	217 37.70%	1 25.00%	24 48.00%	9 47.40%	119 38.40%	58 32.00%	6 50.00%
Lancaster	211 36.60%	2 50.00%	15 30.00%	7 36.80%	116 37.40%	66 36.50%	5 41.70%
Lebanon	63 10.90%	0 0	2 4.00%	0 0	43 13.90%	18 9.90%	0 0
Perry	22 3.80%	0 0	6 12.00%	0 0	4 1.30%	11 6.10%	1 8.30%

	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	576	32	23	17	251	251	2
County of Residence							
Cumberland	63 10.90%	3 9.40%	2 8.70%	3 17.60%	26 10.40%	29 11.60%	0 0
Dauphin	217 37.70%	21 65.60%	8 34.80%	4 23.50%	95 37.80%	88 35.10%	1 50.00%
Lancaster	211 36.60%	6 18.80%	8 34.80%	5 29.40%	92 36.70%	99 39.40%	1 50.00%
Lebanon	63 10.90%	0 0	4 17.40%	4 23.50%	33 13.10%	22 8.80%	0 0
Perry	22 3.80%	2 6.30%	1 4.30%	1 5.90%	5 2.00%	13 5.20%	0 0

	Base	Q31 Managing daily problems.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	576	21	29	133	225	165	3
County of Residence							
Cumberland	63 10.90%	0 0	5 17.20%	10 7.50%	23 10.20%	25 15.20%	0 0
Dauphin	217 37.70%	11 52.40%	15 51.70%	46 34.60%	90 40.00%	52 31.50%	3 100.00%
Lancaster	211 36.60%	5 23.80%	4 13.80%	57 42.90%	76 33.80%	69 41.80%	0 0
Lebanon	63 10.90%	4 19.00%	3 10.30%	15 11.30%	29 12.90%	12 7.30%	0 0
Perry	22 3.80%	1 4.80%	2 6.90%	5 3.80%	7 3.10%	7 4.20%	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	576	17	28	160	219	133	19
County of Residence							
Cumberland	63 10.90%	1 5.90%	7 25.00%	13 8.10%	22 10.00%	19 14.30%	1 5.30%
Dauphin	217 37.70%	8 47.10%	7 25.00%	62 38.80%	81 37.00%	46 34.60%	13 68.40%
Lancaster	211 36.60%	4 23.50%	9 32.10%	59 36.90%	84 38.40%	51 38.30%	4 21.10%
Lebanon	63 10.90%	4 23.50%	3 10.70%	19 11.90%	25 11.40%	12 9.00%	0 0
Perry	22 3.80%	0 0	2 7.10%	7 4.40%	7 3.20%	5 3.80%	1 5.30%

	Base	Q33 Coping with personal crisis (example: relapse, serious health problems, death or illness of a loved one or friend, job loss, accident, etc.)					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	576	22	39	143	188	111	73
County of Residence							
Cumberland	63 10.90%	0 0	4 10.30%	18 12.60%	19 10.10%	18 16.20%	4 5.50%
Dauphin	217 37.70%	11 50.00%	14 35.90%	46 32.20%	77 41.00%	33 29.70%	36 49.30%
Lancaster	211 36.60%	4 18.20%	12 30.80%	55 38.50%	70 37.20%	46 41.40%	24 32.90%
Lebanon	63 10.90%	5 22.70%	9 23.10%	18 12.60%	19 10.10%	8 7.20%	4 5.50%
Perry	22 3.80%	2 9.10%	0 0	6 4.20%	3 1.60%	6 5.40%	5 6.80%

	Base	Q34 How I feel about myself.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	576	13	21	152	184	174	32
County of Residence							
Cumberland	63 10.90%	0 0	4 19.00%	13 8.60%	18 9.80%	26 14.90%	2 6.30%
Dauphin	217 37.70%	9 69.20%	10 47.60%	54 35.50%	65 35.30%	64 36.80%	15 46.90%
Lancaster	211 36.60%	2 15.40%	6 28.60%	59 38.80%	65 35.30%	67 38.50%	12 37.50%
Lebanon	63 10.90%	2 15.40%	1 4.80%	19 12.50%	28 15.20%	11 6.30%	2 6.30%
Perry	22 3.80%	0 0	0 0	7 4.60%	8 4.30%	6 3.40%	1 3.10%

	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	576	8	15	147	171	172	63
County of Residence							
Cumberland	63 10.90%	0 0	1 6.70%	18 12.20%	23 13.50%	18 10.50%	3 4.80%
Dauphin	217 37.70%	4 50.00%	7 46.70%	55 37.40%	54 31.60%	64 37.20%	33 52.40%
Lancaster	211 36.60%	3 37.50%	5 33.30%	50 34.00%	67 39.20%	66 38.40%	20 31.70%
Lebanon	63 10.90%	1 12.50%	1 6.70%	17 11.60%	22 12.90%	16 9.30%	6 9.50%
Perry	22 3.80%	0 0	1 6.70%	7 4.80%	5 2.90%	8 4.70%	1 1.60%

	Base	Q36 Enjoying my free time.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	576	7	5	123	153	279	9
County of Residence							
Cumberland	63 10.90%	0 0	0 0	13 10.60%	19 12.40%	30 10.80%	1 11.10%
Dauphin	217 37.70%	4 57.10%	2 40.00%	45 36.60%	56 36.60%	105 37.60%	5 55.60%
Lancaster	211 36.60%	2 28.60%	3 60.00%	45 36.60%	50 32.70%	110 39.40%	1 11.10%
Lebanon	63 10.90%	0 0	0 0	13 10.60%	23 15.00%	26 9.30%	1 11.10%
Perry	22 3.80%	1 14.30%	0 0	7 5.70%	5 3.30%	8 2.90%	1 11.10%

	Base	Q37 Strengthening my social support network.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	576	11	25	152	199	172	17
County of Residence							
Cumberland	63 10.90%	0 0	5 20.00%	15 9.90%	16 8.00%	26 15.10%	1 5.90%
Dauphin	217 37.70%	5 45.50%	7 28.00%	61 40.10%	78 39.20%	54 31.40%	12 70.60%
Lancaster	211 36.60%	3 27.30%	9 36.00%	55 36.20%	69 34.70%	71 41.30%	4 23.50%
Lebanon	63 10.90%	2 18.20%	3 12.00%	15 9.90%	27 13.60%	16 9.30%	0 0
Perry	22 3.80%	1 9.10%	1 4.00%	6 3.90%	9 4.50%	5 2.90%	0 0

	Base	Q38 Being involved in the community or in organizations outside of MH or SA activities.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	576	6	12	179	161	159	59
County of Residence							
Cumberland	63 10.90%	0 0	2 16.70%	24 13.40%	14 8.70%	20 12.60%	3 5.10%
Dauphin	217 37.70%	2 33.30%	4 33.30%	67 37.40%	56 34.80%	59 37.10%	29 49.20%
Lancaster	211 36.60%	1 16.70%	4 33.30%	57 31.80%	65 40.40%	65 40.90%	19 32.20%
Lebanon	63 10.90%	2 33.30%	1 8.30%	21 11.70%	24 14.90%	9 5.70%	6 10.20%
Perry	22 3.80%	1 16.70%	1 8.30%	10 5.60%	2 1.20%	6 3.80%	2 3.40%

	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	576	23	26	125	174	193	35
County of Residence							
Cumberland	63 10.90%	2 8.70%	4 15.40%	11 8.80%	17 9.80%	22 11.40%	7 20.00%
Dauphin	217 37.70%	13 56.50%	8 30.80%	48 38.40%	70 40.20%	64 33.20%	14 40.00%
Lancaster	211 36.60%	5 21.70%	11 42.30%	44 35.20%	60 34.50%	84 43.50%	7 20.00%
Lebanon	63 10.90%	3 13.00%	2 7.70%	15 12.00%	23 13.20%	15 7.80%	5 14.30%
Perry	22 3.80%	0 0	1 3.80%	7 5.60%	4 2.30%	8 4.10%	2 5.70%

	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	576	8	27	163	226	148	4
County of Residence							
Cumberland	63 10.90%	0 0	6 22.20%	14 8.60%	16 7.10%	27 18.20%	0 0
Dauphin	217 37.70%	4 50.00%	7 25.90%	72 44.20%	95 42.00%	36 24.30%	3 75.00%
Lancaster	211 36.60%	1 12.50%	11 40.70%	53 32.50%	83 36.70%	63 42.60%	0 0
Lebanon	63 10.90%	2 25.00%	3 11.10%	15 9.20%	25 11.10%	18 12.20%	0 0
Perry	22 3.80%	1 12.50%	0 0	9 5.50%	7 3.10%	4 2.70%	1 25.00%

	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	576	19	34	161	211	148	3
County of Residence							
Cumberland	63 10.90%	0 0	4 11.80%	13 8.10%	20 9.50%	26 17.60%	0 0
Dauphin	217 37.70%	9 47.40%	16 47.10%	60 37.30%	86 40.80%	43 29.10%	3 100.00%
Lancaster	211 36.60%	5 26.30%	8 23.50%	63 39.10%	75 35.50%	60 40.50%	0 0
Lebanon	63 10.90%	4 21.10%	4 11.80%	17 10.60%	24 11.40%	14 9.50%	0 0
Perry	22 3.80%	1 5.30%	2 5.90%	8 5.00%	6 2.80%	5 3.40%	0 0

Perform Care Comments

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

- Way back it's been so long.
- Thinks so in 2008.
- Somewhere.
- Probably.
- Mother usually handles everything.
- I don't think I do.
- I don't remember getting one.

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

- Was automatic through process.
- Vaguely.
- I'm good at it.

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

- They can't find a TSS for her.
- PerformCare is helping with that.
- My case manager thru CMU or vista or my insurance.
- My case manager can help me with anything I need.
- I know who to call.
- I have filed several and got results. The BSC falsified the addendum to a treatment plan.
- I call PerformCare, and I've called OMHSAS.
- But I would look it up.
- But I would find out.

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

- To talk.
- They said no to TSS and IEP but approved after school program. I feel my son needs TSS and IEP.
- They called me.
- The insurance reduced his BHRS hours.
- Talked to mobile therapist about big brother big sister program.
- Parents want to call because hours were cut.
- Over medication management. Confusion which I had to talk with them about.
- I call CSG to ask for help. I ask Jessica to help.

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

- We are trying to get respite for him.
- They told me nothing was available.
- There was a mix up on the billing and it took about 4 months to get it right.
- Never called back.
- I'm waiting to get a call back about getting a nurse for her to go to camp with her.
- Going through the process right now.
- Clinical case manager is wonderful and timely. Detailed oriented.
- Call a few times.

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

- We were referred through MH/MR.
- We had TeamCare before, so I knew who I wanted services with.
- Referred to TW Ponessa.
- Referred to Chester. Co.
- Pa counseling gave me a list and they were available. Pa was short of staff.
- No option because was so young.
- Never gave a list.
- Mother found others on her own.
- I was referred by Philhaven Center for Autism.
- I was adamant about vista.
- I knew who I wanted to go thru so I didn't ask for options.
- I knew where I wanted to go.
- I found TW Ponessa on my own.
- I didn't call them.
- I didn't call them for that.
- I didn't ask. I have dealt with TW Ponessa before.
- I've been with Chester County and they are who I like to stay with.
- Hershey recommended. Philhaven
- Given a list.
- From keystone we got a meeting with CSG.
- From ER only said opening at Philhaven.
- Children's services helped.
- But we were told that CSG was who we could have a TSS with hours available.
- But Keystone had no services they preferred us to TW Ponessa.
- Best option available.

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

- Was originally started as 12 and dropped to 10.
- Through mail.
- They said it depended on how well I was doing.
- They kept dropping the hours though. We only saw them 4 hour a month when we were supposed to have 10.
- The mobile therapy only came 3 times and then stopped coming.
- That came from keystone.
- Received after services began.
- Receives paper but unable to understand.
- Not yet.
- Letter confusing.
- It is reevaluated every month.
- I received a letter from Gateway telling me the hours.
- I received a letter.
- I get letters telling me coverage.
- I do get one from CCIU (Chester County IU statement) .
- Hard to do intakes.
- By mail. Parent had to find error for time approved between Perform Care and facility.
- 3 days a week for after school and 8 hours a month for mobile therapy.

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

- They're very nice.
- They have been snippy at times.
- No interaction.
- Never called them.
- My care manager treats me with respect.
- Initially I have, but I haven't since.
- I haven't called them.
- I don't remember calling them.
- I don't really call them.
- I don't know if I've ever called them.
- I don't call them.
- I've never really had to call them.
- I've never called them.
- Excellent.
- Didn't call back.
- Depends on who they spoke with.

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

- Wasn't aware of Perform Care.
- They denied TSS and IEP.
- They are very polite and treat you with respect.
- They actually helped me.
- The process is not good but the people are very friendly.
- The interaction was fine, but there's still some misunderstandings about the outcome (not sure what insurance covers).
- The insurance company wants us to have her evaluated every 3 to 4 months or 6 months. We don't have good transportation besides our pastor.
- Still is in the process of dealing with them.
- Still going through the process, but so far so good.
- Should have better communication. With the steps people need to take and especially on the 30 day evaluation.
- Services stopped for no reason son went without services for 2 months
- Perform Care helped transition from CSG to PA Counseling back in May. They called me to let me know it was happening.
- Parent comment: "There needs to be easier ways for services to come into the home that can help parents with things like personal care duties (toileting, hygiene, etc.) for special needs children during the day (like a center or day care) so that parents can be able to work a full shift on their jobs. This needs to be addressed by insurance companies to have such services and be able to cover them." Parent was referred to Perform Care to ask about such resources that may be available (This is above and beyond normal respite care services).
- Not receiving any care right now. Filed twice to get reevaluated.
- Not directly.
- No, constantly have to fight for services.
- Mother says that Perform Care makes very difficult to get help for your child.
- More of a struggle to get hours.
- Katie Barr is wonderful.
- I've received calls and letters.

- I wanted to have my son go inpatient, but Perform Care said no, even though psychiatrist said yes. He has gone to Lancaster General Hospital a number of times for overnight stay, and the probation officer said he had to go to a residential program. He's doing better now.
- I've had no interactions.
- Didn't know who they were.
- Denied services because they said had TSS too long.
- Cut hours from 4 to 2 then cut all together.
- My care managers have been great I really like them they are very respectful.