



Consumer Satisfaction Services, Inc.

Capital Region 2nd Quarter Report October-December 2016

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

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 and FBI clearances updated every 5 years.

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=284) 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 284 ($n=284$) respondents from the Capital Region including 177 adult consumers (62.3%) and 107 children/adolescents (37.7%).
- Sample: Of the 177 adult consumers, 172 (97.2%) responded for themselves, 4 (2.3%) had a parent/guardian respond for them, and 1 (.06%) responded for themselves with a parent/guardian present. Of the 107 child/adolescent consumers, 4 (3.7%) responded for themselves, 89 (83.2%) had a parent/guardian respond for them, and 14 (13.1%) responded for themselves with a parent/guardian present.
- Level of Care: In all, 1 treatment level of care was accessed by the respondents. 284 (100%) received Crisis Intervention services.
- Methods: Data was collected by 5 interviewers.
- Treatment Facility: Data was collected from 5 Treatment Facilities in the Capital Region.
- Type: Overall, of the 284 interviews 276 (97.2%) were face-to-face and 8 (2.8%) 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 of both adult and child/adolescent reported high levels of satisfaction (85% or greater) for the following question:

- 85.3% Adult Consumers: Overall, I am satisfied with the services I am receiving Q29.
- 73.2 I feel safe at this facility Q23. As noted, 15.8% of the respondents reported this question did not apply to them. When these cases are removed, 87.0% agree or strongly agree and 7.1% disagree or strongly disagree. These figures offer a more accurate representation of the results.

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

- 16.2% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 18.0% I was given information on how to get additional resources that I needed Q14. As noted, 22.5% of the respondents reported this question did not apply to them. When these cases are removed, 66.34% agree or strongly agree and 23.2% disagree or strongly disagree. These figures offer a more accurate representation of the results.
- 14.4% My provider discussed other services that may benefit me in my treatment/recovery. Q15. As noted, 15.8% of the respondents reported this question did not apply to them. When these cases are removed, 75.7% agree or strongly agree and 17.2% disagree or strongly disagree. These figures offer a more accurate representation of the results.

- 10.2% I have the option to change my service provider should I choose to Q16. As noted, 36.3% of the respondents reported this question did not apply to them. When these cases are removed, 75.7% agree or strongly agree and 16.0% disagree or strongly disagree. These figures offer a more accurate representation of the results.

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, 21.5% to 43.7% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 29.9% to 37.3% of consumer's responses reflect that no change has resulted from involvement in services. Only 2.8% to 9.2% of consumer's responses reflect 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

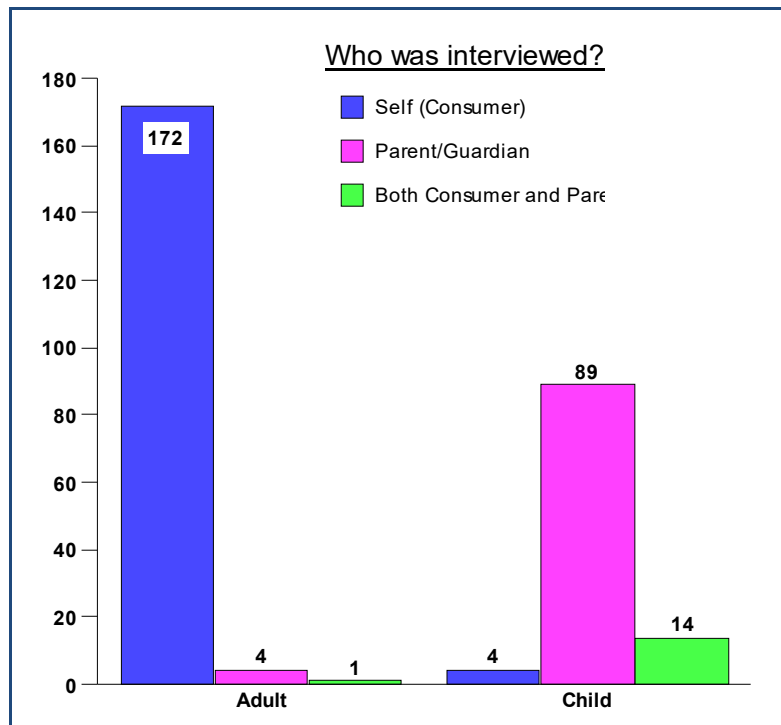
During the interview, if a Consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), Perform Care or any other part of the behavioral health system that can reasonably be addressed, the surveyor will ask the Consumer if 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 16-17.

* If at any point during the survey a consumer reports an event or situation where they felt that they were mistreated by their provider, CSS automatically offers to conduct a Request for Assistance. If the consumer declines the RFA, CSS records the event and it is reported in the provider specific report within the consumer comments.

Survey Information

- Sample: The survey represents 284 ($n=284$) respondents from the Capital Region including 177 adult consumers (62.3%) and 107 children/adolescents (37.7%).
- Sample: Of the 177 adult consumers, 172 (97.2%) responded for themselves, 4 (2.3%) had a parent/guardian respond for them, and 1 (.06%) responded for themselves with a parent/guardian present. Of the 107 child/adolescent consumers, 4 (3.7%) responded for themselves, 89 (83.2%) had a parent/guardian respond for them, and 14 (13.1%) responded for themselves with a parent/guardian present.



- Level of Care: In all, 1 treatment level of care was accessed by the respondents. 284 (100%) received Crisis Intervention services.
- Methods: Data was collected by 5 interviewers.
- Treatment Facility: Data was collected from 5 Treatment Facilities in the Capital Region.
- Type: Overall, of the 284 interviews 276 (97.2%) were face-to-face and 8 (2.8%) were conducted by phone.

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

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Base	284	83 29.20%	80 28.20%	59 20.80%	50 17.60%	12 4.20%
Adult- Method of Interview						
In Person	172	38 22.10%	54 31.40%	39 22.70%	34 19.80%	7 4.10%
Phone	5	0 0	1 20.00%	1 20.00%	3 60.00%	0 0
Child- Method of Interview						
In Person	104	45 43.30%	25 24.00%	19 18.30%	11 10.60%	4 3.80%
Phone	3	0 0	0 0	0 0	2 66.70%	1 33.30%

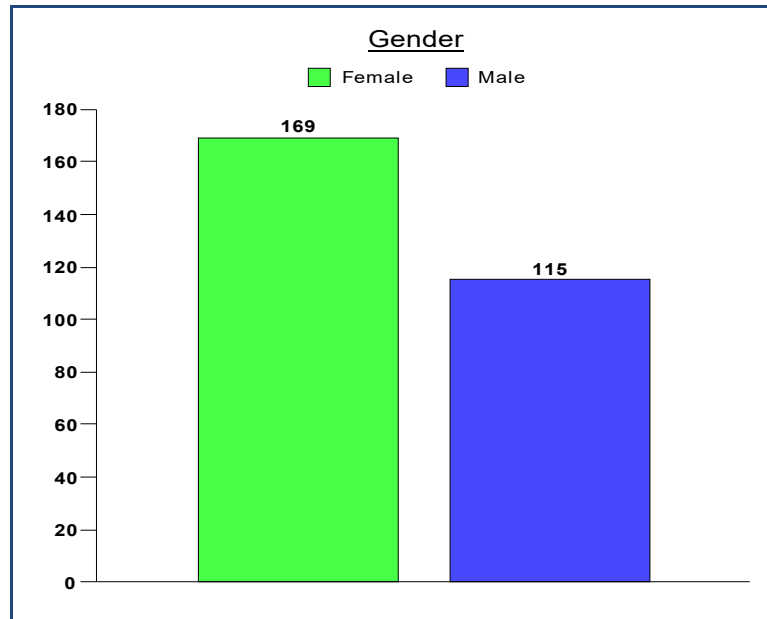
County of Residence:

The table below shows the county of residence in alphabetical order. The largest number of respondents reported residence in Cumberland County (29.2%). The remaining respondents reported residence in Dauphin (28.2%), Lancaster (20.80%), Lebanon (17.6%), and Perry (4.2%).

	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	284	83 29.20%	80 28.20%	59 20.80%	50 17.60%	12 4.20%
Adult	177	38 21.50%	55 31.10%	40 22.60%	37 20.90%	7 4.00%
Child	107	45 42.10%	25 23.40%	19 17.80%	13 12.10%	5 4.70%

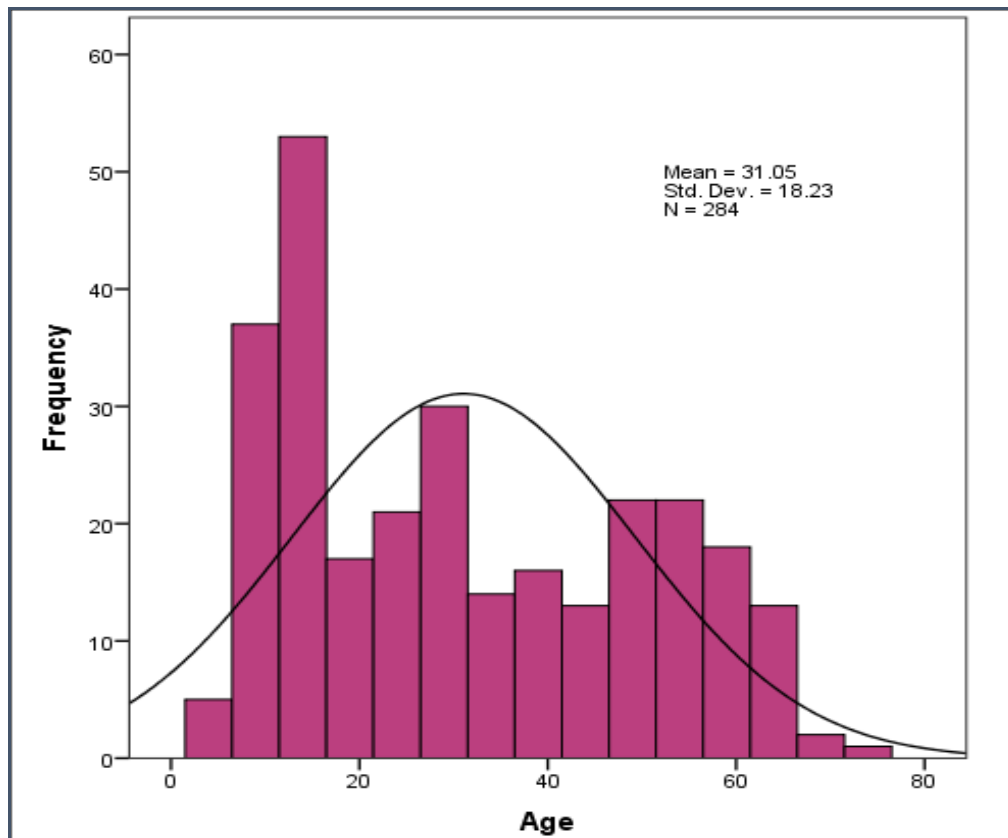
Demographic Information

- Gender: Overall, the sample is 59.5% female (169) and 40.5% male (115).



- Age: Age of all respondents ranged from 4-72 years, with a mean age of 31.05 (SD 18.230).

Age of All Respondents



- Race: 183 respondents (64.4%) reported their race as White/Caucasian, 36 (12.7%) as African American, 25 (8.8%) as Multi-Racial, 25 (8.8%) as Hispanic/Latino, 11 (3.9%) as Other, 3 (1.1%) Native American/American Indian, and 1 (0.4%) as did not answer.

	Base	Race						
		African American	Hispanic/Latino	Native American / American Indian	White / Caucasian	Multi-Racial	Other	Did not answer
Total	284	36 12.70%	25 8.80%	3 1.10%	183 64.40%	25 8.80%	11 3.90%	1 0.40%
Adult	177	25 14.10%	15 8.50%	2 1.10%	116 65.50%	13 7.30%	6 3.40%	0 0
Child	107	11 10.30%	10 9.30%	1 0.90%	67 62.60%	12 11.20%	5 4.70%	1 0.90%

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, 95 of the 284 respondents (33.5%) reported they had been interviewed by their provider within the last year, 150 (52.8%) reported they had not been interviewed, 34 (12.0%) were not sure, and 5 (1.8%) felt that this question did not apply to them.

	Base	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	284	95 33.50%	150 52.80%	34 12.00%	5 1.80%
Adult	177	59 33.30%	93 52.50%	21 11.90%	4 2.30%
Child	107	36 33.60%	57 53.30%	13 12.10%	1 0.90%

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?				
		Yes	No	Not sure	N/A	Total
Adult	N	59	93	21	4	177
	Mean	108.42	101.55	107.85	105.69	104.68
	Std. Deviation	12.50	14.72	11.89	4.50	13.87
Child	N	36	57	13	1	107
	Mean	108.47	101.57	104.64	108.76	104.33
	Std. Deviation	12.40	15.63	3.25		13.83

Our analysis indicated that adult consumers who were not interviewed by their provider during the last year reported significantly lower satisfaction than those who were interviewed by their provider during last year.

- Service Delay:
 - Of the 284 consumers 18 (6.3%) reported that they experienced some delay before beginning treatment. 157 consumers (55.3%) reported no delay before beginning treatment, and 109 (38.4%) consumers felt that this question did not apply to them.

Total Satisfaction Score					
Is the interview for an ADULT or CHILD		Q11 Were there delays before starting these services?			
		Yes	No	N/A	Total
Adult	N	9	106	62	177
	Mean	99.71	107.45	100.67	104.68
	Std. Deviation	24.09	14.38	9.46	13.87
Child	N	9	51	47	107
	Mean	102.11	109.11	99.57	104.33
	Std. Deviation	17.65	14.90	9.77	13.83

Our analysis indicates that both adult and child/adolescent consumers who reported that this question did not apply to them, were significantly less satisfied than those who reported that they did not experience a service delay.

Emergency Treatment: 155 of the 284 respondents (54.6%) indicated they needed emergency mental health or substance abuse service during the past year and 4 (1.4%) were not sure.

- 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 3.9 with standard deviation 1.224.

	Base	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
Total	157	12 7.60%	17 10.80%	2 1.30%	69 43.90%	57 36.30%
Adult	98	7 7.10%	11 11.20%	2 2.00%	40 40.80%	38 38.80%
Child	59	5 8.50%	6 10.20%	0 0	29 49.20%	19 32.20%

Total Satisfaction Score					
		Who was interviewed			
		Self (Consumer)	Parent/Guardian	Both Consumer and Parent/Guardian	Total
Adult	N	172	4	1	177
	Mean	105.19	86.66	88.87	104.68
	Std. Deviation	13.17	29.36		13.87
Child	N	4	89	14	107
	Mean	101.41	103.47	110.66	104.33
	Std. Deviation	25.99	13.72	8.86	13.83

Our analysis found significant differences in total satisfaction between adult consumers who answered for themselves, those who had a parent/guardian answer for them and those who answered for themselves with a parent or guardian.

Total Satisfaction Score							
		County of Residence					
		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Adult	N	38	55	40	37	7	177
	Mean	97.13	104.76	109.20	106.04	112.04	104.68
	Std. Deviation	8.91	12.54	16.14	13.38	19.89	13.87
Child	N	45	25	19	13	5	107
	Mean	100.51	110.46	102.61	104.49	114.23	104.33
	Std. Deviation	9.51	11.41	23.76	7.40	7.12	13.83

Our analysis found significant differences in total satisfaction based on county of residence. Adult consumers who reside in Cumberland County reported significantly lower satisfaction than consumers who reside in Lancaster and Lebanon Counties. Additionally, Child consumers who reside in Cumberland County reported significantly lower satisfaction than consumers who live in Dauphin County.

Mean Satisfaction of Treatment Facilities

- Data was collected from 5 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. 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.

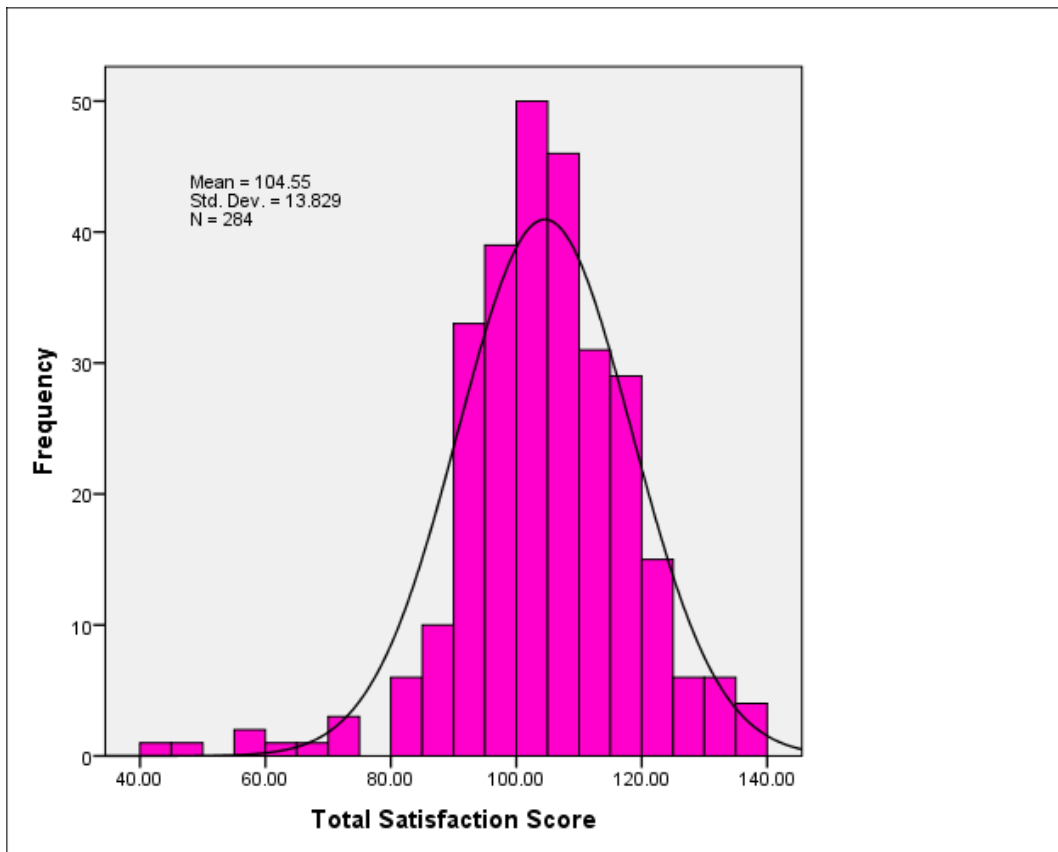
Adult			
Total Satisfaction Score			
Name of Treatment Facility	Mean	N	Std. Deviation
LANCASTER COUNTY HUMAN SERVICES	110.2088	34	16.62991
HOLCOMB	106.2906	7	13.73448
PHILHAVEN	104.9290	34	13.35090
DAUPHIN COUNTY HUMAN SERVICES	103.8595	58	11.71743
HOLY SPIRIT HOSPITAL	101.0481	44	13.80756
Total	104.6819	177	13.86689

Child			
Total Satisfaction Score			
Name of Treatment Facility	Mean	N	Std. Deviation
DAUPHIN COUNTY HUMAN SERVICES	109.6783	24	11.43336
PHILHAVEN	105.5359	15	7.39363
HOLY SPIRIT HOSPITAL	102.4256	49	10.48277
LANCASTER COUNTY HUMAN SERVICES	101.5442	19	23.79026
Total	104.3319	107	13.82765

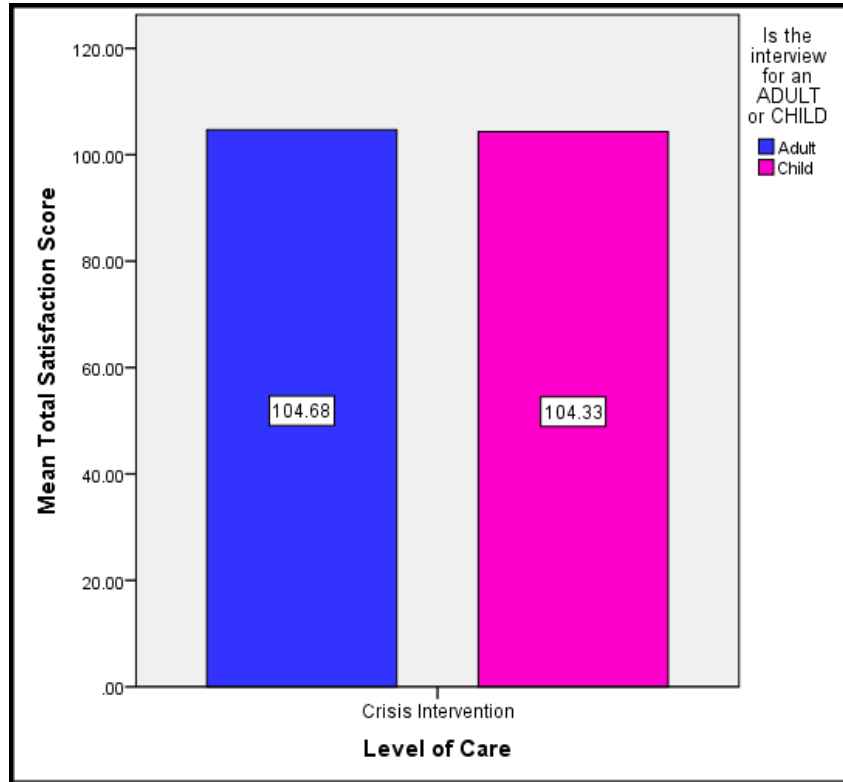
Total Satisfaction

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/Much Worse) to 5 (Strongly Agree/Much Better). Higher scores on questions represent higher satisfaction. The scale has a range of 28-140. Scores 113-140 indicate a high level of satisfaction, scores 85-112 indicate some level of satisfaction and scores below 84 indicate some level of dissatisfaction.

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 104.55 with a standard deviation 13.829 indicating some level of satisfaction. The TSS scores ranged from 44.51 – 139. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



Mean Satisfaction by Level of Care



Total Satisfaction Score			
Is the interview for an ADULT or CHILD		Level of Care	
		Crisis Intervention	Total
Adult	N	177	177
	Mean	104.68	104.68
	Std. Deviation	13.87	13.87
Child	N	107	107
	Mean	104.33	104.33
	Std. Deviation	13.83	13.83

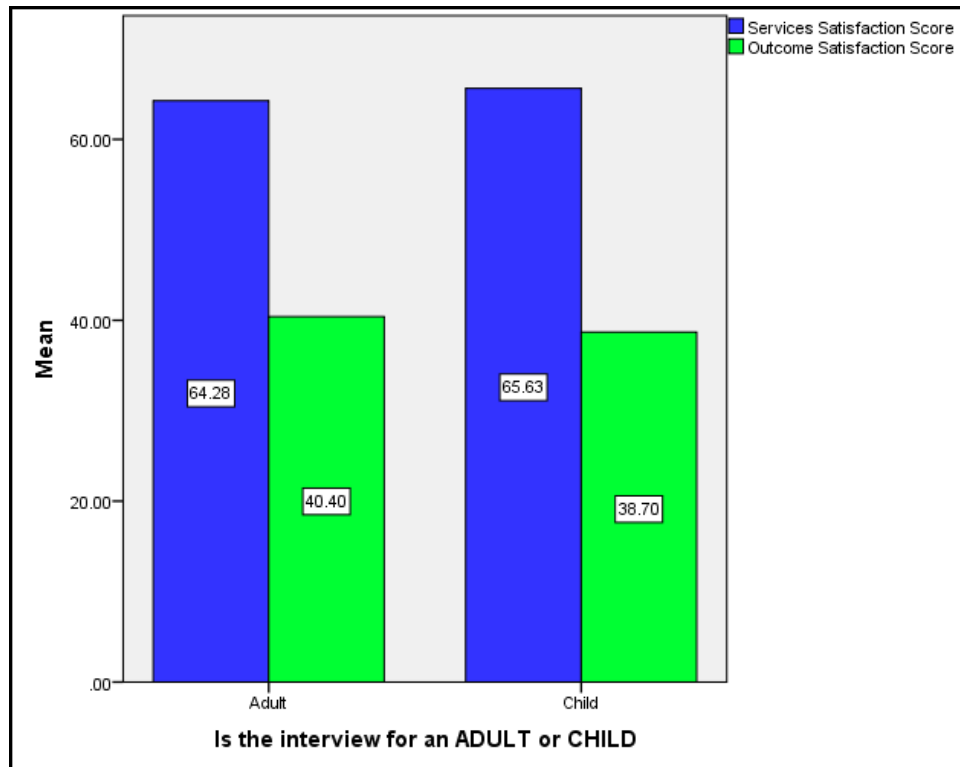
Our analysis found no significant differences in total satisfaction based on level of care.

Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 22.73-85. Scores 68-85 indicate a high level of satisfaction, scores 51-67 indicate some level of satisfaction and scores below 50 indicate some level of dissatisfaction with services.

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

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



Services

The 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 of both adult and child/adolescent reported high levels of satisfaction (85% or greater) for the following question:

- 85.3% Adult Consumers: Overall, I am satisfied with the services I am receiving Q29.
- 73.2 I feel safe at this facility Q23. As noted, 15.8% of the respondents reported this question did not apply to them. When these cases are removed, 87.0% agree or strongly agree and 7.1% disagree or strongly disagree. These figures offer a more accurate representation of the results.

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

- 16.2% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 18.0% I was given information on how to get additional resources that I needed Q14. As noted, 22.5% of the respondents reported this question did not apply to them. When these cases are removed, 66.34% agree or strongly agree and 23.2% disagree or strongly disagree. These figures offer a more accurate representation of the results.
- 14.4% My provider discussed other services that may benefit me in my treatment/recovery. Q15. As noted, 15.8% of the respondents reported this question did not apply to them. When these cases are removed, 75.7% agree or strongly agree and 17.2% disagree or strongly disagree. These figures offer a more accurate representation of the results.
- 10.2% I have the option to change my service provider should I choose to Q16. As noted, 36.3% of the respondents reported this question did not apply to them. When these cases are removed, 75.7% agree or strongly agree and 16.0% disagree or strongly disagree. These figures offer a more accurate representation of the results.

Summary responses from the Total group of respondents (N=284) are presented in Table 1.

Summary responses from the Total group Adult respondents (N=177) are presented in Table 2.

Summary responses from the Total group Child/Adolescent of respondents (N=107) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions

N=284	% 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.	61.3	16.2	3.04	1.4	14.8
14. I was given information on how to get additional resources that I needed (example: transportation, child care, employment training).	22.5	18.0	3.3	1.4	22.5
15. My provider discussed other services that may benefit me in my treatment/recovery.	63.7	14.4	2.1	1.4	15.8
16. I have the option to change my service provider should I choose to.	48.2	10.2	3.8	1.7	36.2
17. I was informed about my rights and responsibilities regarding the treatment I have received.	75.7	7.7	3.1	1.2	10.9
18. I feel comfortable in asking questions regarding my treatment.	77.8	4.9	3.2	1.1	10.6
19. My service provider spends adequate time with me.	75.0	10.6	2.9	1.0	6.7
20. My provider asks my permission before sharing my personal information.	82.7	2.8	3.2	1.0	9.2
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	82.7	1.8	3.2	1.0	10.9
22. I trust my service provider.	82.7	8.1	2.9	0.8	3.5
23. I feel safe at this facility.	73.2	6.0	3.3	1.3	15.8
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	61.3	11.3	3.3	1.5	20.4
25. I am included in the development of my treatment/recovery plan and goals for recovery.	69.0	10.2	3.2	1.3	14.4
26. I am an important part of the treatment process.	79.2	5.6	3.1	1.0	8.5
27. My service provider explained the advantages of my therapy or treatment.	64.8	8.1	3.3	1.4	19.0
28. My service provider explained the limitations of my therapy or treatment.	62.7	9.5	3.3	1.5	19.4
29. Overall, I am satisfied with the services I am receiving.	82.4	7.0	3.0	0.9	6.3

Table 2 – Total Satisfaction – Services Questions-ADULT

N=177	% 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.	58.8	21.5	2.8	1.4	10.2
14. I was given information on how to get additional resources that I needed (example: transportation, child care, employment training).	52.0	19.2	3.1	1.6	18.6
15. My provider discussed other services that may benefit me in my treatment/recovery.	64.4	14.7	3.0	1.4	13.0
16. I have the option to change my service provider should I choose to.	48.6	11.3	3.8	1.8	34.5
17. I was informed about my rights and responsibilities regarding the treatment I have received.	77.4	9.6	2.9	1.0	6.8
18. I feel comfortable in asking questions regarding my treatment.	80.8	5.1	3.1	1.0	7.9
19. My service provider spends adequate time with me.	76.3	10.7	2.8	0.9	3.4
20. My provider asks my permission before sharing my personal information.	82.5	2.8	3.2	1.0	9.0
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	82.5	2.3	3.2	1.0	2.3
22. I trust my service provider.	81.9	8.5	2.8	0.8	18.1
23. I feel safe at this facility.	70.6	4.5	3.4	1.3	18.1
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	61.0	13.6	3.2	1.5	11.3
25. I am included in the development of my treatment/recovery plan and goals for recovery.	71.8	10.2	3.1	1.2	6.2
26. I am an important part of the treatment process.	78.5	5.6	3.0	1.3	14.7
27. My service provider explained the advantages of my therapy or treatment.	67.8	9.6	3.1	1.4	15.3
28. My service provider explained the limitations of my therapy or treatment.	64.4	12.4	2.9	0.8	4.0
29. Overall, I am satisfied with the services I am receiving.	85.3	6.2	2.8	1.2	10.2

Table 3 – Total Satisfaction – Services Questions –CHILD/ADOLESCENT

N=107	% 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.	65.4	7.5	3.5	1.5	22.4
14. I was given information on how to get additional resources that I needed (example: transportation, child care, employment training).	50.5	15.9	3.5	1.8	29.0
15. My provider discussed other services that may benefit me in my treatment/recovery.	62.6	14.0	3.3	1.5	20.6
16. I have the option to change my service provider should I choose to.	47.4	8.4	4.0	1.7	39.3
17. I was informed about my rights and responsibilities regarding the treatment I have received.	72.9	4.7	3.4	1.3	17.8
18. I feel comfortable in asking questions regarding my treatment.	72.9	4.7	3.3	1.2	15.0
19. My service provider spends adequate time with me.	72.9	10.3	3.1	1.2	12.1
20. My provider asks my permission before sharing my personal information.	83.2	2.8	3.2	1.0	9.3
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	83.2	0.9	3.4	1.1	14.0
22. I trust my service provider.	84.1	7.5	3.0	0.9	5.6
23. I feel safe at this facility.	77.6	8.4	3.2	1.2	12.1
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	61.7	7.5	3.5	1.5	24.3
25. I am included in the development of my treatment/recovery plan and goals for recovery.	64.5	10.3	3.3	1.5	19.6
26. I am an important part of the treatment process.	80.4	5.6	3.2	1.1	12.1
27. My service provider explained the advantages of my therapy or treatment.	59.8	5.6	3.6	1.5	26.2
28. My service provider explained the limitations of my therapy or treatment.	59.8	4.7	3.6	1.5	26.2
29. Overall, I am satisfied with the services I am receiving.	77.6	8.4	3.1	1.1	10.3

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, 21.5% to 43.7% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 29.9% to 37.3% of consumer's responses reflect that no change has resulted from involvement in services. Only 2.8% to 9.2% of consumer's responses reflect that things are worse as a result of services.

Summary responses from the Total group of respondents (N=284) are presented in Table 4. Summary responses from the Total group Adult respondents (N=177) are presented in Table 5. Summary responses from the Total group Child/Adolescent of respondents (N=107) are presented in Table 6.

Table 4 – Total Satisfaction – Outcomes of Services Questions

Total N=284	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	43.3	34.5	6.3	3.0	1.4	15.8
31. Feeling in control of my life.	39.8	35.2	8.1	3.0	1.5	16.9
32. Coping with personal crisis.	38.0	35.6	8.5	3.0	1.5	18.0
33. How I feel about myself.	43.7	31.0	9.2	3.0	1.5	16.2
34. Feeling good (hopeful) about the future.	43.3	32.0	7.0	3.1	1.5	17.6
35. Enjoying my free time.	43.3	33.5	3.2	3.2	1.5	20.1
36. Strengthening my social support network.	39.8	35.2	5.6	3.1	1.5	19.4
37. Being involved in community activities.	29.2	37.0	4.9	3.4	1.7	28.9
38. Participating with school or work activities.	21.5	29.9	2.8	4.0	1.9	45.8
39. Interacting with people in social situations.	39.1	37.3	4.2	3.1	1.5	19.4
40. Coping with specific problems or issue that led to seek services.	43.3	34.5	6.7	3.0	1.4	15.5

Table 5 – Total Satisfaction – Outcomes of Services Questions-ADULT

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=177						
30. Managing daily problems.	49.2	35.6	5.1	2.8	1.2	10.2
31. Feeling in control of my life.	46.9	34.5	7.9	2.8	1.3	10.7
32. Coping with personal crisis.	43.5	36.2	9.6	2.8	1.3	10.7
33. How I feel about myself.	51.4	29.9	9.6	2.8	1.2	9.0
34. Feeling good (hopeful) about the future.	50.8	32.2	7.9	2.8	1.2	9.0
35. Enjoying my free time.	49.7	33.3	3.4	3.0	1.3	13.6
36. Strengthening my social support network.	45.6	35.6	5.6	2.9	1.3	13.0
37. Being involved in community activities.	33.3	40.7	5.6	3.1	1.6	20.3
38. Participating with school or work activities.	18.6	27.1	0.6	4.3	1.8	53.7
39. Interacting with people in social situations.	46.3	37.3	4.0	2.9	1.3	12.4
40. Coping with specific problems or issue that led to seek services.	50.3	34.5	6.2	2.8	1.2	9.0

Table 6 – Total Satisfaction – Outcomes of Services Questions-CHILD/ADOLESCENT

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=107						
30. Managing daily problems.	33.6	32.7	8.4	3.3	1.7	25.2
31. Feeling in control of my life.	28.0	36.4	8.4	3.3	1.8	27.1
32. Coping with personal crisis.	29.0	34.6	6.5	3.4	1.8	29.9
33. How I feel about myself.	30.8	32.7	8.4	3.3	1.8	28.0
34. Feeling good (hopeful) about the future.	30.8	31.8	5.6	3.5	1.8	31.8
35. Enjoying my free time.	32.7	33.6	2.8	3.5	1.7	30.8
36. Strengthening my social support network.	29.9	34.6	5.6	3.4	1.8	29.9
37. Being involved in community activities.	22.4	30.8	3.7	3.9	1.9	43.0
38. Participating with school or work activities.	26.2	34.6	6.5	3.5	1.8	32.7
39. Interacting with people in social situations.	27.1	37.4	4.7	3.5	1.8	30.8
40. Coping with specific problems or issue that led to seek services.	31.8	34.6	7.5	3.3	1.7	26.2

Satisfaction with the Managed Care Organization

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

- 41.5% of respondents (118 of the 284) reported that they had received a copy of the Perform Care member handbook, 32.4% (92) did not receive a member handbook, 25.0% (71) were not sure, and 1.1% (3) 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	284	118 41.50%	92 32.40%	71 25.00%	3 1.10%
Adult- County of Residence					
Cumberland	38	10 26.30%	10 26.30%	18 47.40%	0 0
Dauphin	55	22 40.00%	25 45.50%	8 14.50%	0 0
Lancaster	40	13 32.50%	19 47.50%	7 17.50%	1 2.50%
Lebanon	37	17 45.90%	12 32.40%	7 18.90%	1 2.70%
Perry	7	2 28.60%	3 42.90%	2 28.60%	0 0
Child- County of Residence					
Cumberland	45	22 48.90%	7 15.60%	15 33.30%	1 2.20%
Dauphin	25	14 56.00%	6 24.00%	5 20.00%	0 0
Lancaster	19	8 42.10%	6 31.60%	5 26.30%	0 0
Lebanon	13	10 76.90%	1 7.70%	2 15.40%	0 0
Perry	5	0 0	3 60.00%	2 40.00%	0 0

- 82.4% of respondents (234 of the 284) reported that they are aware of their right to file a complaint or grievance. 12.3% (35) were not aware of their right to file a complaint or grievance, 1.8% (5) were not sure, and 3.5% (10) 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	284	234 82.40%	35 12.30%	5 1.80%	10 3.50%
Adult- County of Residence					
Cumberland	38	27 71.10%	3 7.90%	4 10.50%	4 10.50%
Dauphin	55	42 76.40%	13 23.60%	0 0	0 0
Lancaster	40	32 80.00%	8 20.00%	0 0	0 0
Lebanon	37	32 86.50%	3 8.10%	1 2.70%	1 2.70%
Perry	7	7 100.00%	0 0	0 0	0 0
Child- County of Residence					
Cumberland	45	38 84.40%	2 4.40%	0 0	5 11.10%
Dauphin	25	21 84.00%	4 16.00%	0 0	0 0
Lancaster	19	17 89.50%	2 10.50%	0 0	0 0
Lebanon	13	13 100.00%	0 0	0 0	0 0
Perry	5	5 100.00%	0 0	0 0	0 0

- 57.0% of respondents (162 of the 284) reported that they knew who to call to file a complaint or grievance. 32.7% (93) reported that they did not know who to call, 5.3% (15) were not sure, and 4.9% (14) 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	284	162 57.00%	93 32.70%	15 5.30%	14 4.90%
Adult- County of Residence					
Cumberland	38	30 78.90%	4 10.50%	3 7.90%	1 2.60%
Dauphin	55	20 36.40%	26 47.30%	6 10.90%	3 5.50%
Lancaster	40	17 42.50%	18 45.00%	4 10.00%	1 2.50%
Lebanon	37	12 32.40%	21 56.80%	1 2.70%	3 8.10%
Perry	7	3 42.90%	4 57.10%	0 0	0 0
Child- County of Residence					
Cumberland	45	37 82.20%	2 4.40%	1 2.20%	5 11.10%
Dauphin	25	19 76.00%	5 20.00%	0 0	1 4.00%
Lancaster	19	11 57.90%	8 42.10%	0 0	0 0
Lebanon	13	11 84.60%	2 15.40%	0 0	0 0
Perry	5	2 40.00%	3 60.00%	0 0	0 0

- 18.7% of respondents (53 of the 284) reported that they had called Perform Care in the last twelve months for information. 72.5% (206) did not call Perform Care within the last twelve months, 1.1% (3) were not sure, and 7.7% (22) 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) If NO, go to question 5.			
		Yes	No	Not Sure	Does Not Apply
Total	284	53 18.70%	206 72.50%	3 1.10%	22 7.70%
Adult- County of Residence					
Cumberland	38	3 7.90%	21 55.30%	1 2.60%	13 34.20%
Dauphin	55	3 5.50%	50 90.90%	1 1.80%	1 1.80%
Lancaster	40	9 22.50%	31 77.50%	0 0	0 0
Lebanon	37	5 13.50%	30 81.10%	1 2.70%	1 2.70%
Perry	7	0 0	7 100.00%	0 0	0 0
Child- County of Residence					
Cumberland	45	9 20.00%	29 64.40%	0 0	7 15.60%
Dauphin	25	11 44.00%	14 56.00%	0 0	0 0
Lancaster	19	9 47.40%	10 52.60%	0 0	0 0
Lebanon	13	3 23.10%	10 76.90%	0 0	0 0
Perry	5	1 20.00%	4 80.00%	0 0	0 0

- 92.2% of those that requested information from Perform Care (47 of the 51) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 2.0% (1) were not able to get information without delays, and 5.9% (3) 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	51	47 92.20%	1 2.00%	3 5.90%
Adult- County of Residence				
Cumberland	3	2 66.70%	0 0	1 33.30%
Dauphin	4	3 75.00%	0 0	1 25.00%
Lancaster	8	8 100.00%	0 0	0 0
Lebanon	5	4 80.00%	1 20.00%	0 0
Perry	0	0 0	0 0	0 0
Child- County of Residence				
Cumberland	8	8 100.00%	0 0	0 0
Dauphin	11	10 90.90%	0 0	1 9.10%
Lancaster	8	8 100.00%	0 0	0 0
Lebanon	3	3 100.00%	0 0	0 0
Perry	1	1 100.00%	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.*

- 68.9% of respondents (113 of 164) were given a choice of at least 2 providers regarding the type of service they were seeking. 23.2% of respondents (38) reported that they were not given a choice, and 7.9% (13) 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
Total	164	113 68.90%	38 23.20%	13 7.90%
Adult- County of Residence				
Cumberland	5	3 60.00%	1 20.00%	1 20.00%
Dauphin	43	27 62.80%	12 27.90%	4 9.30%
Lancaster	26	18 69.20%	7 26.90%	1 3.80%
Lebanon	36	20 55.60%	13 36.10%	3 8.30%
Perry	2	1 50.00%	1 50.00%	0 0
Child- County of Residence				
Cumberland	5	4 80.00%	0 0	1 20.00%
Dauphin	21	19 90.50%	2 9.50%	0 0
Lancaster	12	8 66.70%	2 16.70%	2 16.70%
Lebanon	13	12 92.30%	0 0	1 7.70%
Perry	1	1 100.00%	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.*

- 77.9% of respondents (116 of 149) were informed of the time approved for their services. 15.4% of respondents (23) were not informed of the time approved for services, and 6.7% (10) were not sure.

	Base	Q6 I was informed of the time approved for my services. (Example: BHRS hours, treatment sessions)		
		Yes	No	Not Sure
Total	149	116 77.90%	23 15.40%	10 6.70%
Adult- County of Residence				
Cumberland	4	2 50.00%	0 0	2 50.00%
Dauphin	31	20 64.50%	9 29.00%	2 6.50%
Lancaster	26	22 84.60%	3 11.50%	1 3.80%
Lebanon	36	26 72.20%	5 13.90%	5 13.90%
Perry	1	1 100.00%	0 0	0 0
Child- County of Residence				
Cumberland	3	3 100.00%	0 0	0 0
Dauphin	22	19 86.40%	3 13.60%	0 0
Lancaster	12	10 83.30%	2 16.70%	0 0
Lebanon	13	12 92.30%	1 7.70%	0 0
Perry	1	1 100.00%	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.*

- 94.3% of respondents (83 of the 88) report when they call Perform Care staff treats them courteously and with respect. 3.4% (3) reported that Perform Care staff did not treat them courteously and with respect, and 2.3% (2) were not sure.

	Base	Q7 When I call Perform Care staff treats me courteously and with respect.		
		Yes	No	Not Sure
Total	88	83 94.30%	3 3.40%	2 2.30%
Adult- County of Residence				
Cumberland	4	4 100.00%	0 0	0 0
Dauphin	23	22 95.70%	1 4.30%	0 0
Lancaster	12	12 100.00%	0 0	0 0
Lebanon	3	2 66.70%	1 33.30%	0 0
Perry	1	1 100.00%	0 0	0 0
Child- County of Residence				
Cumberland	10	10 100.00%	0 0	0 0
Dauphin	21	18 85.70%	1 4.80%	2 9.50%
Lancaster	11	11 100.00%	0 0	0 0
Lebanon	2	2 100.00%	0 0	0 0
Perry	1	1 100.00%	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.*

- 97.2% of respondents (175 of 180) report overall they are satisfied with their interactions with Perform Care. 1.7% of respondents (3) report overall they are not satisfied with their interactions with Perform Care, and 1.1% (2) were not sure.

	Base	Q8 Overall, I am satisfied with the interactions I have had with Perform Care.		
		Yes	No	Not Sure
Total	180	175 97.20%	3 1.70%	2 1.10%
Adult- County of Residence				
Cumberland	5	5 100.00%	0 0	0 0
Dauphin	47	45 95.70%	1 2.10%	1 2.10%
Lancaster	28	26 92.90%	1 3.60%	1 3.60%
Lebanon	35	35 100.00%	0 0	0 0
Perry	1	1 100.00%	0 0	0 0
Child- County of Residence				
Cumberland	10	10 100.00%	0 0	0 0
Dauphin	24	24 100.00%	0 0	0 0
Lancaster	15	15 100.00%	0 0	0 0
Lebanon	13	12 92.30%	1 7.70%	0 0
Perry	2	2 100.00%	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.*

Perform Care Comments:

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

- Blue cross and blue shield.

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

- No comments.

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

- I would call my case worker.
- I'd call my case managers at disability empowerment center and Acadia neuro rehab.
- I filed a complaint with the help of my case worker, against the Psychiatrist at Roxbury.

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

- About family based services.
- I never knew about them.
- We call to schedule appointments.
- The doctor did it for us.

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

- Very timely.

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

- Yes my choices were go inpatient or go to the program.
- We already have services at Philhaven.
- The school called for us.
- They do not have a trauma specialist.
- My wife called for me.
- My doctor sent me to the hospital.
- I always find my own services.

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

- Yes, TSS every day.
- Yes, through a letter.
- They gave me timeframes.
- They are very good at sending letters out. They break it down; it's a lot of math.
- Yes, but I don't get the time they stated I should get due to staff turnover.
- My child no longer sees her BHRS provider.
- It was confusing because it was so many units and I didn't understand what that meant.
- That information was difficult to get. They never handed me a report. The provider tries to get the information for me.
- Definitely.
- My child has speech therapy, OT, full time autism support through his IEP.

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

- They call me monthly.
- They call in at family conferences and they were respectful.

- No interactions.
- I have never talked to them.
- I have never heard from them.
- Jill Hampton very wonderful.
- I've never talked to them before.
- He doesn't call them.
- Hasn't interacted with Perform Care.
- I have talked to them.
- My doctor called for me.

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

- I am not sure who they are.
- I am not disappointed.
- I have had no interaction.
- I haven't received any of these options.
- I didn't know who they were until today.
- He doesn't have any interaction with Perform Care.
- Grandmother is satisfied but the consumer is not.
- Denied service because I lost my paper work.