



# **Consumer Satisfaction Services, Inc.**

## **Capital Region 1<sup>st</sup> Quarter Report July-September 2015**

**PREPARED FOR:**

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

**Prepared By**

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# **Consumer Satisfaction Services, Inc.**

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<b>Executive Director</b>	<b>Jessica Paul</b>
<b>C/FST Manager</b>	<b>Abby R. Robinson</b>
<b>Survey Specialists</b>	<b>Martha Mercurio</b>
	<b>Bridget Horn</b>
	<b>Mary Schram</b>
	<b>Maggie Paul</b>
	<b>Debra Helwig</b>

**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.**

# Table of Contents

<b>Executive Summary .....</b>	<b>I</b>
<b>Request for Assistance .....</b>	<b>1</b>
<b>Survey Information .....</b>	<b>2</b>
<b>Demographic Information.....</b>	<b>3</b>
<b>Consumer Satisfaction.....</b>	<b>5</b>
<b>Total Satisfaction .....</b>	<b>8</b>
<b>Services .....</b>	<b>10</b>
<b>Outcomes of Services .....</b>	<b>12</b>
<b>Satisfaction with the Managed Care Organization.....</b>	<b>13</b>
<b>Consumer Comments .....</b>	<b>18</b>

# Executive Summary

## Survey Protocol

Consumer Satisfaction Services (CSS) is a consumer operated non-profit organization. CSS gives a voice to consumers, by giving them the opportunity to express their opinion of services received as well as their treatment wants and needs. CSS also helps to identify trends and institute change for future consumers. Half of the CSS Board of Directors and all staff are self-identified as being in mental health and/or substance abuse recovery, or identify as family members.

All C/FST employees have their criminal background check, child abuse history clearances and confidentiality statements updated on an annual basis.

Surveyors are present at the CSS office to schedule face-to-face appointments and occasional telephonic interviews. The surveyors schedule appointments using the consumer names provided by Capital Area Behavioral Health Collaborative.

The survey consists of 45 questions that cover topics including satisfaction with Perform Care, satisfaction with services being received, and the impact of services on over-all life improvement. Consumers are given the opportunity to decline a survey and are free to end the survey at any point. Consumers have the option to skip or refuse to answer any question, if they choose. The confidentiality of each consumer is protected and any identifying information will be removed to ensure that protection.

## Statistical Analysis

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

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

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

The use of the word 'significant' in this document indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05. A significant trend indicates a probability level which approaches significance i.e. the probability level is between .05 and 1.0.

Frequencies may not sum to total (n=18) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.

Note: Only one of the two surveyed levels of care has been included in this report, accounting for the smaller sample size. This is due to CSS' new initiative attempting to increase the number of consumers reached in those levels of care that have a larger number of consumers enrolled in HealthChoices. As such, these levels of care will be surveyed over two quarters and will be reported as a whole at the completion of the final quarter.

## Survey Information

- Sample: The survey represents 18 ( $n=18$ ) respondents from the Capital Region including 18 children/adolescents (100.0%). Of the 18 child/adolescent consumers, 3 (16.7%) responded for themselves and 15 (83.3%) had a parent/guardian respond for them.
- Level of Care: In all, 1 treatment level of care was accessed by the respondents. 18 (100.0%) received Residential Treatment Facility (RTF) services.
- Methods: Data was collected by 5 interviewers.
- Treatment Facility: Data was collected from 4 Treatment Facilities in the Capital Region.
- Type: Overall, of the 18 interviews 10 (55.6%) were face-to-face interviews, 8 (44.4%) were conducted by phone.

## Services

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

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

- 94.4% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 94.4% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 94.4% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 88.9% My service provider explained the advantages of my therapy or treatment Q27.

While satisfaction is generally high, further exploration is warranted regarding the following items (15% or greater):

- 27.8% I trust my service provider. Q22.
- 27.8% I feel safe at this facility Q23.
- 22.2% I was given information on how to get other services that I needed Q14. *A high number of consumers reported that this question did not apply to them, with these cases removed, 64.3% reported that they were given information on how to get other services and 28.6% reported that they were not given information on how to get other services. This is a more accurate representation of the data.*
- 22.2% When I came to this program I was given information on all the services that were available to me Q15.
- 22.2% I have the option to change my service provider should I choose to Q16.
- 22.2% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.
- 16.7% I feel comfortable in asking questions regarding my treatment Q18.
- 16.7% My service provider spends adequate time with me Q19.
- 16.7% Overall, I am satisfied with the services I am receiving Q29.

## **Outcomes of Services**

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

Consumers also describe their lives as being better as a result of their services in a majority of cases. In total, 38.9% to 77.8% of consumers believe services have improved their lives in each outcome area. Additionally, 11.1% to 38.9% of consumers believe that no change has resulted from their services. Only 5.6% to 16.7% believes that things are worse as a result of services.

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

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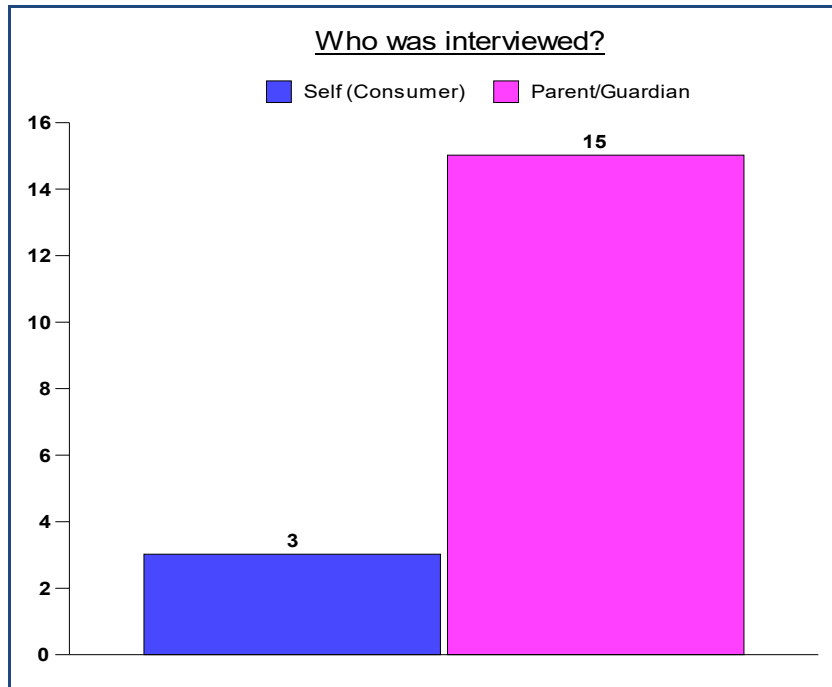
## **Request for Assistance**

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 Requests for Assistance for the 1<sup>st</sup> Quarter 15-16

## Survey Information

- Sample: The survey represents 18 ( $n=18$ ) respondents from the Capital Region including 18 children/adolescents (100.0%). Of the 18 child/adolescent consumers, 3 (16.7%) responded for themselves and 15 (83.3%) had a parent/guardian respond for them.



Our analysis found no significant differences in total satisfaction based on who was interviewed.

- Level of Care: In all, 1 treatment level of care was accessed by the respondents. 18 (100.0%) received Residential Treatment Facility (RTF) services.
- Methods: Data was collected by 5 interviewers.
- Treatment Facility: Data was collected from 4 Treatment Facilities in the Capital Region.
- Type: Overall, of the 18 interviews 10 (55.6%) were face-to-face interviews, 8 (44.4%) were conducted by phone. Our analysis found no significant differences in total satisfaction based on method of interview.

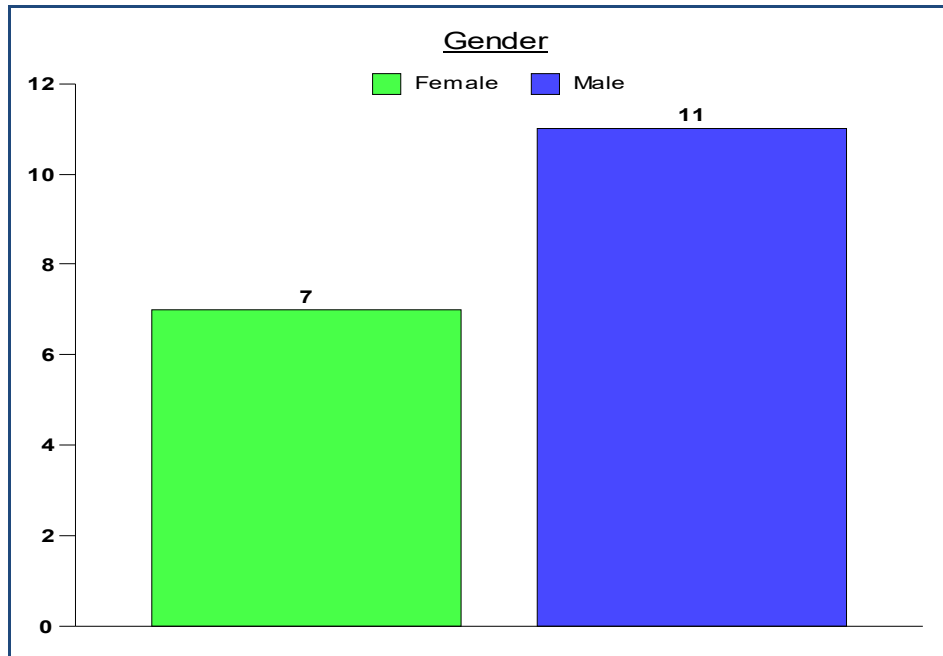
Below is a table of the method of interview by county.

	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	18	2 11.10%	2 11.10%	11 61.10%	3 16.70%	0 0
<b>Method of Interview</b>						
<b>In Person</b>	10	1 10.00%	1 10.00%	5 50.00%	3 30.00%	0 0
<b>Phone</b>	8	1 12.50%	1 12.50%	6 75.00%	0 0	0 0



## Demographic Information

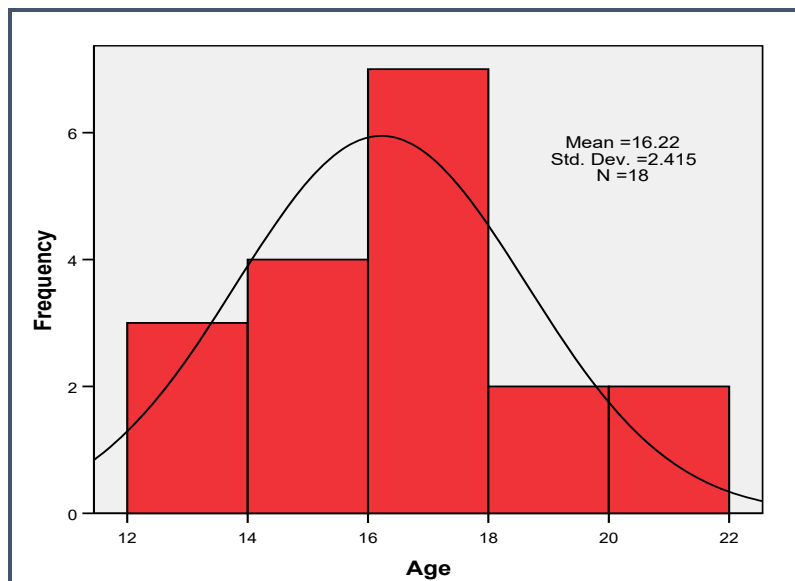
- Gender: Overall, the sample is 38.9% female (7) and 61.1% male (11).



Our analysis indicated no significant differences in total satisfaction based on gender.

- Age: Age of all respondents ranged from 12-21 years, with a mean age of 16.22 (SD 2.415).

### Age of All Respondents



Our analysis did not indicate significant differences in total satisfaction based on the respondent's age.

**County of Residence:**

The table below shows the county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster County (61.1%). The remaining respondents reported residence in Lebanon (16.7%), Dauphin (11.1%), and Cumberland (11.1%).

Base	County of Residence				
	Cumberland	Dauphin	Lancaster	Lebanon	Perry
18	2 11.10%	2 11.10%	11 61.10%	3 16.70%	0 0

Our analysis did not indicate significant differences in total satisfaction based on the respondent's county of residence.

- Race: 8 respondents (44.4%) reported their race as White/Caucasian, 8 (33.3%) Hispanic/Latino, 3 (16.7%), and 1 (5.6%) African American. Our analysis indicated no significant differences in total satisfaction with regard to race.

Base	Race			
	African American	Hispanic/Latino	White / Caucasian	Multi-Racial
18	1 5.60%	6 33.30%	8 44.40%	3 16.70%
18	1 5.60%	6 33.30%	8 44.40%	3 16.70%

## Consumer Satisfaction

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

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

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

The use of the word 'significant' in this document indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05. A significant trend indicates a probability level which approaches significance i.e. the probability level is between .05 and 1.0.

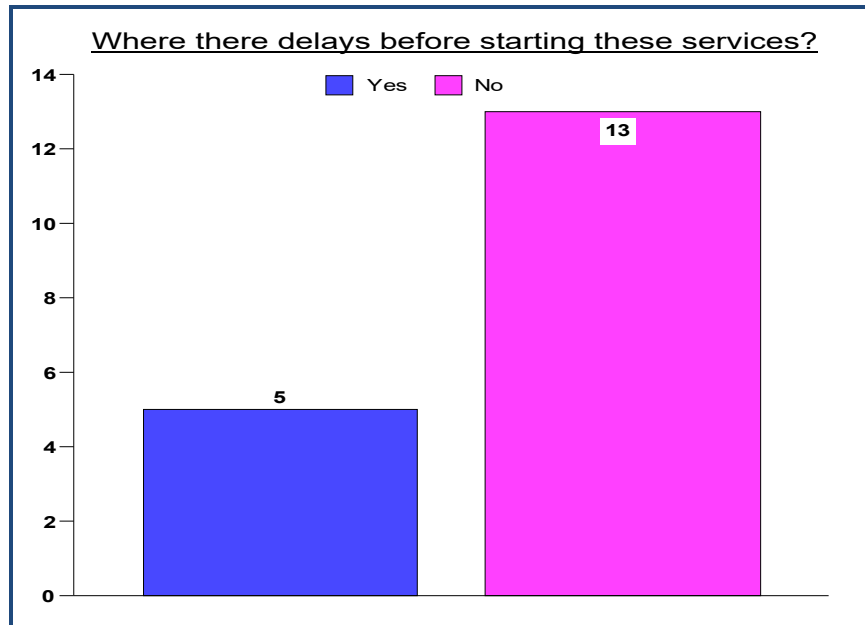
This section includes questions involving provider satisfaction surveys, service delays, and emergency treatment.

- Survey Information: Overall, 9 of the 18 interviews (50.0%) reported they had been previously interviewed, 6 (33.3%) reported they had not been interviewed, 3 (16.7%) were not sure.

Total	Has your provider interviewed you on your satisfaction level with services during the last year?		
	Yes	No	Not sure
18	9 50.00%	6 33.30%	3 16.70%

Our analysis did not indicate significant difference in total satisfaction based on whether or not their provider interviewed them on their satisfaction during the last year.

- Service Delay: 5 consumers (27.8%) reported that they experienced some delay before beginning treatment. 13 consumers (72.2%) reported no delay before beginning treatment.



#### Mean Satisfaction of Service Delays

Our analysis identified significant difference in total satisfaction for consumers based on service delays. Those who reported that they had delays before beginning services were significantly less satisfied than those who did not experience service delays.

Total Satisfaction Score			
Q11 Were there delays before starting these services?	N	Mean	Std. Deviation
Yes	5	95.04	16.79
No	13	111.21	12.55
Total	18	106.72	15.26

Emergency Treatment: 5 of the 18 respondents (27.8%) indicated they needed emergency mental health or substance abuse service during the past year. 13 (72.2%) 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). Of the consumers who felt that this question pertained to them, 100.0% reported they were either very satisfied or satisfied (The mean rating of satisfaction was 4.60 with standard deviation 0.548.)

## Mean Satisfaction of Treatment Facilities

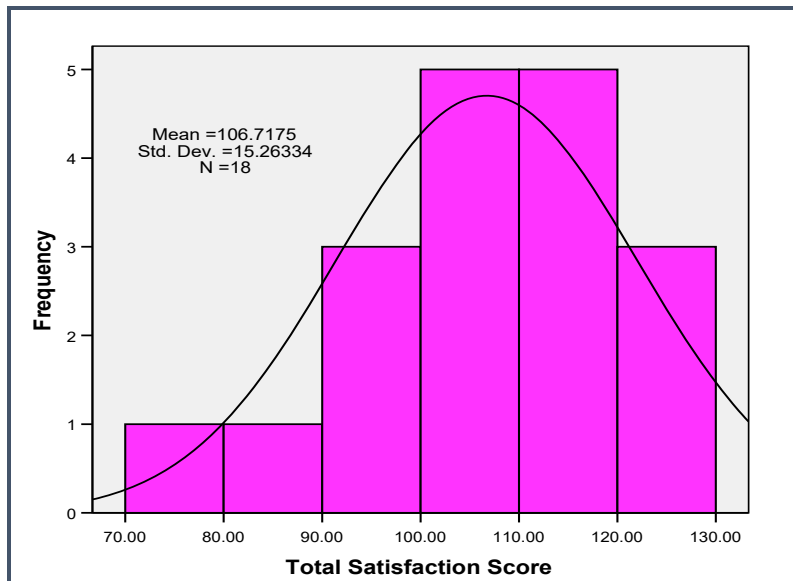
- Data was collected from 4 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed for each facility. To help with interpretation, scores highlighted in **Green** (113-140) indicate a high level of satisfaction, scores highlighted in **Yellow** (85-112) indicate some level of satisfaction and scores highlighted in **Red** (below 84) indicate some level of dissatisfaction.

Name of Treatment Facility	N	Mean	Std. Deviation
Devereaux	2	103.73	3.86
Hoffman Homes	7	113.78	20.25
Kidspace	5	100.49	8.25
Philhaven	4	103.64	14.30
Total	18	106.72	15.26

## Total Satisfaction

Overall Satisfaction: CSS includes 28 questions in the Total Satisfaction Score (TSS). These are questions 13-40 on the survey. Each question has 5 possible responses that are figured into the score. The responses ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale has a range of 28 - 140. Scores 112 -140 indicate a high level of satisfaction, scores 87-111 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 106.7175 with a standard deviation 15.26334 indicating some level of satisfaction overall. The TSS scores ranged from 71 – 129. 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 a 76.2% satisfaction rate (Mean Satisfaction Level/Highest Possible Score).

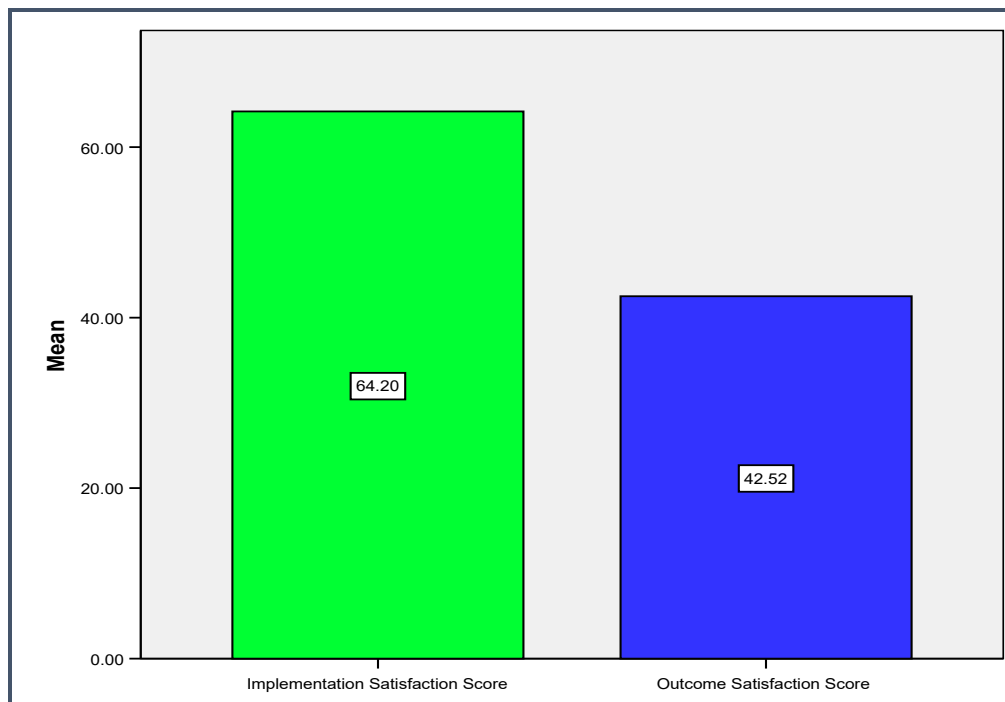


## Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 18-85. Scores 68-85 indicate a high level of satisfaction, scores 51-67 indicate some level of satisfaction and scores below 50 indicate some level of dissatisfaction with services.

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 of services.

To try to understand what aspects of service were influencing satisfaction, the set of satisfaction items were sorted into items relating to of services and items relating to outcome of services. The mean levels of satisfaction on these two sub-scales are presented below for reference.



## Services

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

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

- 94.4% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
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- 94.4% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 88.9% My service provider explained the advantages of my therapy or treatment Q27.

While satisfaction is generally high, further exploration is warranted regarding the following items (15% or greater):

- 27.8% I trust my service provider. Q22.
- 27.8% I feel safe at this facility Q23.
- 22.2% I was given information on how to get other services that I needed Q14. *A high number of consumers reported that this question did not apply to them, with these cases removed, 64.3% reported that they were given information on how to get other services and 28.6% reported that they were not given information on how to get other services. This is a more accurate representation of the data.*
- 22.2% When I came to this program I was given information on all the services that were available to me Q15.
- 22.2% I have the option to change my service provider should I choose to Q16.
- 22.2% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.
- 16.7% I feel comfortable in asking questions regarding my treatment Q18.
- 16.7% My service provider spends adequate time with me Q19.
- 16.7% Overall, I am satisfied with the services I am receiving Q29.

Summary responses from the Total group of respondents from this fiscal year (N=18) are presented in Table 1.



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

N=18	% 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.	77.8	16.7	2.8	1.1	5.6
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	50.0	22.2	3.2	1.8	22.2
15. When I came to this program I was given information on all the services that were available to me.	77.8	22.2	2.6	0.9	0.0
16. I have the option to change my service provider should I choose to.	72.2	22.2	2.5	0.9	0.0
17. I was informed about my rights and responsibilities regarding the treatment I have received.	94.4	0.0	2.9	0.2	0.0
18. I feel comfortable in asking questions regarding my treatment.	83.3	16.7	2.7	0.8	0.0
19. My service provider spends adequate time with me.	72.2	16.7	2.6	0.8	0.0
20. My provider asks my permission before sharing my personal information.	72.2	11.1	2.6	0.7	0.0
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	94.4	0.0	3.2	0.7	5.6
22. I trust my service provider.	66.7	27.8	2.4	0.9	0.0
23. I feel safe at this facility.	66.7	27.8	2.4	0.9	0.0
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	77.8	22.2	2.6	0.9	0.0
25. I am included in the development of my treatment/recovery plan and goals for recovery.	94.4	0.0	2.9	0.2	0.0
26. I am an important part of the treatment process.	83.3	11.1	2.7	0.7	0.0
27. My service provider explained the advantages of my therapy or treatment.	88.9	0.0	2.9	0.3	0.0
28. My service provider explained the limitations of my therapy or treatment.	83.3	11.1	2.7	0.7	0.0
29. Overall, I am satisfied with the services I am receiving.	72.2	16.7	2.6	0.8	0.0

## Outcomes of Services

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

Consumers also describe their lives as being better as a result of their services in a majority of cases. In total, 38.9% to 77.8% of consumers believe services have improved their lives in each outcome area. Additionally 11.1% to 38.9% of consumers believe that no change has resulted from their services. Only 5.6% to 16.7% believes that things are worse as a result of services.

*Summary responses from the Total group of respondents from this fiscal year (N=18) are presented in Table 2.*

**Table 2 – Total Satisfaction – Outcomes of Services Questions**

Total N=18	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	72.2	22.2	5.6	2.7	0.6	0.0
31. Feeling in control of my life.	66.7	22.2	11.1	2.6	0.7	0.0
32. Coping with personal crisis.	61.1	16.7	16.7	2.7	1.1	5.6
33. How I feel about myself.	72.2	11.1	16.7	2.6	0.8	0.0
34. Feeling good (hopeful) about the future.	77.8	11.1	11.1	2.7	0.7	0.0
35. Enjoying my free time.	77.8	11.1	5.6	2.9	0.9	5.6
36. Strengthening my social support network.	55.6	22.2	11.1	2.9	1.3	11.1
37. Being involved in community activities.	38.9	27.8	5.6	3.4	1.7	27.8
38. Participating with school or work activities.	44.4	16.7	11.1	3.4	1.8	27.8
39. Interacting with people in social situations.	66.7	27.8	5.6	2.6	0.6	0.0
40. Coping with specific problems or issue that led to seek services.	50.0	38.9	11.1	2.4	0.7	0.0

## Satisfaction with the Managed Care Organization

There are eight survey questions that assess the consumer's satisfaction with their MCO, Perform Care.

- 61.1% of respondents (11 of the 18) reported that they had received a copy of the Perform Care member handbook. 33.3% (6) did not feel this was the case, and 5.6% (1) was not sure.

	Base	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	18	11 61.10%	6 33.30%	1 5.60%	0 0
<b>County of Residence</b>					
Cumberland	2	1 50.00%	1 50.00%	0 0	0 0
Dauphin	2	2 100.00%	0 0	0 0	0 0
Lancaster	11	7 63.60%	4 36.40%	0 0	0 0
Lebanon	3	1 33.30%	1 33.30%	1 33.30%	0 0
Perry	0	0 0	0 0	0 0	0 0

- 100.0% of respondents (18 of the 18) reported that they were aware of their right to file a complaint or grievance.

	Base	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	18	18 100.00%	0 0	0 0	0 0
<b>County of Residence</b>					
Cumberland	2	2 100.00%	0 0	0 0	0 0
Dauphin	2	2 100.00%	0 0	0 0	0 0
Lancaster	11	11 100.00%	0 0	0 0	0 0
Lebanon	3	3 100.00%	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 88.9% of respondents (16 of the 18) reported that they knew who to call to file a complaint or grievance. 11.1% (2) did not feel this was the case.

	Base	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	18	16 88.90%	2 11.10%	0 0	0 0
<b>County of Residence</b>					
Cumberland	2	2 100.00%	0 0	0 0	0 0
Dauphin	2	2 100.00%	0 0	0 0	0 0
Lancaster	11	10 90.90%	1 9.10%	0 0	0 0
Lebanon	3	2 66.70%	1 33.30%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 27.8% of respondents (5 of the 18) reported that they had called Perform Care in the last twelve months for information. 72.2% (13) did not call Perform Care within the last twelve 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	18	5 27.80%	13 72.20%	0 0	0 0
<b>County of Residence</b>					
Cumberland	2	1 50.00%	1 50.00%	0 0	0 0
Dauphin	2	0 0	2 100.00%	0 0	0 0
Lancaster	11	4 36.40%	7 63.60%	0 0	0 0
Lebanon	3	0 0	3 100.00%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 100.0% of those that requested information from Perform Care (5 of the 5) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays.

	Base	Q4A 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	18	5 27.80%	0 0	0 0	13 72.20%
<b>County of Residence</b>					
Cumberland	2	1 50.00%	0 0	0 0	1 50.00%
Dauphin	2	0 0	0 0	0 0	2 100.00%
Lancaster	11	4 36.40%	0 0	0 0	7 63.60%
Lebanon	3	0 0	0 0	0 0	3 100.00%
Perry	0	0 0	0 0	0 0	0 0

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

- 72.2% of respondents (13 of 18) felt they were given a choice of at least 2 providers regarding the type of service they were seeking. 22.2% of respondents (4) did not feel this was the case, and 5.6% (1) were not sure.

	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	18	13 72.20%	4 22.20%	1 5.60%	0 0
<b>County of Residence</b>					
Cumberland	2	1 50.00%	1 50.00%	0 0	0 0
Dauphin	2	1 50.00%	0 0	1 50.00%	0 0
Lancaster	11	8 72.70%	3 27.30%	0 0	0 0
Lebanon	3	3 100.00%	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 83.3% of respondents who had called Perform Care staff (15 of 18) felt they were informed of the time approved for their services. 16.7% of respondents (3) did not feel this was the case.

	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	18	15 83.30%	3 16.70%	0 0	0 0
<b>County of Residence</b>					
Cumberland	2	2 100.00%	0 0	0 0	0 0
Dauphin	2	2 100.00%	0 0	0 0	0 0
Lancaster	11	9 81.80%	2 18.20%	0 0	0 0
Lebanon	3	2 66.70%	1 33.30%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 100.0% of respondents (7 of the 7) report when they call Perform Care staff treats them courteously and with respect.

	Base	Q7 When I call Perform Care staff treats me courteously and with respect.			
		Yes	No	Not Sure	Does Not Apply
Total	18	7 38.90%	0 0	0 0	11 61.10%
<b>County of Residence</b>					
Cumberland	2	1 50.00%	0 0	0 0	1 50.00%
Dauphin	2	0 0	0 0	0 0	2 100.00%
Lancaster	11	6 54.50%	0 0	0 0	5 45.50%
Lebanon	3	0 0	0 0	0 0	3 100.00%
Perry	0	0 0	0 0	0 0	0 0

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

- 72.2% of respondents (13 of 18) report they are satisfied with their interactions with Perform Care. 5.6% of respondents (1) did not feel this was the case, 5.6% (1) was not sure, and 16.7% (3) consumers felt that this question did not apply.

	Base	Q8 Overall, I am satisfied with the interactions I have had with Perform Care.			
		Yes	No	Not Sure	Does Not Apply
Total	18	13 72.20%	1 5.60%	1 5.60%	3 16.70%
<b>County of Residence</b>					
Cumberland	2	2 100.00%	0 0	0 0	0 0
Dauphin	2	1 50.00%	0 0	0 0	1 50.00%
Lancaster	11	7 63.60%	1 9.10%	1 9.10%	2 18.20%
Lebanon	3	3 100.00%	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

**Perform Care Comments:**

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

- Not immediately.

