



Consumer Satisfaction Services, Inc.

Capital Region 2nd Quarter Report October-December 2015

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

Consumer Satisfaction Services

4775 Linglestown Road

Suite 201

Harrisburg, PA 17112

(717) 651-1070

www.css-pa.org

Consumer Satisfaction Services, Inc.

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

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Executive Summary

Survey Protocol

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

All Consumer/Family Satisfaction Team (C/FST) surveyors have their criminal background check, child abuse history clearances and confidentiality statements updated on an annual basis.

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.

CSS has set a benchmark for consumer responses in the Services and Outcomes of Services sections of this report. Strongly Agree and Agree scores of 85% or above indicate high satisfaction, and Strongly Disagree and Disagree scores of 15% or above indicate low levels of satisfaction requiring further exploration.

Frequencies may not sum to total (n=1222) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.

Survey Information

- Sample: The survey represents 1222 (n=1222) respondents from the Capital Region including 573 Adults (46.9%) and 649 children/adolescents (53.1%).
- Sample: Of the 573 adult consumers, 557 (97.2%) responded for themselves, 9 (1.6%) had a parent/guardian respond for them, and 7 (1.2%) responded for themselves with a parent/guardian present. Of the 649 child/adolescent consumers, 60 (9.2%) responded for themselves, 569 (87.87%) had a parent/guardian respond for them, and 20 (3.1%) responded for themselves with a parent/guardian present.
- Level of Care: In all, 5 treatment levels of care were accessed by the respondents. 894 (73.2%) received Mental Health Outpatient, 183 (15.0%) received Family Based Services, 66 (5.4%) received D&A Non Hospital Residential Halfway House, 47 (3.8%) received D&A Methadone Maintenance, and 32 (2.6%) received D&A Buprenorphine Coordination services.
- Methods: Data was collected by 5 interviewers.
- Treatment Facility: Data was collected from 28 Treatment Facilities in the Capital Region.
- Type: Overall, of the 1222 interviews 1157 (94.7%) were face-to-face interviews, 65 (5.3%) were conducted by phone. Our analysis found no significant differences in total satisfaction based on method of interview.

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:

- 95.3% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 94.8% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 93.9% My provider asks my permission before sharing my personal information Q20.
- 93.0% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 92.5% I am an important part of the treatment process Q26.
- 91.5% I feel comfortable in asking questions regarding my treatment Q18.
- 89.0% I feel safe at this facility Q23.
- 88.5% I trust my service provider Q22.
- 87.6% My service provider spends adequate time with me Q19.
- 87.5% Child Respondents: My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.
- 86.8% Overall, I am satisfied with the services I am receiving Q30.

- 85.8% My service provider explained the advantages of my therapy or treatment Q27.
- 85.5% I have the option to change my service provider should I choose to Q16.

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

- 21.3% I was given information on how to get other services that I needed Q14.
- 18.5% Adult Respondents: My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 15.5% When I came to this program I was given information on all the services that were available to me Q15.

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, 52.5% to 72.6% of consumers believe services have improved their lives in each outcome area. Additionally 20.4% to 33.3% of consumers believe that no change has resulted from their services. Only 4.9% to 9.8% believes that things are worse as a result of services.

We welcome questions, comments and suggestions. Please contact:

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

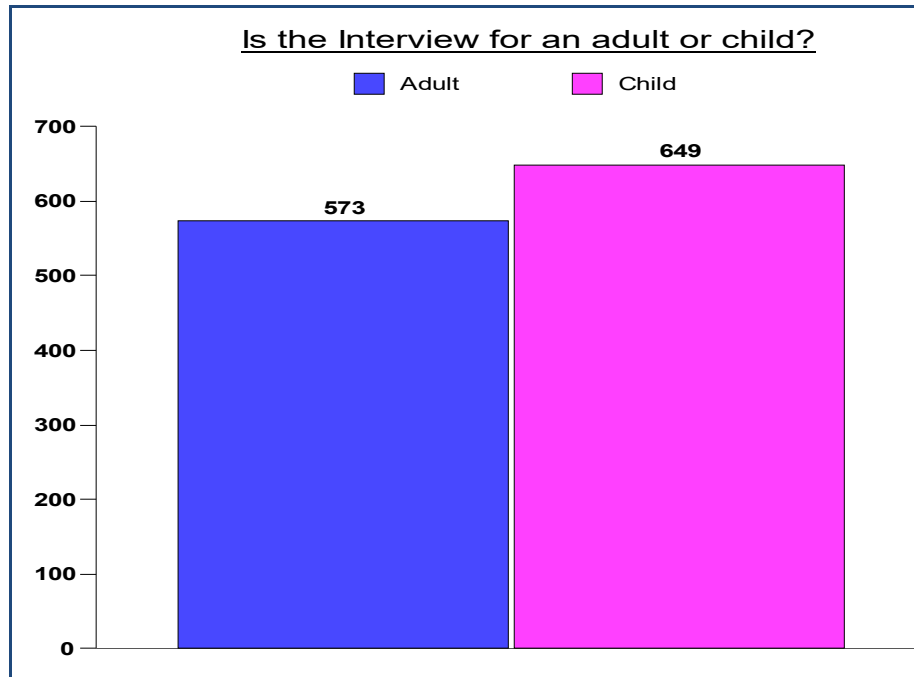
Request for Assistance

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 no Requests for Assistance for the 2nd Quarter 15-16. A number of consumers did report a concern with some aspect of their treatment and requested assistance. However, these situations warranted a formal complaint/grievance. CSS and Perform Care completed a warm handoff in each situation and the consumers' needs were addressed.

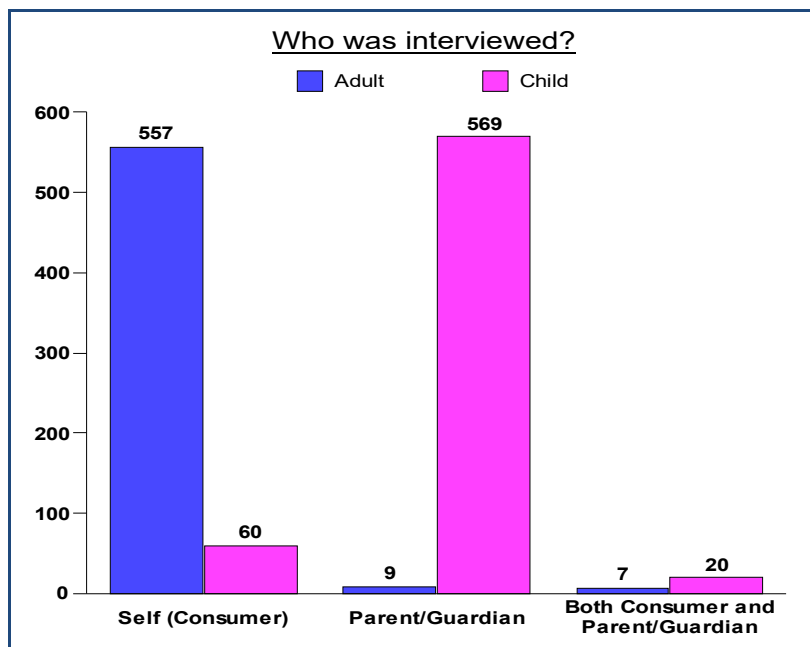
Survey Information

- Sample: The survey represents 1222 ($n=1222$) respondents from the Capital Region including 573 Adults (46.9%) and 649 children/adolescents (53.1%).



Our analysis found no significant differences in total satisfaction based on age.

- Sample: Of the 573 adult consumers, 557 (97.2%) responded for themselves, 9 (1.6%) had a parent/guardian respond for them, and 7 (1.2%) responded for themselves with a parent/guardian present. Of the 649 child/adolescent consumers, 60 (9.2%) responded for themselves, 569 (87.87%) had a parent/guardian respond for them, and 20 (3.1%) responded for themselves with a parent/guardian present.



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

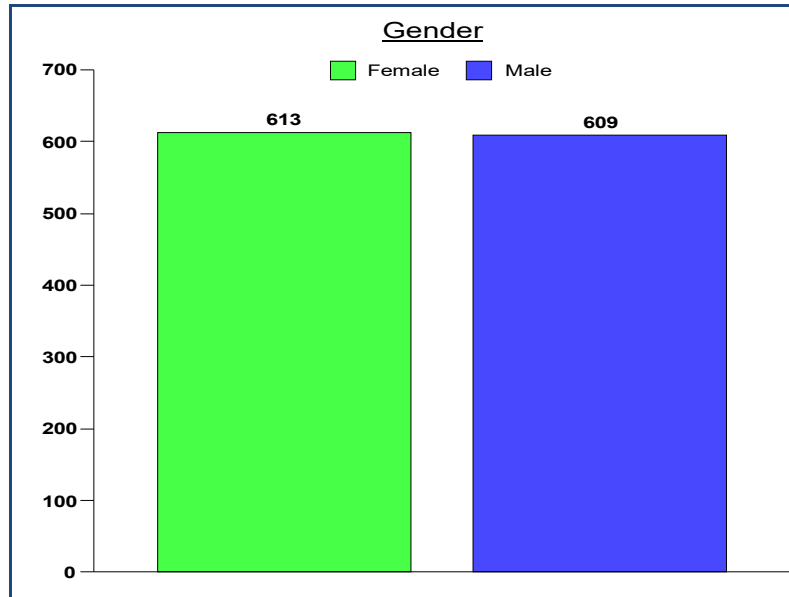
- Level of Care: In all, 5 treatment levels of care were accessed by the respondents. 894 (73.2%) received Mental Health Outpatient, 183 (15.0%) received Family Based Services, 66 (5.4%) received D&A Non Hospital Residential Halfway House, 47 (3.8%) received D&A Methadone Maintenance, and 32 (2.6%) received D&A Buprenorphine Coordination services.
- Methods: Data was collected by 5 interviewers.
- Treatment Facility: Data was collected from 28 Treatment Facilities in the Capital Region.
- Type: Overall, of the 1222 interviews 1157 (94.7%) were face-to-face interviews, 65 (5.3%) 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.

| | Total | County of Residence | | | | |
|-----------|-------|---------------------|---------------|---------------|---------------|-------------|
| | | Cumberland | Dauphin | Lancaster | Lebanon | Perry |
| Base | 1222 | 223 18.20% | 349 28.60% | 379 31.00% | 218 17.80% | 53 4.30% |
| Adult | | | | | | |
| In Person | 547 | 117 21.40% | 156 28.50% | 142 26.00% | 110 20.10% | 22 4.00% |
| Phone | 26 | 8 30.80% | 5 19.20% | 9 34.60% | 3 11.50% | 1 3.80% |
| Child | | | | | | |
| In Person | 610 | 93 15.20% | 174 28.50% | 213 34.90% | 104 17.00% | 26 4.30% |
| Phone | 39 | 5 12.80% | 14 35.90% | 15 38.50% | 1 2.60% | 4 10.30% |

Demographic Information

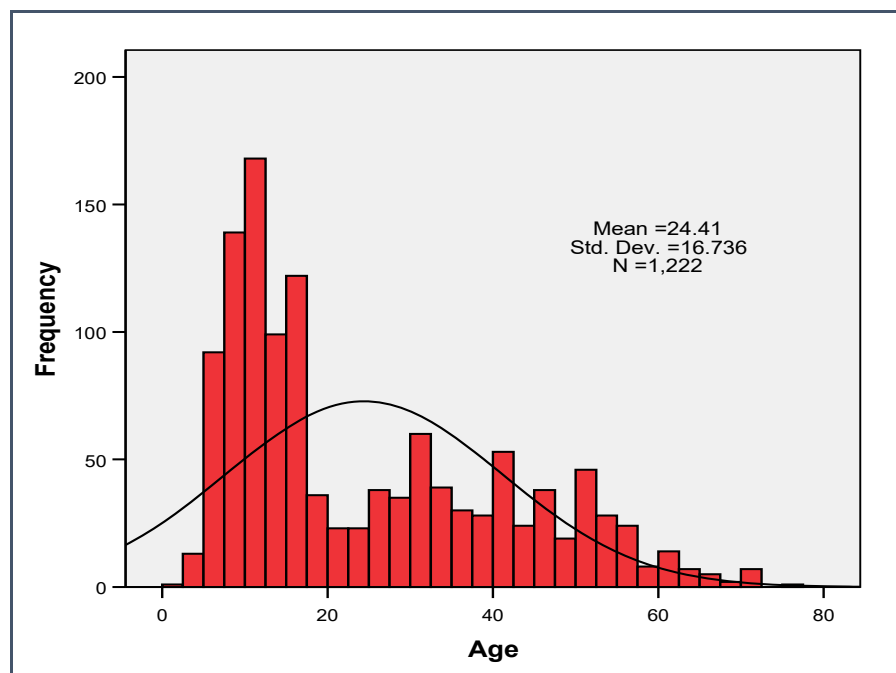
- Gender: Overall, the sample is 50.2% female (613) and 49.8% male (609).



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

- Age: Age of all respondents ranged from 2-76 years, with a mean age of 24.41 (SD 16.736).

Age of All Respondents



Age of **Adult** respondents ranged from 18-76 years, with a mean age of 39.49 (SD= 12.443). Our analysis did not indicate significant differences in total satisfaction based on the respondent's age.

Age of **Child** respondents ranged from 2-21 years (Family Based Services categorizes a child/adolescent as up to and including 21 years of age), with a mean age of 11.10 (SD= 3.556). 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 (31.0%). The remaining respondents reported residence in Dauphin (28.6%), Cumberland (18.2%), Lebanon (17.8%), and Perry (4.3%).

| | Base | County of Residence | | | | |
|-------|------|---------------------|---------------|---------------|---------------|-------------|
| | | Cumberland | Dauphin | Lancaster | Lebanon | Perry |
| Total | 1222 | 223 18.20% | 349 28.60% | 379 31.00% | 218 17.80% | 53 4.30% |
| Adult | 573 | 125 21.80% | 161 28.10% | 151 26.40% | 113 19.70% | 23 4.00% |
| Child | 649 | 98 15.10% | 188 29.00% | 228 35.10% | 105 16.20% | 30 4.60% |

- Race: 729 respondents (59.7%) reported their race as White/Caucasian, 183 (15.0%) as African American, 159 (13.0%) as Hispanic/Latino, 124 (10.1%) as Multi-Racial, 9 (0.7%) as Other, 8 (0.7%) as Native American/American Indian, 4 (0.3%) as Asian/Pacific Islander, and 6 (0.5%) did not answer.

| | Base | Race | | | | | | | |
|-------|------|------------------|------------------------|-----------------|-----------------------------------|-------------------|---------------|------------|----------------|
| | | African American | Asian/Pacific Islander | Hispanic/Latino | Native American / American Indian | White / Caucasian | Multi-Racial | Other | Did not answer |
| Total | 1222 | 183 15.00% | 4 0.30% | 159 13.00% | 8 0.70% | 729 59.70% | 124 10.10% | 9 0.70% | 6 0.50% |
| Adult | 573 | 76 13.30% | 3 0.50% | 48 8.40% | 6 1.00% | 409 71.40% | 25 4.40% | 3 0.50% | 3 0.50% |
| Child | 649 | 107 16.50% | 1 0.20% | 111 17.10% | 2 0.30% | 320 49.30% | 99 15.30% | 6 0.90% | 3 0.50% |

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.

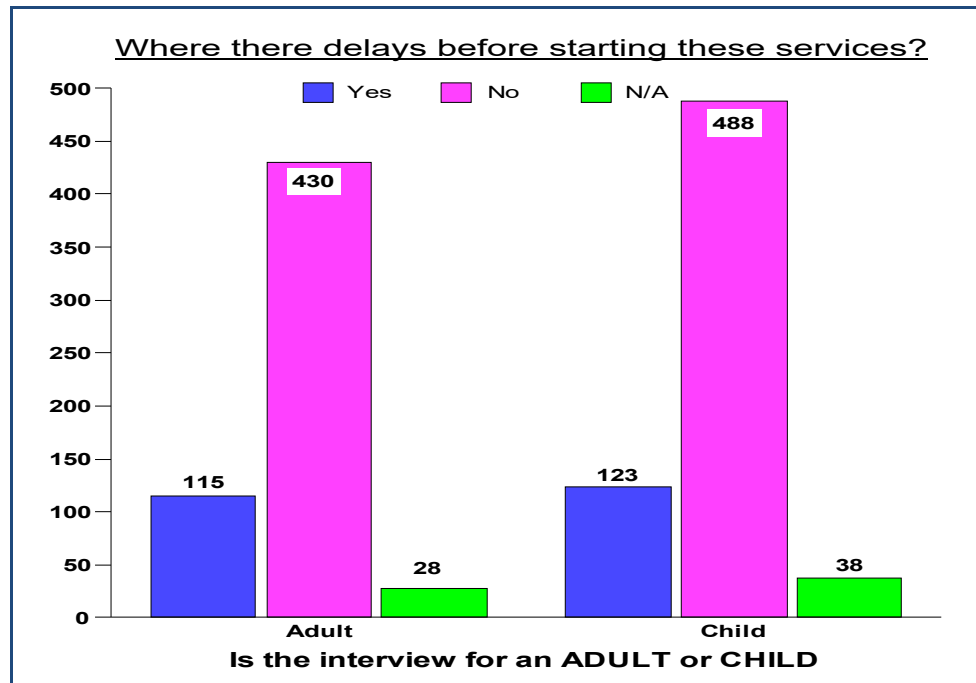
- Survey Information: Overall, 451 of the 1222 interviews (36.9%) reported they had been previously interviewed, 651 (53.3%) reported they had not been interviewed, 118 (9.7%) were not sure, and 2 (0.2%) of consumers reported that this question did not apply to them.

| Total Satisfaction Score | | | | | | |
|--|----------------|--|--------|----------|--------|--------|
| Is the interview for an ADULT or CHILD | | Has your provider interviewed you on your satisfaction level with services during the last year? | | | | Total |
| | | Yes | No | Not sure | N/A | |
| Adult | N | 178 | 335 | 58 | 2 | 573 |
| | Mean | 115.19 | 109.84 | 111.91 | 116.36 | 111.73 |
| | Std. Deviation | 11.91 | 15.40 | 13.10 | 3.73 | 14.33 |
| Child | N | 273 | 316 | 60 | | 649 |
| | Mean | 113.92 | 108.12 | 110.92 | | 110.82 |
| | Std. Deviation | 11.26 | 15.04 | 11.58 | | 13.53 |

Our analysis indicates that both adult and child consumers who were surveyed by their provider in the last year reported significantly higher levels of total satisfaction than those who reported they had not been surveyed by their provider in the last year.

- Service Delay:

- Of the 573 adult consumers 115 (20.1%) reported that they experienced some delay before beginning treatment. 430 consumers (75.0%) reported no delay before beginning treatment, and 28 (4.9%) consumers felt that this question did not apply to them.
- Of the 649 child consumers 123 (18.9%) reported that they experienced some delay before beginning treatment. 488 consumers (75.2%) reported no delay before beginning treatment, and 38 (5.9%) consumers felt that this question did not apply to them.



Mean Satisfaction of Service Delays

Our analysis identified a significant difference in total satisfaction for child consumers based on service delays. Consumers of child services who reported yes or not applicable for delays before starting services were significantly less satisfied than those who reported no service delays.

| Is the interview for an ADULT or CHILD | Q11 Were there delays before starting | N | Mean | Std. Deviation |
|--|---------------------------------------|-----|--------|----------------|
| Adult | Yes | 115 | 110.08 | 15.35 |
| | No | 430 | 112.40 | 14.09 |
| | N/A | 28 | 108.22 | 12.98 |
| | Total | 573 | 111.73 | 14.33 |
| Child | Yes | 123 | 106.71 | 14.85 |
| | No | 488 | 112.29 | 12.38 |
| | N/A | 38 | 105.22 | 18.52 |
| | Total | 649 | 110.82 | 13.53 |

Emergency Treatment: 116 of the 573 adult respondents (20.8%) indicated they needed emergency mental health or substance abuse service during the past year. 120 of the 649 child respondents (18.5%) indicated they needed emergency mental health or substance abuse 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 3.62 with standard deviation 1.460.

| | Base | Q42a If yes, how satisfied are you with the help you received? | | | | |
|-------|---------------|--|--------------|-------------|--------------|----------------|
| | | Not At All | Somewhat | Neither | Satisfied | Very Satisfied |
| Total | 232 | 40 | 20 | 7 | 86 | 79 |
| Adult | 115 49.60% | 13 32.50% | 6 30.00% | 1 14.30% | 49 57.00% | 46 58.20% |
| Child | 117 50.40% | 27 67.50% | 14 70.00% | 6 85.70% | 37 43.00% | 33 41.80% |

Mean Satisfaction for Level of Care

Our analysis indicated significant differences in total satisfaction with regard to level of care for adult consumers only. Those who received Mental Health Outpatient services were significantly less satisfied than those who received D&A Non Hospital Residential Halfway House and D&A Methadone Maintenance services.

| Total Satisfaction Score | | | | |
|--|--|-----|----------|----------------|
| Is the interview for an ADULT or CHILD | Level of Care | N | Mean | Std. Deviation |
| Adult | Mental Health Outpatient | 428 | 109.3374 | 13.73907 |
| | D&A Non Hospital Residential Halfway House | 66 | 121.9408 | 12.11808 |
| | D&A Methadone Maint | 47 | 117.4180 | 16.16707 |
| | D&A Buprenorphine Coordination | 32 | 114.3814 | 11.66346 |
| | Total | 573 | 111.7336 | 14.33025 |
| Child | Mental Health Outpatient | 466 | 110.3102 | 13.26629 |
| | Family Based Services | 183 | 112.1027 | 14.12442 |
| | Total | 649 | 110.8156 | 13.52687 |

Mean Satisfaction for County of Residence

Our analysis indicated significant differences in total satisfaction with regard to County of Residence. Those who live in Dauphin County were significantly less satisfied than those who live in Lancaster County. There were no significant differences in total satisfaction for the remaining counties.

| Total Satisfaction Score | | | |
|--------------------------|------|--------|----------------|
| County of Residence | N | Mean | Std. Deviation |
| Cumberland | 223 | 109.73 | 14.46 |
| Dauphin | 349 | 109.91 | 14.13 |
| Lancaster | 379 | 112.83 | 13.59 |
| Lebanon | 218 | 112.66 | 11.81 |
| Perry | 53 | 109.24 | 18.35 |
| Total | 1222 | 111.25 | 13.91 |

Mean Satisfaction Race

Our analysis indicated significant differences in total satisfaction with regard to Race. Child consumers who identified their race as Multi-Racial reported significantly lower satisfaction than those who identified their race as White/Caucasian, and Hispanic/Latino.

| Total Satisfaction Score | | | |
|-----------------------------------|-----|--------|----------------|
| Race | N | Mean | Std. Deviation |
| African American | 107 | 110.09 | 11.77 |
| Asian/Pacific Islander | 1 | 116.00 | . |
| Hispanic/Latino | 111 | 113.69 | 11.15 |
| Native American / American Indian | 2 | 123.04 | .23 |
| White / Caucasian | 320 | 111.49 | 13.78 |
| Multi-Racial | 99 | 106.17 | 15.91 |
| Other | 6 | 105.76 | 9.47 |
| Did not answer | 3 | 111.99 | 17.34 |
| Total | 649 | 110.82 | 13.53 |

Mean Satisfaction of Treatment Facilities

- Data was collected from 28 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed separately for Adult and Child/Adolescent Services for each facility. To help with interpretation, scores highlighted in **Green** (113-140) indicate a high level of satisfaction, scores highlighted in **Yellow** (85-112) indicate some level of satisfaction and scores highlighted in **Red** (below 84) indicate some level of dissatisfaction.

Adult Services

| Total Satisfaction Score | | | |
|---------------------------------|-----|--------|----------------|
| Name of Treatment Facility | N | Mean | Std. Deviation |
| Catholic Charities | 4 | 108.55 | 4.20 |
| Commonwealth Clinical Group | 8 | 108.16 | 16.64 |
| Community Services Group | 35 | 107.69 | 10.47 |
| Diakon | 21 | 98.69 | 20.75 |
| Northwestern-Stevens Center | 83 | 112.52 | 13.13 |
| PA Counseling | 63 | 111.03 | 13.38 |
| Philhaven | 78 | 109.02 | 13.20 |
| SACA-Nuestra Clinica | 5 | 115.81 | 14.80 |
| TW Ponessa | 79 | 108.23 | 13.69 |
| TeamCare | 26 | 110.18 | 11.97 |
| Youth Advocate Program | 24 | 109.47 | 12.93 |
| TrueNorth Wellness Services | 2 | 98.37 | 24.78 |
| ARS of Lancaster | 8 | 125.02 | 15.95 |
| Discovery House | 20 | 114.29 | 16.12 |
| Lebanon Treatment Center | 17 | 115.15 | 15.30 |
| SASI (RASE) | 32 | 114.38 | 11.66 |
| Alternative Counseling Services | 3 | 124.95 | 3.59 |
| Evergreen/Catholic Charities | 7 | 120.55 | 13.84 |
| Clem-Mar House Male | 2 | 122.82 | 19.84 |
| Clem-Mar House Female | 2 | 116.61 | 2.54 |
| Daystar | 20 | 128.84 | 8.13 |
| Gate House for Men | 15 | 120.22 | 10.32 |
| Gate House for Women | 16 | 114.59 | 14.23 |
| Pyramid Healthcare | 2 | 137.50 | 2.12 |
| Treatment Trends | 1 | 137.00 | . |
| Total | 573 | 111.73 | 14.33 |

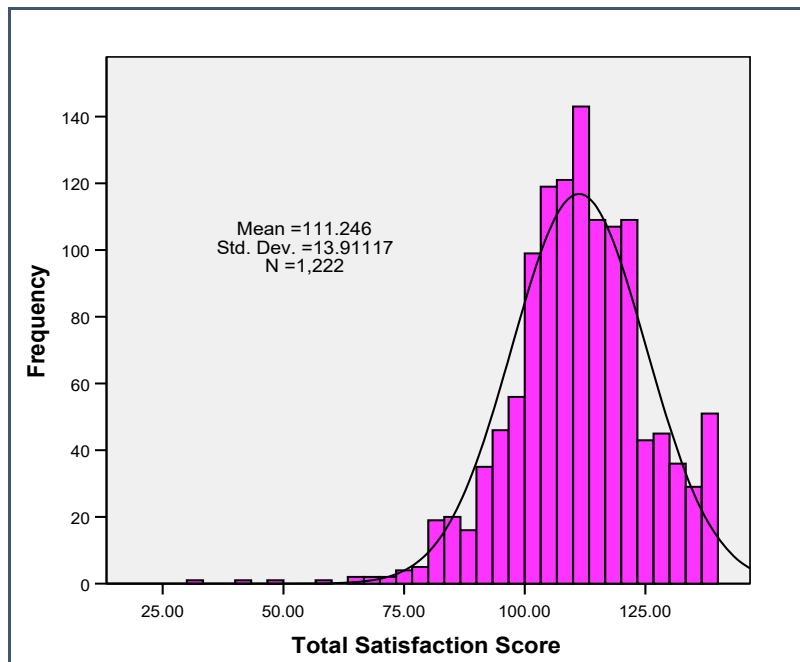
Child/Adolescent Services

| Total Satisfaction Score | | | |
|-----------------------------|-----|--------|----------------|
| Name of Treatment Facility | N | Mean | Std. Deviation |
| Catholic Charities | 5 | 120.09 | 6.34 |
| Commonwealth Clinical Group | 1 | 101.00 | . |
| Community Services Group | 56 | 110.03 | 13.57 |
| Diakon | 30 | 105.87 | 12.89 |
| Northwestern-Stevens Center | 21 | 104.17 | 19.33 |
| PA Counseling | 153 | 112.38 | 13.51 |
| Philhaven | 142 | 112.39 | 14.07 |
| SACA-Nuestra Clinica | 2 | 96.90 | 2.68 |
| TW Ponessa | 104 | 111.91 | 14.34 |
| TeamCare | 71 | 109.04 | 10.80 |
| Youth Advocate Program | 38 | 109.38 | 11.48 |
| TrueNorth Wellness Services | 14 | 109.24 | 9.65 |
| Keystone | 5 | 107.58 | 7.31 |
| Jewish Family Services | 1 | 118.00 | . |
| Franklin Family Services | 6 | 103.94 | 9.77 |
| Total | 649 | 110.82 | 13.53 |

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 111.246 with a standard deviation 13.91117 indicating some level of satisfaction overall. The TSS scores ranged from 30.86 – 140. 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 79.5% satisfaction rate (Mean Satisfaction Level/Highest Possible Score).

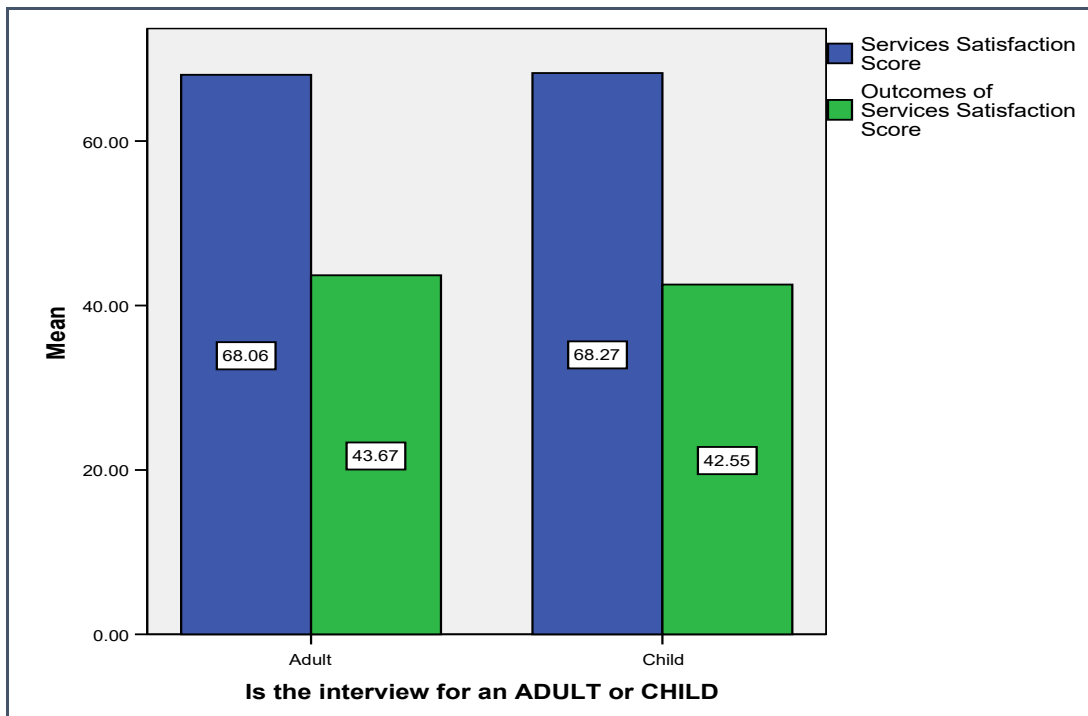


Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 19.86-85. Scores 68-85 indicate a high level of satisfaction, scores 51-67 indicate some level of satisfaction and scores below 50 indicate some level of dissatisfaction with services.

Outcomes of services scores ranged from 11-55. Scores 44-55 indicate a high level of satisfaction, scores 33-43 indicate some level of satisfaction and scores below 33 indicate some level of dissatisfaction with outcomes of services.

To try to understand what aspects of service were influencing satisfaction, the set of satisfaction items were sorted into items relating to 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:

- 95.3% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 94.8% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 93.9% My provider asks my permission before sharing my personal information Q20.
- 93.0% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 92.5% I am an important part of the treatment process Q26.
- 91.5% I feel comfortable in asking questions regarding my treatment Q18.
- 89.0% I feel safe at this facility Q23.
- 88.5% I trust my service provider Q22.
- 87.6% My service provider spends adequate time with me Q19.
- 87.5% Child Respondents: My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.
- 86.8% Overall, I am satisfied with the services I am receiving Q30.
- 85.8% My service provider explained the advantages of my therapy or treatment Q27.
- 85.5% I have the option to change my service provider should I choose to Q16.

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

- 21.3% I was given information on how to get other services that I needed Q14.
- 18.5% Adult Respondents: My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 15.5% When I came to this program I was given information on all the services that were available to me Q15.

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

(N=573) are presented in Table 2. Summary responses from the Child/Adolescent group of respondents from this fiscal year (N=649) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions

| N=1222 | % 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. | 79.4 | 14.9 | 2.7 | 0.8 | 0.6 |
| 14. I was given information on how to get other services that I needed (example: transportation, child care, employment training). | 68.7 | 21.3 | 2.7 | 1.1 | 5.6 |
| 15. When I came to this program I was given information on all the services that were available to me. | 79.2 | 15.5 | 2.7 | 0.8 | 1.3 |
| 16. I have the option to change my service provider should I choose to. | 85.5 | 9.7 | 2.8 | 0.7 | 0.8 |
| 17. I was informed about my rights and responsibilities regarding the treatment I have received. | 94.8 | 2.9 | 2.9 | 0.4 | 0.4 |
| 18. I feel comfortable in asking questions regarding my treatment. | 91.5 | 4.7 | 2.9 | 0.5 | 0.6 |
| 19. My service provider spends adequate time with me. | 87.6 | 8.3 | 2.8 | 0.6 | 0.3 |
| 20. My provider asks my permission before sharing my personal information. | 93.9 | 1.7 | 3.0 | 0.5 | 1.4 |
| 21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment. | 95.3 | 0.8 | 3.0 | 0.5 | 1.9 |
| 22. I trust my service provider. | 88.5 | 6.9 | 2.8 | 0.6 | 0.6 |
| 23. I feel safe at this facility. | 89.0 | 3.8 | 3.0 | 0.8 | 4.8 |
| 24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process. | 84.2 | 9.7 | 2.8 | 0.8 | 2.0 |
| 25. I am included in the development of my treatment/recovery plan and goals for recovery. | 93.0 | 4.0 | 2.9 | 0.5 | 0.6 |
| 26. I am an important part of the treatment process. | 92.5 | 5.0 | 2.9 | 0.5 | 0.3 |
| 27. My service provider explained the advantages of my therapy or treatment. | 85.8 | 8.1 | 2.8 | 0.6 | 0.4 |
| 28. My service provider explained the limitations of my therapy or treatment. | 81.5 | 10.4 | 2.8 | 0.7 | 1.2 |
| 29. Overall, I am satisfied with the services I am receiving. | 86.8 | 9.2 | 2.8 | 0.6 | 0.1 |

Table 2 – Total Satisfaction – Services Questions Adult

| N=573 | % 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. | 74.7 | 18.5 | 2.6 | 0.8 | 0.7 |
| 14. I was given information on how to get other services that I needed (example: transportation, child care, employment training). | 68.8 | 21.1 | 2.7 | 1.1 | 5.4 |
| 15. When I came to this program I was given information on all the services that were available to me. | 76.3 | 18.7 | 2.6 | 0.9 | 1.0 |
| 16. I have the option to change my service provider should I choose to. | 83.1 | 11.9 | 2.8 | 0.7 | 1.0 |
| 17. I was informed about my rights and responsibilities regarding the treatment I have received. | 93.7 | 3.7 | 2.9 | 0.4 | 0.3 |
| 18. I feel comfortable in asking questions regarding my treatment. | 89.9 | 5.6 | 2.9 | 0.6 | 0.9 |
| 19. My service provider spends adequate time with me. | 87.3 | 8.0 | 2.8 | 0.6 | 0.5 |
| 20. My provider asks my permission before sharing my personal information. | 93.0 | 1.7 | 3.0 | 0.5 | 1.9 |
| 21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment. | 95.3 | 0.9 | 3.0 | 0.5 | 1.9 |
| 22. I trust my service provider. | 87.1 | 7.5 | 2.8 | 0.6 | 0.9 |
| 23. I feel safe at this facility. | 93.2 | 4.7 | 2.9 | 0.4 | 0.0 |
| 24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process. | 80.5 | 11.7 | 2.8 | 0.8 | 2.6 |
| 25. I am included in the development of my treatment/recovery plan and goals for recovery. | 91.3 | 5.6 | 2.9 | 0.6 | 1.0 |
| 26. I am an important part of the treatment process. | 92.7 | 4.7 | 2.9 | 0.5 | 0.3 |
| 27. My service provider explained the advantages of my therapy or treatment. | 83.8 | 8.4 | 2.8 | 0.7 | 0.7 |
| 28. My service provider explained the limitations of my therapy or treatment. | 79.6 | 12.0 | 2.7 | 0.7 | 0.9 |
| 29. Overall, I am satisfied with the services I am receiving. | 87.8 | 8.4 | 2.8 | 0.6 | 0.0 |

Table 3 – Total Satisfaction – Services Questions Child/Adolescent

| N=649 | % 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. | 83.5 | 11.7 | 2.7 | 0.7 | 0.5 |
| 14. I was given information on how to get other services that I needed (example: transportation, child care, employment training). | 68.6 | 21.4 | 2.7 | 1.2 | 5.7 |
| 15. When I came to this program I was given information on all the services that were available to me. | 81.8 | 12.6 | 2.8 | 0.8 | 1.5 |
| 16. I have the option to change my service provider should I choose to. | 87.7 | 7.7 | 2.8 | 0.6 | 0.6 |
| 17. I was informed about my rights and responsibilities regarding the treatment I have received. | 95.7 | 2.3 | 3.0 | 0.4 | 0.5 |
| 18. I feel comfortable in asking questions regarding my treatment. | 92.9 | 3.9 | 2.9 | 0.4 | 0.3 |
| 19. My service provider spends adequate time with me. | 88.0 | 8.5 | 2.8 | 0.6 | 0.2 |
| 20. My provider asks my permission before sharing my personal information. | 94.6 | 1.7 | 3.0 | 0.4 | 0.9 |
| 21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment. | 95.2 | 0.8 | 3.0 | 0.5 | 1.8 |
| 22. I trust my service provider. | 89.8 | 6.3 | 2.8 | 0.5 | 0.3 |
| 23. I feel safe at this facility. | 85.4 | 2.9 | 3.2 | 1.0 | 9.1 |
| 24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process. | 87.5 | 8.0 | 2.9 | 0.7 | 1.4 |
| 25. I am included in the development of my treatment/recovery plan and goals for recovery. | 94.5 | 2.6 | 2.9 | 0.4 | 0.2 |
| 26. I am an important part of the treatment process. | 92.3 | 5.2 | 2.9 | 0.5 | 0.3 |
| 27. My service provider explained the advantages of my therapy or treatment. | 87.5 | 7.9 | 2.8 | 0.6 | 0.2 |
| 28. My service provider explained the limitations of my therapy or treatment. | 83.2 | 8.9 | 2.8 | 0.7 | 1.5 |
| 29. Overall, I am satisfied with the services I am receiving. | 86.0 | 10.0 | 2.8 | 0.6 | 0.2 |

Outcomes of Services

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

Consumers describe their lives as being better as a result of their services in a majority of cases. In total, 52.5% to 72.6% of consumers believe services have improved their lives in each outcome area. Additionally, 20.4% to 33.3% of consumers believe that no change has resulted from involvement in services. Only 4.9% to 9.8% believes that things are worse as a result of services.

**As there was such a high proportion of respondents in the does not apply category for Question 38, 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 below. When the Not Applicable responses are removed, 62.6% of consumers believe that services have improved their lives in each outcome area.*

Summary responses from the Total group of respondents from this fiscal year (N=1222) are presented in Table 4. Summary responses from the Adult group of respondents from this fiscal year (N=573) are presented in Table 5. Summary responses from the Child/Adolescent group of respondents from this fiscal year (N=649) are presented in Table 6.

Table 4 – Total Satisfaction – Outcomes of Services Questions

| Total N=1222 | % Better or Much Better | % About the Same | % Worse or Much Worse | Mean | Std. Deviation | % Reported Does Not Apply |
|---|-------------------------|------------------|-----------------------|------|----------------|---------------------------|
| 30. Managing daily problems. | 69.1 | 22.3 | 7.4 | 2.7 | 0.7 | 1.1 |
| 31. Feeling in control of my life. | 62.5 | 26.3 | 8.4 | 2.7 | 0.9 | 2.8 |
| 32. Coping with personal crisis. | 59.6 | 22.7 | 9.8 | 2.8 | 1.1 | 7.9 |
| 33. How I feel about myself. | 68.2 | 23.6 | 6.6 | 2.7 | 0.7 | 1.5 |
| 34. Feeling good (hopeful) about the future. | 68.5 | 21.3 | 6.3 | 2.8 | 0.9 | 3.9 |
| 35. Enjoying my free time. | 72.6 | 20.4 | 5.3 | 2.7 | 0.7 | 1.7 |
| 36. Strengthening my social support network. | 64.6 | 27.0 | 4.9 | 2.7 | 0.8 | 2.9 |
| 37. Being involved in community activities. | 52.5 | 33.3 | 5.1 | 2.8 | 1.2 | 9.1 |
| 38. Participating with school or work activities. | 48.1 | 23.3 | 5.4 | 3.4 | 1.6 | 23.2 |
| 39. Interacting with people in social situations. | 65.3 | 26.7 | 5.2 | 2.7 | 0.8 | 2.8 |

| | | | | | | |
|---|------|------|-----|-----|-----|-----|
| 40. Coping with specific problems or issue that led to seek services. | 70.5 | 21.8 | 6.8 | 2.7 | 0.7 | 0.9 |
|---|------|------|-----|-----|-----|-----|

Table 5 – Total Satisfaction – Outcomes of Services Questions Adult

| Total N=537 | % Better or Much Better | % About the Same | % Worse or Much Worse | Mean | Std. Deviation | % Reported Does Not Apply |
|---|-------------------------|------------------|-----------------------|------|----------------|---------------------------|
| 30. Managing daily problems. | 73.3 | 20.8 | 5.1 | 2.7 | 0.6 | 0.9 |
| 31. Feeling in control of my life. | 69.5 | 20.8 | 9.1 | 2.6 | 0.7 | 0.7 |
| 32. Coping with personal crisis. | 65.8 | 22.3 | 7.9 | 2.7 | 0.9 | 4.0 |
| 33. How I feel about myself. | 71.7 | 21.5 | 6.3 | 2.7 | 0.6 | 0.5 |
| 34. Feeling good (hopeful) about the future. | 72.1 | 18.2 | 8.0 | 2.7 | 0.8 | 1.7 |
| 35. Enjoying my free time. | 72.1 | 19.7 | 6.1 | 2.7 | 0.8 | 2.1 |
| 36. Strengthening my social support network. | 63.9 | 27.1 | 6.5 | 2.7 | 0.8 | 2.6 |
| 37. Being involved in community activities. | 49.7 | 34.6 | 5.1 | 2.9 | 1.2 | 10.6 |
| 38. Participating with school or work activities. | 36.1 | 19.5 | 3.3 | 4.0 | 1.8 | 41.0 |
| 39. Interacting with people in social situations. | 67.2 | 23.7 | 5.6 | 2.8 | 0.8 | 3.5 |
| 40. Coping with specific problems or issue that led to seek services. | 75.7 | 18.5 | 4.9 | 2.7 | 0.6 | 0.9 |

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

| Total N=649 | % Better or Much Better | % About the Same | % Worse or Much Worse | Mean | Std. Deviation | % Reported Does Not Apply |
|---|-------------------------|------------------|-----------------------|------|----------------|---------------------------|
| 30. Managing daily problems. | 65.5 | 23.6 | 9.6 | 2.6 | 0.8 | 1.4 |
| 31. Feeling in control of my life. | 56.4 | 31.1 | 7.9 | 2.7 | 1.0 | 4.6 |
| 32. Coping with personal crisis. | 54.1 | 23.1 | 11.6 | 2.9 | 1.3 | 11.2 |
| 33. How I feel about myself. | 65.2 | 25.6 | 6.9 | 2.7 | 0.8 | 2.3 |
| 34. Feeling good (hopeful) about the future. | 65.3 | 24.0 | 4.8 | 2.8 | 1.0 | 5.9 |
| 35. Enjoying my free time. | 73.0 | 21.0 | 4.6 | 2.7 | 0.7 | 1.4 |
| 36. Strengthening my social support network. | 65.3 | 28.0 | 3.5 | 2.7 | 0.8 | 3.1 |
| 37. Being involved in community activities. | 55.0 | 32.2 | 5.1 | 2.8 | 1.1 | 7.7 |
| 38. Participating with school or work activities. | 58.7 | 26.7 | 7.2 | 2.8 | 1.1 | 7.4 |
| 39. Interacting with people in social situations. | 63.6 | 29.3 | 4.9 | 2.7 | 0.8 | 2.2 |
| 40. Coping with specific problems or issue that led to seek services. | 65.9 | 24.7 | 8.5 | 2.6 | 0.7 | 0.9 |

Satisfaction with the Managed Care Organization

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

- 52.8% of respondents (645 of the 1222) reported that they had received a copy of the Perform Care member handbook. 28.9% (353) did not receive a member handbook, 17.7% (216) were not sure, and 0.7% (8) reported that this question did not apply.

| | Base | Q1 I have received a copy of the Member Handbook from Perform Care? | | | |
|-----------------------------------|------|---|---------------|---------------|----------------|
| | | Yes | No | Not Sure | Does Not Apply |
| Total | 1222 | 645 52.80% | 353 28.90% | 216 17.70% | 8 0.70% |
| Adult- County of Residence | | | | | |
| Cumberland | 125 | 52 41.60% | 37 29.60% | 34 27.20% | 2 1.60% |
| Dauphin | 161 | 58 36.00% | 74 46.00% | 27 16.80% | 2 1.20% |
| Lancaster | 151 | 62 41.10% | 61 40.40% | 27 17.90% | 1 0.70% |
| Lebanon | 113 | 60 53.10% | 31 27.40% | 21 18.60% | 1 0.90% |
| Perry | 23 | 3 13.00% | 16 69.60% | 4 17.40% | 0 0 |
| Child- County of Residence | | | | | |
| Cumberland | 98 | 54 55.10% | 29 29.60% | 15 15.30% | 0 0 |
| Dauphin | 188 | 123 65.40% | 36 19.10% | 29 15.40% | 0 0 |
| Lancaster | 228 | 149 65.40% | 39 17.10% | 40 17.50% | 0 0 |
| Lebanon | 105 | 68 64.80% | 17 16.20% | 18 17.10% | 2 1.90% |
| Perry | 30 | 16 53.30% | 13 43.30% | 1 3.30% | 0 0 |

- 89.4% of respondents (1092 of the 1222) reported that they are aware of their right to file a complaint or grievance. 8.9% (109) were not aware of their right to file a complaint or grievance, 1.0% (12) were not sure, and 0.7% (9) reported 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 | 1222 | 1092 89.40% | 109 8.90% | 12 1.00% | 9 0.70% |
| Adult- County of Residence | | | | | |
| Cumberland | 125 | 108 86.40% | 14 11.20% | 2 1.60% | 1 0.80% |
| Dauphin | 161 | 134 83.20% | 25 15.50% | 1 0.60% | 1 0.60% |
| Lancaster | 151 | 128 84.80% | 19 12.60% | 3 2.00% | 1 0.70% |
| Lebanon | 113 | 106 93.80% | 4 3.50% | 1 0.90% | 2 1.80% |
| Perry | 23 | 17 73.90% | 5 21.70% | 1 4.30% | 0 0 |
| Child- County of Residence | | | | | |
| Cumberland | 98 | 88 89.80% | 10 10.20% | 0 0 | 0 0 |
| Dauphin | 188 | 177 94.10% | 10 5.30% | 1 0.50% | 0 0 |
| Lancaster | 228 | 212 93.00% | 14 6.10% | 2 0.90% | 0 0 |
| Lebanon | 105 | 96 91.40% | 4 3.80% | 1 1.00% | 4 3.80% |
| Perry | 30 | 26 86.70% | 4 13.30% | 0 0 | 0 0 |

- 65.3% of respondents (798 of the 1222) reported that they knew who to call to file a complaint or grievance. 30.0% (367) reported that they did not know who to call, 3.8% (47) were not sure, and 0.8% (10) reported 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 | 1222 | 798 65.30% | 367 30.00% | 47 3.80% | 10 0.80% |
| Adult- County of Residence | | | | | |
| Cumberland | 125 | 85 68.00% | 33 26.40% | 7 5.60% | 0 0 |
| Dauphin | 161 | 79 49.10% | 77 47.80% | 5 3.10% | 0 0 |
| Lancaster | 151 | 77 51.00% | 63 41.70% | 11 7.30% | 0 0 |
| Lebanon | 113 | 75 66.40% | 32 28.30% | 4 3.50% | 2 1.80% |
| Perry | 23 | 7 30.40% | 14 60.90% | 2 8.70% | 0 0 |
| Child- County of Residence | | | | | |
| Cumberland | 98 | 79 80.60% | 17 17.30% | 2 2.00% | 0 0 |
| Dauphin | 188 | 137 72.90% | 44 23.40% | 4 2.10% | 3 1.60% |
| Lancaster | 228 | 165 72.40% | 52 22.80% | 10 4.40% | 1 0.40% |
| Lebanon | 105 | 74 70.50% | 25 23.80% | 2 1.90% | 4 3.80% |
| Perry | 30 | 20 66.70% | 10 33.30% | 0 0 | 0 0 |

- 16.7% of respondents (204 of the 1222) reported that they had called Perform Care in the last twelve months for information. 77.3% (945) did not call Perform Care within the last twelve months, 0.9% (11) were not sure, and 5.1% (62) reported that this question does not apply.

| | Base | Q4 In the last twelve months, did you call member services at Perform Care to get information? (example: help for counseling, treatment or other services) | | | |
|-----------------------------------|------|--|---------------|-------------|----------------|
| | | Yes | No | Not Sure | Does Not Apply |
| Total | 1222 | 204 16.70% | 945 77.30% | 11 0.90% | 62 5.10% |
| Adult- County of Residence | | | | | |
| Cumberland | 125 | 25 20.00% | 87 69.60% | 3 2.40% | 10 8.00% |
| Dauphin | 161 | 19 11.80% | 139 86.30% | 0 0 | 3 1.90% |
| Lancaster | 151 | 17 11.30% | 126 83.40% | 1 0.70% | 7 4.60% |
| Lebanon | 113 | 13 11.50% | 94 83.20% | 3 2.70% | 3 2.70% |
| Perry | 23 | 2 8.70% | 20 87.00% | 0 0 | 1 4.30% |
| Child- County of Residence | | | | | |
| Cumberland | 98 | 33 33.70% | 56 57.10% | 0 0 | 9 9.20% |
| Dauphin | 188 | 31 16.50% | 153 81.40% | 1 0.50% | 3 1.60% |
| Lancaster | 228 | 41 18.00% | 165 72.40% | 1 0.40% | 21 9.20% |
| Lebanon | 105 | 21 20.00% | 78 74.30% | 1 1.00% | 5 4.80% |
| Perry | 30 | 2 6.70% | 27 90.00% | 1 3.30% | 0 0 |

- 72.8% of those that requested information from Perform Care (185 of the 254) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 22.8% (58) were not able to get information without delays, 4.3% (11) were not sure.

| | Base | Q4A I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays. | | |
|-----------------------------------|------|---|--------------|-------------|
| | | Yes | No | Not Sure |
| Total | 254 | 185 72.80% | 58 22.80% | 11 4.30% |
| Adult- County of Residence | | | | |
| Cumberland | 30 | 26 86.70% | 3 10.00% | 1 3.30% |
| Dauphin | 19 | 12 63.20% | 6 31.60% | 1 5.30% |
| Lancaster | 19 | 17 89.50% | 1 5.30% | 1 5.30% |
| Lebanon | 29 | 15 51.70% | 11 37.90% | 3 10.30% |
| Perry | 2 | 2 100.00% | 0 0 | 0 0 |
| Child- County of Residence | | | | |
| Cumberland | 36 | 27 75.00% | 9 25.00% | 0 0 |
| Dauphin | 32 | 22 68.80% | 9 28.10% | 1 3.10% |
| Lancaster | 46 | 39 84.80% | 5 10.90% | 2 4.30% |
| Lebanon | 38 | 22 57.90% | 14 36.80% | 2 5.30% |
| Perry | 3 | 3 100.00% | 0 0 | 0 0 |

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

- 64.1% of respondents (783 of 1222) were given a choice of at least 2 providers regarding the type of service they were seeking. 25.0% of respondents (306) reported that they were not given a choice, 6.5% (79) were not sure, and 4.4% (54) reported that this question did not apply.

| | 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 | 1222 | 783 64.10% | 306 25.00% | 79 6.50% | 54 4.40% |
| Adult- County of Residence | | | | | |
| Cumberland | 125 | 62 49.60% | 37 29.60% | 18 14.40% | 8 6.40% |
| Dauphin | 161 | 98 60.90% | 55 34.20% | 6 3.70% | 2 1.20% |
| Lancaster | 151 | 69 45.70% | 61 40.40% | 14 9.30% | 7 4.60% |
| Lebanon | 113 | 72 63.70% | 29 25.70% | 3 2.70% | 9 8.00% |
| Perry | 23 | 9 39.10% | 9 39.10% | 4 17.40% | 1 4.30% |
| Child- County of Residence | | | | | |
| Cumberland | 98 | 62 63.30% | 24 24.50% | 5 5.10% | 7 7.10% |
| Dauphin | 188 | 140 74.50% | 29 15.40% | 14 7.40% | 5 2.70% |
| Lancaster | 228 | 166 72.80% | 43 18.90% | 8 3.50% | 11 4.80% |
| Lebanon | 105 | 85 81.00% | 14 13.30% | 3 2.90% | 3 2.90% |
| Perry | 30 | 20 66.70% | 5 16.70% | 4 13.30% | 1 3.30% |

- 72.7% of respondents (888 of 1222) were informed of the time approved for their services. 19.9% of respondents (243) were not informed of the time approved for services, 5.8% (71) were not sure, and 1.6% (20) reported that this question did not apply.

| | 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 | 1222 | 888 72.70% | 243 19.90% | 71 5.80% | 20 1.60% |
| Adult- County of Residence | | | | | |
| Cumberland | 125 | 73 58.40% | 36 28.80% | 14 11.20% | 2 1.60% |
| Dauphin | 161 | 99 61.50% | 51 31.70% | 9 5.60% | 2 1.20% |
| Lancaster | 151 | 94 62.30% | 40 26.50% | 12 7.90% | 5 3.30% |
| Lebanon | 113 | 80 70.80% | 26 23.00% | 5 4.40% | 2 1.80% |
| Perry | 23 | 10 43.50% | 12 52.20% | 1 4.30% | 0 0 |
| Child- County of Residence | | | | | |
| Cumberland | 98 | 78 79.60% | 16 16.30% | 3 3.10% | 1 1.00% |
| Dauphin | 188 | 158 84.00% | 24 12.80% | 5 2.70% | 1 0.50% |
| Lancaster | 228 | 176 77.20% | 30 13.20% | 19 8.30% | 3 1.30% |
| Lebanon | 105 | 93 88.60% | 5 4.80% | 3 2.90% | 4 3.80% |
| Perry | 30 | 27 90.00% | 3 10.00% | 0 0 | 0 0 |

- 90.7% of respondents (379 of the 418) report when they call Perform Care staff treats them courteously and with respect. 5.0% (21) reported that Perform Care staff did not treat them courteously and with respect, and 4.3% (18) were not sure.

| | Base | Q7 When I call Perform Care staff treats me courteously and with respect. | | |
|-----------------------------------|------|---|-------------|-------------|
| | | Yes | No | Not Sure |
| Total | 418 | 379 90.70% | 21 5.00% | 18 4.30% |
| Adult- County of Residence | | | | |
| Cumberland | 24 | 24 100.00% | 0 0 | 0 0 |
| Dauphin | 56 | 48 85.70% | 4 7.10% | 4 7.10% |
| Lancaster | 37 | 33 89.20% | 3 8.10% | 1 2.70% |
| Lebanon | 29 | 24 82.80% | 2 6.90% | 3 10.30% |
| Perry | 2 | 2 100.00% | 0 0 | 0 0 |
| Child- County of Residence | | | | |
| Cumberland | 39 | 36 92.30% | 2 5.10% | 1 2.60% |
| Dauphin | 97 | 93 95.90% | 1 1.00% | 3 3.10% |
| Lancaster | 83 | 77 92.80% | 5 6.00% | 1 1.20% |
| Lebanon | 38 | 30 78.90% | 4 10.50% | 4 10.50% |
| Perry | 13 | 12 92.30% | 0 0 | 1 7.70% |

**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.*

- 92.2% of respondents (778 of 844) report overall they are satisfied with their interactions with Perform Care. 3.9% of respondents (33) report overall they are not satisfied with their interactions with Perform Care, and 3.9% (33) was not sure.

| | Base | Q8 Overall, I am satisfied with the interactions I have had with Perform Care. | | |
|-----------------------------------|------|--|-------------|-------------|
| | | Yes | No | Not Sure |
| Total | 844 | 778 92.20% | 33 3.90% | 33 3.90% |
| Adult- County of Residence | | | | |
| Cumberland | 60 | 54 90.00% | 1 1.70% | 5 8.30% |
| Dauphin | 112 | 95 84.80% | 6 5.40% | 11 9.80% |
| Lancaster | 88 | 81 92.00% | 1 1.10% | 6 6.80% |
| Lebanon | 88 | 85 96.60% | 2 2.30% | 1 1.10% |
| Perry | 2 | 2 100.00% | 0 0 | 0 0 |
| Child- County of Residence | | | | |
| Cumberland | 72 | 61 84.70% | 8 11.10% | 3 4.20% |
| Dauphin | 148 | 142 95.90% | 4 2.70% | 2 1.40% |
| Lancaster | 164 | 153 93.30% | 8 4.90% | 3 1.80% |
| Lebanon | 91 | 88 96.70% | 1 1.10% | 2 2.20% |
| Perry | 19 | 17 89.50% | 2 10.50% | 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.*

Perform Care Comments:

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

- She was going to give me one but I didn't take it.
- Received.
- Probably.
- Nobody ever calls back and when they do they just refer to someone else.
- No.
- Never got one.
- Moved.
- Did not know about Perform Care.

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

- Yes (2).
- I have used this right multiple times.
- Have filed complaint and been unsuccessful.
- Doesn't do anything it's a waste of time.

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

- Outpatient care MHA maybe.
- Monthly meetings. Provider calls for monthly check in. She is satisfied.
- It's in the handbook.
- I'm on benzos so the doctor won't give me take homes and it's a half hour drive both ways and he won't give me a dose increase. I'm having cravings and relapsed this past year in May and came back in April.
- I'd look in the book.
- I'd call to find out.
- I'd call for human resources and the better business bureau.
- I'd ask my counselor.
- I think there's a law office off of Front Street in Harrisburg for complaints.
- Association of recovery centers.

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

- I wasn't aware of who Perform Care was.
- Very dissatisfied.
- To change PCP.
- They need more services in Lancaster County; consumers are not getting the help they need.
- They called mom.
- They call if anything is needed.
- Regarding family based.
- ICM thru CSG.

- I contacted Gateway.
- Case manager took care of that.
- Has monthly treatment plan.
- For grievance process.
- For denial of medication.
- Family based set a lot up for us.
- Family based called to see if we could extend.

Q4A I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.

- They were really quick.
- They stopped all services for all kids because they were out of state per a custody agreement. Teamcare made them discharge from services.
- Sent wrong info and had to resend.
- Perform Care still hasn't called back about TSS for her child.
- One nice, one rude.
- One month.
- I always get info about how long I'll be covered.
- Doctor very uncooperative in every way.
- Didn't contact but once.
- Didn't call.
- Custody issues.
- A couple of days only.

Q5 I was given a choice of at least two (2) Providers from Perform Care regarding the type of service I am seeking.

- Years ago at age 4 with Holy Spirit.
- We've always been with them.
- We were referred there.
- We chose them.
- Was assigned to Commonwealth Clinical Group by probation officer.
- TW Ponessa worked through the school.
- This is the only one that could take me with not much English.
- The school arranged it.
- The rehab had me sign consents and they found a bed.
- Some staff very rude.
- Chose Philhaven.
- School told me to call TW Ponessa.
- School.
- Providers were outside Lancaster, as far away as Pittsburgh.
- Probably.
- Philhaven set it up for me.
- Not what I called for.
- Not at first.
- No need.
- My boyfriend was here so when I got out of rehab I came here.
- Mom has specific needs.
- Made the choice to go to PA Counseling.
- Limited.
- Last year.
- I've always been with Philhaven.

- I would like to find somewhere else.
- I went to the first one.
- I went directly to Teamcare.
- I was referred there.
- I was referred from HSA.
- I was ill and Philhaven could see me immediately with emergency triage.
- I think it's been so long.
- I knew of the Stevens center and knew who to contact.
- I got services on my own.
- I got a referral from my family doctor.
- I don't like working that way. Makes it difficult to manage. I like one service multiple options..
- I chose TW Ponessa.
- I chose them.
- I chose the Stevens Center.
- I called the 800 number on my card and they gave me a list.
- I called different places. It was a nightmare no one wanted to accept the insurance.
- Her doctor sent us there.
- He was at Holy Spirit but left for Stevens's Center. Our son didn't like the one doctor.
- Gave one only.
- Gaudenzia in Ashland or Vantage.
- From State Hospital.
- Court mandated.
- Chose TW Ponessa.
- I chose my provider.
- Caseworker handled it for me.
- Case manager chose for family with permission.
- But TSS never materialized.
- Because of insurance issues. Only one provider would accept guardian insurance.
- Automatically sent to Stevens Center.

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

- We had 260 sessions.
- Wasn't sure, there was a limit.
- Until they feel I don't need them anymore.
- They just said long term.
- They approved full program.
- Only in school if he had a meltdown.
- Not yet.
- My counselor told me.
- Mom is hearing impaired. Problem is that no one has ASL (American Sign Language) facilities.
- Missed an appointment.
- Misinformed on a lot of stuff.
- I've heard different things 3 months, 6 months I really don't know. I'm not worried.
- It says on the paper every time I go.
- Its 90 days. I can get more if the insurance will pay if I need it.
- I had outpatient a couple times.
- I guess forever.
- I got statements.

- I got notice in the mail.
- I get nothing, no breakdown at all. It seems to be on going. I depend on the letter that says she is due for a wellness check.
- I get a paper in the mail.
- I get a monthly statement.
- How often he was allowed to go.
- Has no idea what his benefits are. Very frustrated.
- Gateway sent a letter or Perform Care. CMU wasn't helping me but when I moved here they really helped me.
- Every thirty days we reevaluate.
- Counselor said one month and then would reevaluate.
- By letter.
- But it's confusing.
- As long as the insurance approves and we don't relapse.
- As long as I need.

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

- We've had meetings but I haven't spoken on the phone.
- They directed me to the website. It's hard to find places to take new patients.
- Takes questions to case manager.
- Sometimes.
- Some do and some do not.
- One very nice, one very rude.
- One nice, one rude.
- Not at all helpful.
- My daughter's caseworker talks to them.
- Mom does not like dealing with them.
- Case manager told mom that these problems come from not raising kid's right.

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

- They have always been there when I needed it.
- Very satisfied.
- Unnecessary hassle on certain things.
- Unhappy with services available.
- They turned us down numerous times after being referred by the doctor. After extended stay in PPI they turned us down for a RTF.
- They didn't help with services.
- Not familiar with the insurance.
- No contacts with Perform Care
- I wouldn't be here if not for their help. They go above and beyond, they are good.
- I may have not been aware of their involvement.
- I didn't know anything about them.
- Have not met consumer needs.
- For the most part.
- Family based only 20 hours per month.
- Even with complaints they still fight proper services.
- Dispute and contradictions regarding medications.