



Consumer Satisfaction Services, Inc.

Capital Region 2nd Quarter Report October-December 2017

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 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=1757) 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 1757 ($n=1757$) respondents from the Capital Region including 998 adult consumers (56.8%) and 759 children/adolescents (43.2%).
- Sample: Of the 998 adult consumers, 966 (96.8%) responded for themselves, 14 (1.4%) had a parent/guardian respond for them, and 18 (1.8%) responded for themselves with the additional input of a parent/guardian. Of the 756 child/adolescent consumers, 5 (0.7%) responded for themselves, 674 (88.8%) had a parent/guardian respond for them, and 80 (10.5%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 4 treatment levels of care were accessed by the respondents including Mental Health Outpatient, D&A Buprenorphine Coordination, D&A Medication Assisted Treatment, and D&A Non-Hospital Residential Halfway House services. Of the 998 adult consumers, 808 (81.0%) received Mental Health Outpatient, 39 (3.9%) received D&A Buprenorphine Coordination, 99 (9.9%) received D&A Medication Assisted Treatment, and 52 (5.2%) received D&A Non-Hospital Residential Halfway House services. Of the 759 child consumers, 759 (100.0%) received Mental Health Outpatient services. Consumers of Mental Health Outpatient services were surveyed over a period of six months from July through December 2017 due to the high number of consumers served (potential respondents).
- Methods: Data was collected by 9 interviewers.
- Treatment Facility: Data was collected from 44 Treatment Facilities in the Capital Region.
- Type: Overall, of the 1757 interviews 1596 (90.8%) were face-to-face and 161 (9.2%) 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:

- 85.2% Overall, I am satisfied with the services I am receiving Q29.
- 85.8% I have the option to change my service provider should I choose to Q16.
- 86.7% My service provider spends adequate time with me Q19.
- 88.0% I trust my service provider Q22.
- 89.5% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 90.9% I am an important part of the treatment process Q26.
- 91.2% I feel comfortable in asking questions regarding my treatment Q18.
- 92.4% My provider asks my permission before sharing my personal information Q20.
- 92.8% I feel safe at this facility Q23.
- 93.4% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 93.6% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.

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

- 19.9% I was given information on how to get additional community resources that I needed Q14.
- 22.1% My provider discussed other services that may benefit me in my treatment/recovery Q15.

Outcomes of Services

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

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 47.2% to 73.3% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 19.1% to 31.9% of consumer's responses reflect that no change has resulted from involvement in services. Only 5.0% to 9.3% 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

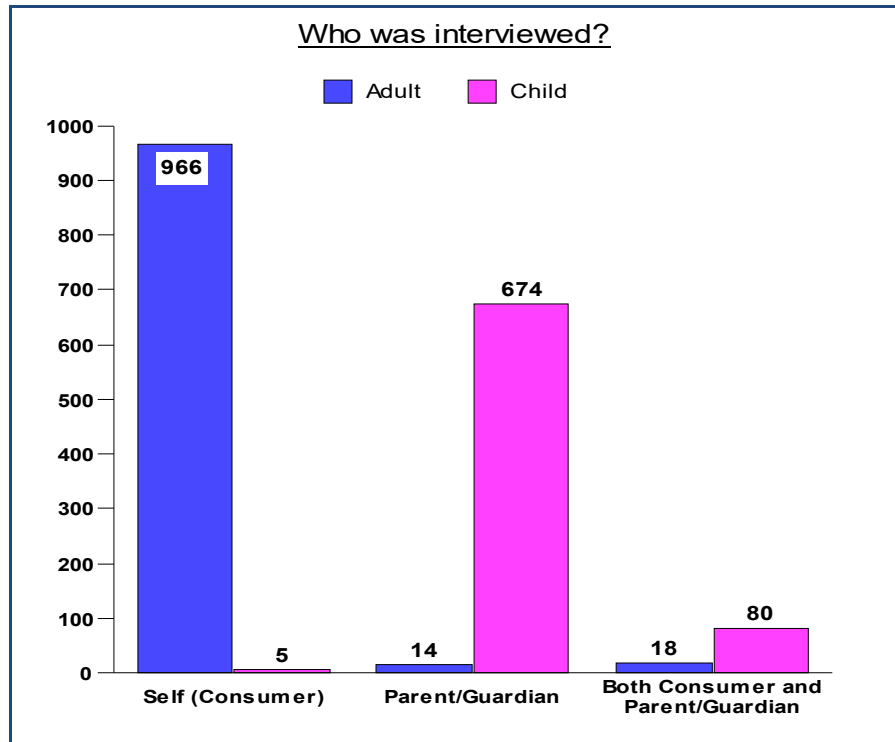
During the interview, if a Consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), Perform Care or any other part of the behavioral health system that can reasonably be addressed, the surveyor will ask the Consumer if 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 one Request for Assistance for the 2nd Quarter 17-18. While receiving inpatient substance use disorder treatment at Roxbury Treatment Center, consumer reports that money was left for him by a parent prior to discharge. The funds did not appear in the consumer's discharge belongings and consumer reported the concern to Roxbury staff. The consumer reported in the RFA that the parent asked the Roxbury staff person if there was something that should be signed acknowledging receipt of the money that was being left for consumer and was told that there was nothing to be signed. Following the review from Perform Care and CABHC, CABHC communicated via email to CSS that a thorough investigation by Roxbury staff found no record of a money delivery being made. The consumer was unsatisfied with the outcome of the request for assistance and was informed about the right to file a formal complaint with Perform Care. Additional follow up is ongoing.

* 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

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- Sample: Of the 998 adult consumers, 966 (96.8%) responded for themselves, 14 (1.4%) had a parent/guardian respond for them, and 18 (1.8%) responded for themselves with the additional input of a parent/guardian. Of the 756 child/adolescent consumers, 5 (0.7%) responded for themselves, 674 (88.8%) had a parent/guardian respond for them, and 80 (10.5%) responded for themselves with the additional input of a parent/guardian.



- Level of Care: In all, 4 treatment levels of care were accessed by the respondents including Mental Health Outpatient, D&A Buprenorphine Coordination, D&A Medication Assisted Treatment, and D&A Non-Hospital Residential Halfway House services. Of the 998 adult consumers 808 (81.0%) received Mental Health Outpatient, 39 (3.9%) received D&A Buprenorphine Coordination, 99 (9.9%) received D&A Medication Assisted Treatment, and 52 (5.2%) received D&A Non-Hospital Residential Halfway House services. Of the 759 child consumers 759 (100.0%) received Mental Health Outpatient services. Consumers of Mental Health Outpatient services were surveyed over a period of six months from July through December 2017 due to the high number of consumers served (potential respondents).
- Methods: Data was collected by 9 interviewers.
- Treatment Facility: Data was collected from 44 Treatment Facilities in the Capital Region.
- Type: Overall, of the 1757 interviews 1596 (90.8%) were face-to-face and 161 (9.2%) were conducted by phone.

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

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	1757	466 26.50%	417 23.70%	534 30.40%	258 14.70%	82 4.70%
Adult- Method of Interview						
In Person	907	241 26.60%	240 26.50%	238 26.20%	152 16.80%	36 4.00%
Phone	91	13 14.30%	18 19.80%	42 46.20%	11 12.10%	7 7.70%
Child- Method of Interview						
In Person	689	197 28.60%	157 22.80%	213 30.90%	84 12.20%	38 5.50%
Phone	70	15 21.40%	2 2.90%	41 58.60%	11 15.70%	1 1.40%

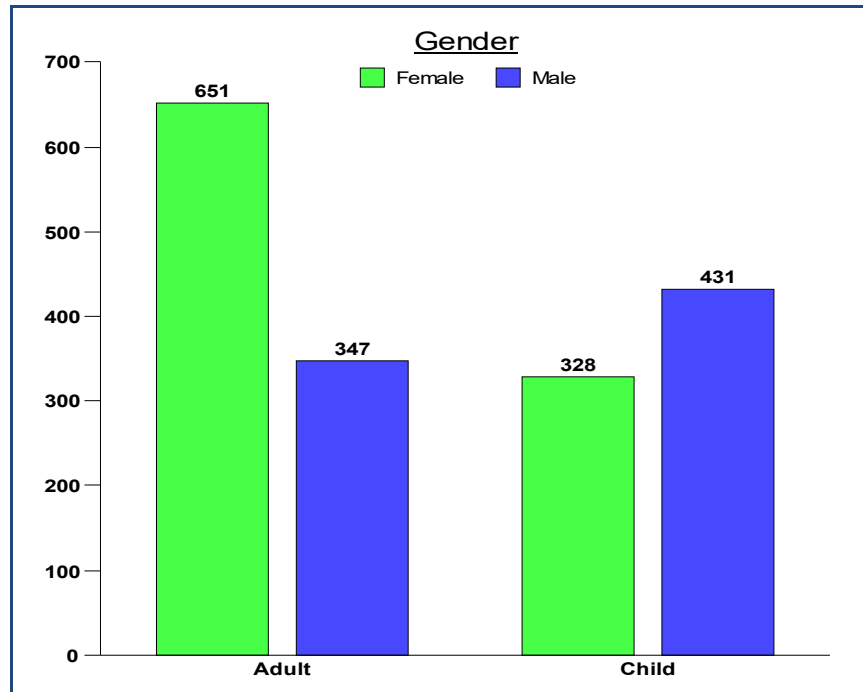
County of Residence:

The table below shows the county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster County (30.4%). The remaining respondents reported residence in Cumberland (26.5%), Dauphin (23.7%), Lebanon (14.7%), and Perry (4.7%).

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	1757	466 26.50%	417 23.70%	534 30.40%	258 14.70%	82 4.70%
Adult	998	254 25.50%	258 25.90%	280 28.10%	163 16.30%	43 4.30%
Child	759	212 27.90%	159 20.90%	254 33.50%	95 12.50%	39 5.10%

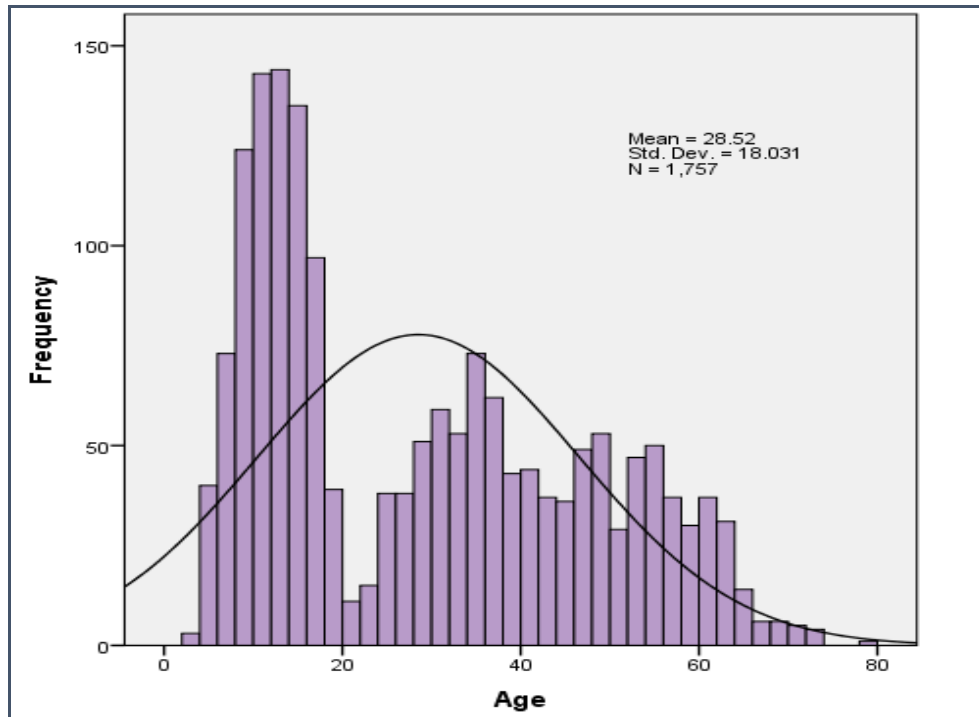
Demographic Information

- Gender: Overall, the sample is 55.7% female (979) and 44.3% male (778). Of the 998 adult consumers, 65.2% female (651) and 34.8% male (347). Of the 759 child consumers, 43.2% female (328) and 56.8% male (431).



- Age: Age of all respondents ranged from 3-78 years, with a mean age of 28.52 (SD 18.031).

Age of All Respondents



- Race: 1199 respondents (68.2%) reported their race as White/Caucasian, 187 (10.6%) as African American, 172 (9.8%) as Hispanic/Latino, 141 (8.0%) as Multi-Racial, 23 (1.3%) as Other, 19 (1.1%) Native American/American Indian, 12 (0.7%) as Asian/Pacific Islander, and 4 (0.2%) did not answer this question.

	Total	Age Type	
		Adult	Child
Total	1757	998 56.80%	759 43.20%
Race			
African American	187	110 58.80%	77 41.20%
Asian/Pacific Islander	12	8 66.70%	4 33.30%
Hispanic/Latino	172	105 61.00%	67 39.00%
Native American / American Indian	19	9 47.40%	10 52.60%
White / Caucasian	1199	712 59.40%	487 40.60%
Multi-Racial	141	36 25.50%	105 74.50%
Other	23	15	8

		65.20%	34.80%
Did Not Answer	4	3 75.00%	1 25.00%

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, 652 of the 1757 respondents (37.1%) reported they had been interviewed by their provider within the last year, 948 (54.0%) reported they had not been interviewed, 147 (8.4%) were not sure, and 10 (0.6%) reported that this question did not apply to them.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	1757	652 37.10%	948 54.00%	147 8.40%	10 0.60%
Age Type					
Adult	998	384 38.50%	525 52.60%	87 8.70%	2 0.20%
Child	759	268 35.30%	423 55.70%	60 7.90%	8 1.10%

Total Satisfaction Score				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Deviation
Adult	Yes	384	115.6104	12.12613
	No	525	108.9982	15.57971
	Not sure	87	112.6914	15.37263
	N/A	2	116.5000	20.50610
	Total	998	111.8794	14.65259
Child	Yes	268	114.0080	12.38814
	No	423	108.2197	15.65984
	Not sure	60	108.6163	15.08698
	N/A	8	104.2415	11.98880
	Total	759	110.2529	14.74836

Our analysis indicates 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. Additionally, child consumers who were not or were unsure of being interviewed by their provider during the last year reported significantly lower satisfaction than those who were interviewed by their provider during last year.

Adult

Total Satisfaction Score

Level of Care	N	Mean	Std. Deviation
MENTAL HEALTH OUTPATIENT	808	109.7172	13.90783
D&A BUPRENORPHINE	39	125.1788	14.05958
D&A OP MEDICATION ASSISTED TREATMENT	99	118.6504	15.23634
D&A NON HOSPITAL RESIDENTIAL HALFWAY HOUSE	52	122.6110	11.28329
Total	998	111.8794	14.65259

Child			
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
MENTAL HEALTH OUTPATIENT	759	110.2529	14.74836
Total	759	110.2529	14.74836

Our analysis indicates no difference in total satisfaction based on level of care.

Service Delay:

- Of the 1757 consumers, 332 (18.9%) reported that they experienced some delay before beginning treatment. 1136 consumers (64.7%) reported no delay before beginning treatment, and 289 (16.4%) consumers felt that this question did not apply to them.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	1757	332 18.90%	1136 64.70%	289 16.40%
Age Type				
Adult	998	166 16.60%	704 70.50%	128 12.80%
Child	759	166 21.90%	432 56.90%	161 21.20%

Total Satisfaction Score				
Q11 Were there delays before starting these services?		N	Mean	Std. Deviation
Adult	Yes	166	110.3084	15.15012
	No	704	113.1758	14.21894
	N/A	128	106.7861	15.14692

	Total	998	111.8794	14.65259
Child	Yes	166	107.0393	15.53939
	No	432	112.0785	14.73040
	N/A	161	108.6679	13.21779
	Total	759	110.2529	14.74836

Our analysis indicated that adult consumers who felt that this question did not apply to them reported significantly lower total satisfaction than those who did not experience a service delay. Child consumers who experienced a service delay or felt that this question did not apply to them reported significantly lower total satisfaction than those who did not experience a service delay.

Emergency Treatment: 259 of the 1757 respondents (14.7%) indicated they needed emergency mental health or substance abuse service during the past year, 1486 respondents (1486) reported that they did not need emergency service and 12 (0.7%) 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 3.74 with standard deviation 1.410.

	Total	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
Total	253	32 12.60%	30 11.90%	10 4.00%	81 32.00%	100 39.50%
Age Type						
Adult	148	19 12.80%	7 4.70%	7 4.70%	50 33.80%	65 43.90%
Child	105	13 12.40%	23 21.90%	3 2.90%	31 29.50%	35 33.30%

Total Satisfaction Score				
Gender		N	Mean	Std. Deviation
Adult	Female	651	110.8708	15.07003
	Male	347	113.7716	13.65669
	Total	998	111.8794	14.65259
Child	Female	328	110.0144	14.87894
	Male	431	110.4345	14.66292

	Total	759	110.2529	14.74836
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Our analysis indicates that adult consumers who identify as female reported significantly lower total satisfaction than those who identify as male.

Total Satisfaction Score				
County of Residence		N	Mean	Std. Deviation
Adult	Cumberland	254	109.7126	15.65091
	Dauphin	258	113.8042	13.48576
	Lancaster	280	112.5396	13.36960
	Lebanon	163	110.8164	14.94120
	Perry	43	112.8603	20.00662
	Total	998	111.8794	14.65259
Child	Cumberland	212	107.4569	14.48609
	Dauphin	159	112.0079	15.23226
	Lancaster	254	111.0730	14.34963
	Lebanon	95	110.5935	12.06003
	Perry	39	112.1264	20.32969
	Total	759	110.2529	14.74836

Our analysis indicates that adult consumers who reside in Cumberland County report significantly lower total satisfaction than those who reside in Dauphin County. Additionally child consumers who reside in Cumberland County report significantly lower total satisfaction than those who reside in Dauphin County.

Total Satisfaction Score				
Method of Interview		N	Mean	Std. Deviation
Adult	In Person	907	112.0476	14.34359
	Phone	91	110.2029	17.43996
	Total	998	111.8794	14.65259
Child	In Person	689	109.8841	14.69440
	Phone	70	113.8834	14.89223
	Total	759	110.2529	14.74836

Our analysis indicates that child consumers who completed their survey In Person reported significantly lower satisfaction than those who completed their survey over the Phone.

Mean Satisfaction of Treatment Facilities

- Data was collected from 41 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	N	Mean	Std. Deviation
Name of Treatment Facility			
CLEM-MAR HOUSE INC	1	130.0000	.
ALTERNATIVE COUNSELING ASSOCIATES	3	128.6941	9.45101
SASI RASE	39	125.1788	14.05958
GATEHOUSE FOR MEN	15	125.1366	10.45763
GATEHOUSE FOR WOMEN	12	123.0877	10.80147
DAYSTAR	14	122.3789	10.52440
LEBANON TREATMENT CENTER	18	121.6463	13.39380
GAUDENZIA VANTAGE	1	121.5533	.
CATHOLIC CHARITIES EVERGREEN HOUSE	3	120.2517	13.51234
CHILD AND FAMILY SUPPORT SRVS INC	2	120.0000	.00000
DISCOVERY HOUSE	33	119.9072	14.57270
ARS OF LANCASTER LP	48	116.6628	16.30929
GAUDENZIA NEW DESTINY	1	116.3257	.
BEHAVIORAL HEALTHCARE CORPORATION	18	114.4115	14.66605
PENNSYLVANIA PSYCHIATRIC INSTITUTE	26	113.1818	9.76620
TEAMCARE BEHAVIORAL HEALTH LLC	25	113.0185	13.84019

HOLY SPIRIT HOSPITAL	89	112.8024	13.31381
THE MILTON S HERSHEY MEDICAL CENTER	21	112.2814	12.46278
KEYSTONE RURAL HEALTH CENTER	4	112.2712	13.15456
YOUTH ADVOCATE PROGRAMS, INC.	26	112.1646	13.57510
ALDER HEALTH SERVICES INC	4	112.1627	12.41713
NORTHEAST COUNSELING CENTER	1	112.0000	.
COMMUNITY SERVICES GROUP INC	60	111.7090	12.53446
NORTHWESTERN HUMAN SERVICES OF PA	53	111.1679	15.00146
TRUENORTH WELLNESS SERVICES	10	111.1661	11.19740
PENNSYLVANIA COUNSELING SERVICES INC	75	111.1568	12.04842
EVERGREEN/CATHOLIC CHARITIES	5	110.8810	16.32918
T W PONESSA & ASSOC COUNS SERV	77	110.5123	12.13020
CAPITAL REGION HEALTH SYSTEM	10	109.9377	6.94232
PRESSLEY RIDGE SCHOOLS	15	109.2553	9.81726
MOMENTUM SERVICES LLC	4	109.1582	14.33855
CONCERN PROFESSIONAL SERV CH	1	108.6499	.
PHILHAVEN	125	108.6311	12.91095
THE STEVENS CENTER	51	107.2815	15.83034
PA COMPREHENSIVE BEHAVIORAL HEALTH SVC	6	107.1131	10.97420
COMMONWEALTH CLINICAL GROUP INC	11	105.2058	17.33409
SPANISH AMERICAN CIVIC	7	104.6020	19.45769
YORK HOSPITAL ALS	4	103.2983	6.11135
FRANKLIN FAMILY SERVICES INC	21	102.5781	14.86552
WELSH MT MEDICAL & DENTAL CENTER	16	101.7914	17.30088
LAUREL LIFE SERVICES	9	100.8453	23.23470
DIAKON CHILD, FAMILY & COMMUNITY MINISTRIES	21	99.8256	17.96464
SADLER HEALTH CENTER CORPORATION	12	98.9957	20.58497
WELLSPAN BEHAVIORAL HEALTH	1	93.7044	.
Total	998	111.8794	14.65259

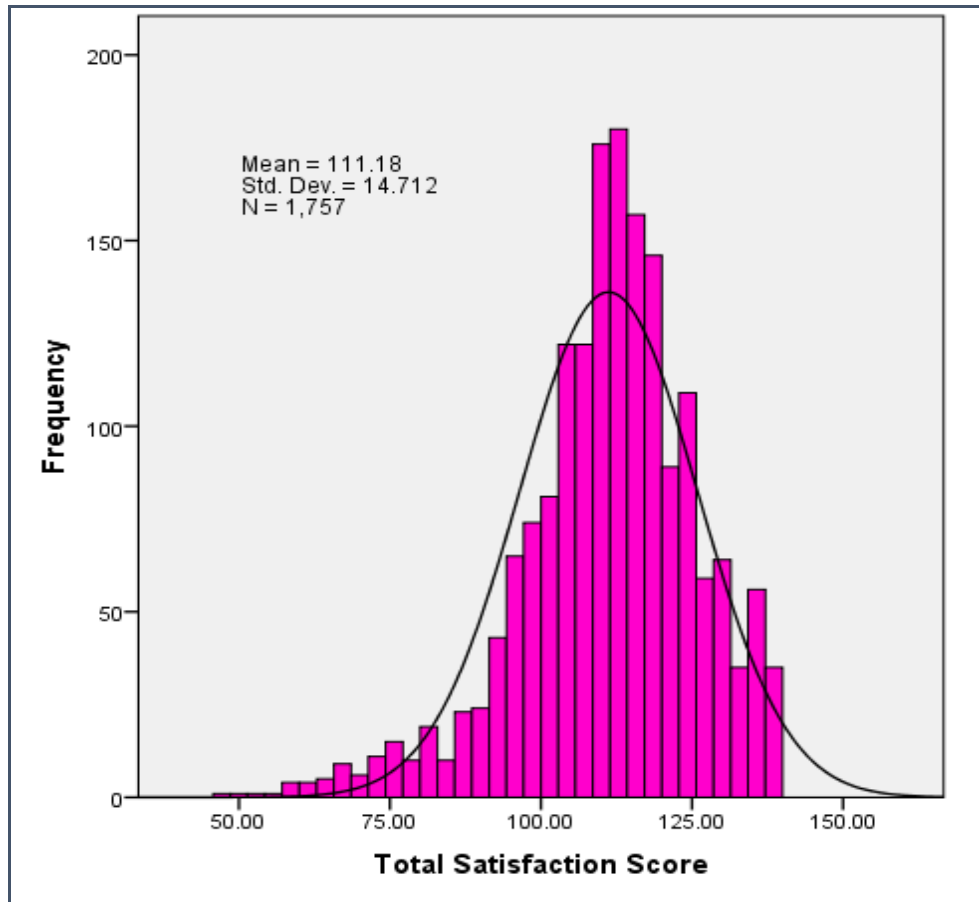
Child	N	Mean	Std. Deviation
Name of Treatment Facility			
DIAKON CHILD, FAMILY & COMMUNITY MINISTRIES	8	116.1234	14.68203
THE MILTON S HERSHEY MEDICAL CENTER	47	115.3178	13.31897
NORTHWESTERN HUMAN SERVICES OF PA	14	114.6479	7.88832
WELSH MT MEDICAL & DENTAL CENTER	1	114.0000	.
PRESSLEY RIDGE SCHOOLS	48	113.7604	14.91658
CAPITAL REGION HEALTH SYSTEM	6	111.6583	6.08280

PENNSYLVANIA COUNSELING SERVICES INC	64	111.5334	12.55329
KEYSTONE RURAL HEALTH CENTER	6	111.1333	13.22513
PHILHAVEN	152	111.0948	14.82054
HOLY SPIRIT HOSPITAL	81	110.8825	16.09115
YOUTH ADVOCATE PROGRAMS, INC.	19	110.4660	17.72020
TEAMCARE BEHAVIORAL HEALTH LLC	47	109.8966	9.86344
PA COMPREHENSIVE BEHAVIORAL HEALTH SVC	8	109.7949	13.46033
COMMUNITY SERVICES GROUP INC	55	108.9789	13.22404
THE STEVENS CENTER	18	108.5154	20.27477
T W PONESSA & ASSOC COUNS SERV	100	108.3937	15.59565
MOMENTUM SERVICES LLC	4	108.2942	25.11139
LAUREL LIFE SERVICES	31	107.7832	19.15380
TRUENORTH WELLNESS SERVICES	9	106.5724	11.09540
PENNSYLVANIA PSYCHIATRIC INSTITUTE	8	103.3750	16.26510
SADLER HEALTH CENTER CORPORATION	3	102.9476	7.75733
CATHOLIC CHARITIES EVERGREEN HOUSE	1	102.0000	.
ALDER HEALTH SERVICES INC	2	101.9761	4.27637
FRANKLIN FAMILY SERVICES INC	21	100.6666	13.80668
WELLSPAN BEHAVIORAL HEALTH	5	99.5065	11.74783
COMMONWEALTH CLINICAL GROUP INC	1	94.9237	.
Total	759	110.2529	14.74836

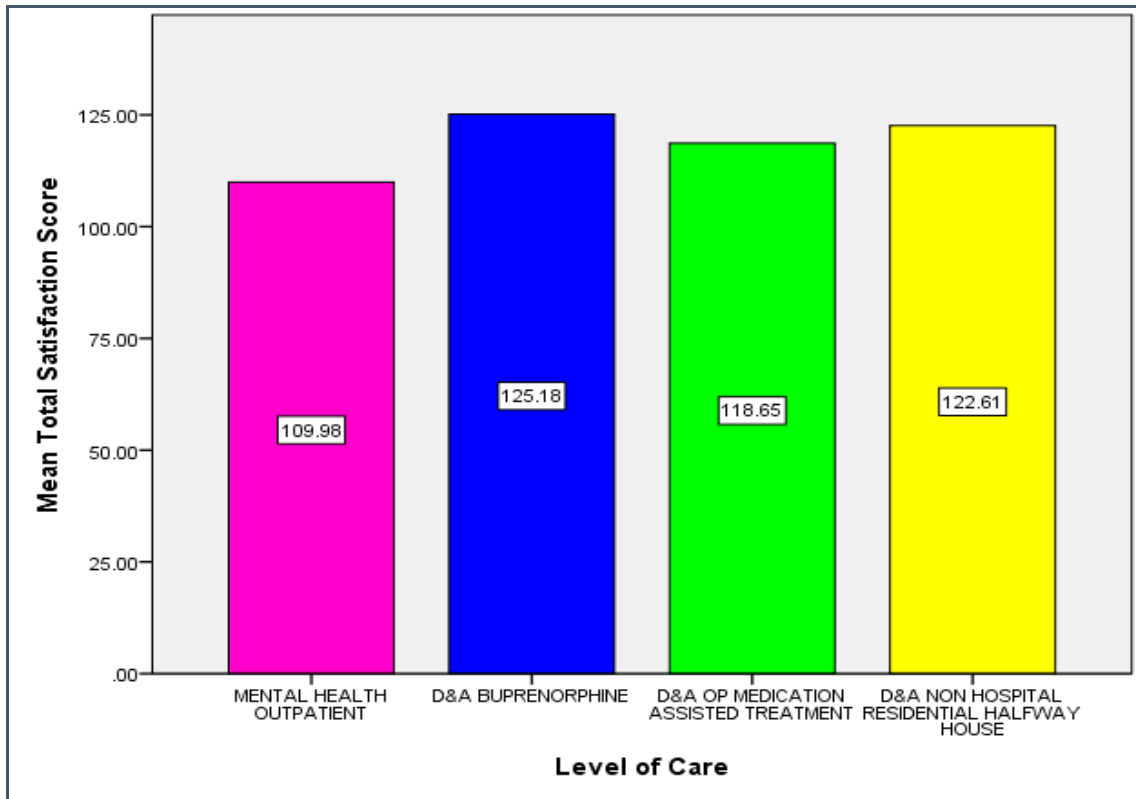
Total Satisfaction

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 111.18 with a standard deviation 14.712 indicating some level of satisfaction. The TSS scores ranged from 48.18 – 140. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



Mean Satisfaction by Level of Care



Adult Level of Care	N	Mean	Std. Deviation
D&A BUPRENORPHINE	39	125.1788	14.05958
D&A NON HOSPITAL RESIDENTIAL HALFWAY HOUSE	52	122.6110	11.28329
D&A OP MEDICATION ASSISTED TREATMENT	99	118.6504	15.23634
MENTAL HEALTH OUTPATIENT	808	109.7172	13.90783
Total	998	111.8794	14.65259

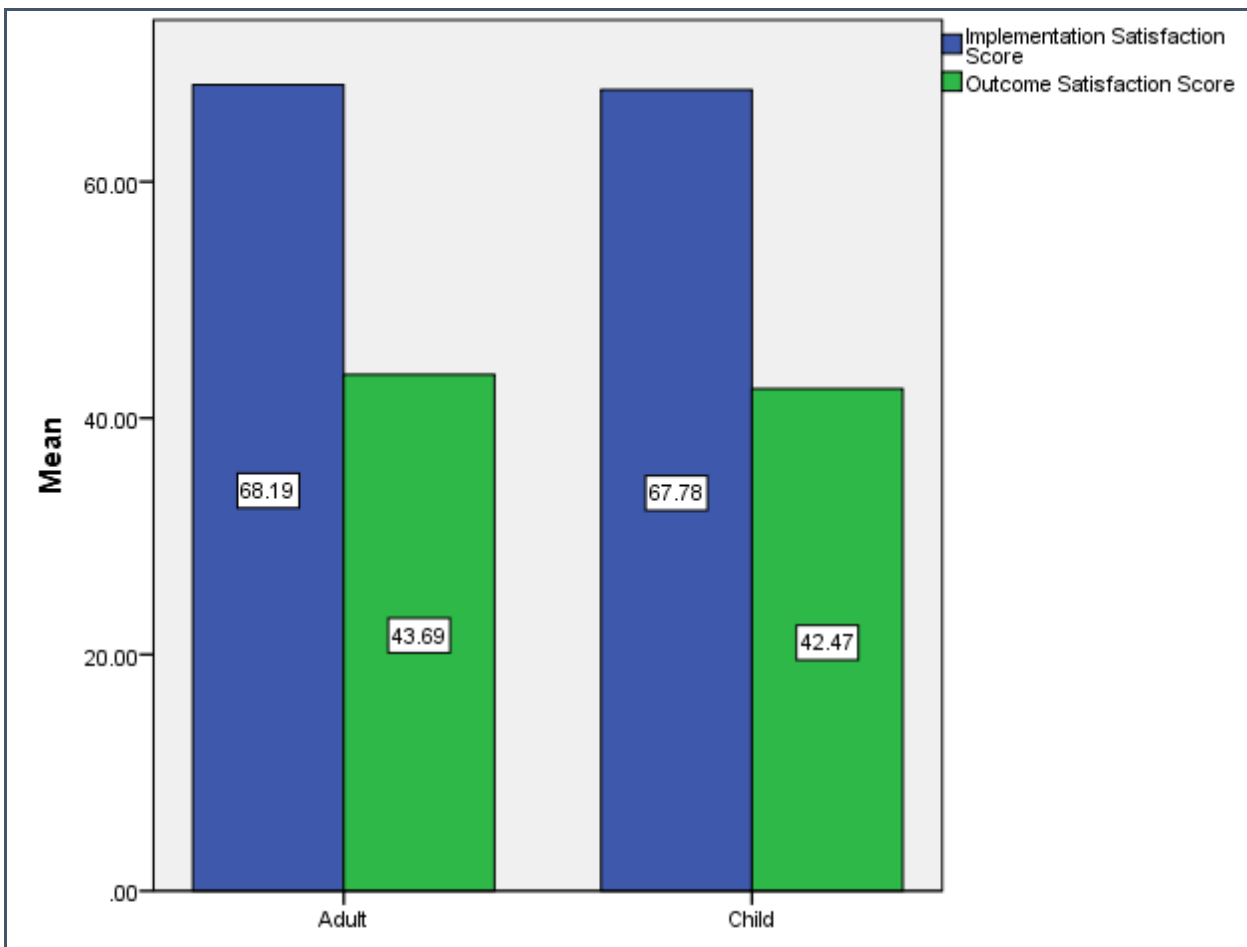
Child Level of Care	N	Mean	Std. Deviation
MENTAL HEALTH OUTPATIENT	759	110.2529	14.74836
Total	759	110.2529	14.74836

Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 36-85. 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:

- 85.2% Overall, I am satisfied with the services I am receiving Q29.
- 85.8% I have the option to change my service provider should I choose to Q16.
- 86.7% My service provider spends adequate time with me Q19.
- 88.0% I trust my service provider Q22.
- 89.5% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 90.9% I am an important part of the treatment process Q26.
- 91.2% I feel comfortable in asking questions regarding my treatment Q18.
- 92.4% My provider asks my permission before sharing my personal information Q20.
- 92.8% I feel safe at this facility Q23.
- 93.4% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 93.6% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.

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

- 19.9% I was given information on how to get additional community resources that I needed Q14.
- 22.1% My provider discussed other services that may benefit me in my treatment/recovery Q15.

***Summary responses from the Total group of respondents (N=1757) are presented in Table 1.
Summary responses from the Total group Adult respondents (N=998) are presented in Table 2.
Summary responses from the Total group Child/Adolescent of respondents (N=759) are presented in Table 3.***

Table 1 – Total Satisfaction – Services Questions

N=1757	% 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.	78.9	14.2	2.7	0.8	1.5
14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training).	67.2	19.9	2.8	1.2	7.9
15. My provider discussed other services that may benefit me in my treatment/recovery.	69.2	22.1	2.6	1.1	4.0
16. I have the option to change my service provider should I choose to.	85.8	8.5	2.9	0.7	2.1
17. I was informed about my rights and responsibilities regarding the treatment I have received.	93.4	4.0	2.9	0.5	0.9
18. I feel comfortable in asking questions regarding my treatment.	91.2	5.6	2.9	0.6	1.0
19. My service provider spends adequate time with me.	86.7	8.5	2.8	0.7	1.3
20. My provider asks my permission before sharing my personal information.	92.4	2.3	3.0	0.6	2.6
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	93.6	1.1	3.0	0.6	2.7
22. I trust my service provider.	88.0	7.2	2.9	0.6	1.1
23. I feel safe at this facility.	92.8	3.8	3.0	0.6	2.0
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	81.3	10.8	2.8	0.9	3.4
25. I am included in the development of my treatment/recovery plan and goals for recovery.	89.5	6.0	2.9	0.6	1.8
26. I am an important part of the treatment process.	90.9	5.2	2.9	0.6	1.3
27. My service provider explained the advantages of my therapy or treatment.	83.6	8.6	2.8	0.7	1.4
28. My service provider explained the limitations of my therapy or treatment.	77.1	11.2	2.8	0.9	3.0
29. Overall, I am satisfied with the services I am receiving.	85.2	9.7	2.8	0.7	1.1

Table 2 – Total Satisfaction – Services Questions-ADULT

N=998	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	77.0	16.0	2.7	0.8	1.3
14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training).	65.8	19.9	2.8	1.2	8.2
15. My provider discussed other services that may benefit me in my treatment/recovery.	68.5	22.8	2.6	1.1	4.1
16. I have the option to change my service provider should I choose to.	84.8	9.6	2.8	0.8	1.9
17. I was informed about my rights and responsibilities regarding the treatment I have received.	92.8	4.8	2.9	0.5	0.6
18. I feel comfortable in asking questions regarding my treatment.	91.0	5.6	2.9	0.5	0.6
19. My service provider spends adequate time with me.	87.8	8.1	2.8	0.6	0.7
20. My provider asks my permission before sharing my personal information.	92.3	2.7	3.0	0.6	1.9
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	93.2	1.3	3.0	0.5	2.3
22. I trust my service provider.	88.1	7.2	2.8	0.6	0.8
23. I feel safe at this facility.	93.5	4.1	2.9	0.5	0.9
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	78.4	13.0	2.8	0.9	3.3
25. I am included in the development of my treatment/recovery plan and goals for recovery.	88.8	5.9	2.9	0.6	1.6
26. I am an important part of the treatment process.	91.4	4.9	2.9	0.6	1.0
27. My service provider explained the advantages of my therapy or treatment.	83.4	8.6	2.8	0.7	1.2
28. My service provider explained the limitations of my therapy or treatment.	76.3	11.1	2.8	0.9	3.0
29. Overall, I am satisfied with the services I am receiving.	87.0	8.5	2.8	0.7	0.9

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

N=759	% 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.	81.4	11.9	2.8	0.8	1.7
14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training).	68.9	19.9	2.8	1.2	7.4
15. My provider discussed other services that may benefit me in my treatment/recovery.	70.0	21.1	2.6	1.1	4.0
16. I have the option to change my service provider should I choose to.	87.1	7.0	3.0	0.7	2.4
17. I was informed about my rights and responsibilities regarding the treatment I have received.	94.2	3.0	3.0	0.5	1.2
18. I feel comfortable in asking questions regarding my treatment.	91.4	5.7	2.9	0.6	1.6
19. My service provider spends adequate time with me.	85.5	9.0	2.8	0.7	2.1
20. My provider asks my permission before sharing my personal information.	92.5	1.8	3.0	0.6	3.6
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	94.1	0.9	3.1	0.6	3.2
22. I trust my service provider.	87.9	7.1	2.9	0.7	1.6
23. I feel safe at this facility.	91.8	3.3	3.0	0.7	3.4
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	85.1	7.9	2.9	0.8	3.4
25. I am included in the development of my treatment/recovery plan and goals for recovery.	90.4	6.1	2.9	0.7	2.1
26. I am an important part of the treatment process.	90.3	5.5	2.9	0.6	1.7
27. My service provider explained the advantages of my therapy or treatment.	83.9	8.6	2.8	0.7	1.7
28. My service provider explained the limitations of my therapy or treatment.	78.3	11.2	2.8	0.9	3.0
29. Overall, I am satisfied with the services I am receiving.	82.9	11.3	2.8	0.8	1.4

Outcomes of Services

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

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 47.2% to 73.3% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 19.1% to 31.9% of consumer's responses reflect that no change has resulted from involvement in services. Only 5.0% to 9.3% of consumer's responses reflect that things are worse as a result of services.

Summary responses from the Total group of respondents (N=1757) are presented in Table 4. Summary responses from the Total group Adult respondents (N=998) are presented in Table 5. Summary responses from the Total group Child/Adolescent of respondents (N=759) are presented in Table 6.

Table 4 – Total Satisfaction – Outcomes of Services Questions

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=1757						
30. Managing daily problems.	71.0	19.0	8.2	2.7	0.8	1.8
31. Feeling in control of my life.	67.7	21.3	8.4	2.7	0.8	2.6
32. Coping with personal crisis.	60.5	23.7	9.3	2.8	1.1	6.5
33. How I feel about myself.	67.0	22.9	7.7	2.7	0.8	2.3
34. Feeling good (hopeful) about the future.	69.4	20.3	7.3	2.7	0.8	3.0
35. Enjoying my free time.	73.3	19.1	5.0	2.8	0.8	2.6
36. Strengthening my social support network.	65.1	25.8	6.2	2.7	0.8	2.8
37. Being involved in community activities.	52.8	31.9	6.3	2.8	1.2	9.0
38. Participating with school or work activities.	47.2	22.3	5.4	3.4	1.6	25.2
39. Interacting with people in social situations.	64.3	25.5	7.2	2.7	0.9	3.1
40. Coping with specific problems or issue that led to seek services.	70.3	19.5	8.4	2.7	0.8	1.8

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=998						
30. Managing daily problems.	75.4	16.9	6.5	2.7	0.7	1.2
31. Feeling in control of my life.	73.2	17.2	8.4	2.7	0.7	1.1
32. Coping with personal crisis.	66.3	21.8	8.5	2.7	0.9	3.3
33. How I feel about myself.	71.9	20.0	7.1	2.7	0.7	0.9
34. Feeling good (hopeful) about the future.	74.1	16.6	7.7	2.7	0.7	1.5
35. Enjoying my free time.	73.5	18.3	5.5	2.8	0.8	2.6
36. Strengthening my social support network.	66.0	25.3	6.5	2.7	0.8	2.2
37. Being involved in community activities.	50.2	32.7	6.8	2.8	1.2	10.3
38. Participating with school or work activities.	36.1	20.0	4.2	3.9	1.8	39.7
39. Interacting with people in social situations.	64.0	26.8	6.0	2.7	0.8	3.2
40. Coping with specific problems or issue that led to seek services.	75.4	17.0	6.3	2.7	0.7	1.3

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=759						
30. Managing daily problems.	65.3	21.7	10.4	2.6	0.9	2.5
31. Feeling in control of my life.	60.5	26.6	8.4	2.7	1.0	4.5
32. Coping with personal crisis.	52.8	26.1	10.4	2.9	1.3	10.7
33. How I feel about myself.	60.6	26.6	8.6	2.7	0.9	4.2
34. Feeling good (hopeful) about the future.	63.2	25.0	6.7	2.8	1.0	5.0
35. Enjoying my free time.	73.0	20.0	4.3	2.8	0.8	2.6
36. Strengthening my social support network.	63.9	26.6	5.8	2.7	0.9	3.7
37. Being involved in community activities.	56.3	31.0	5.5	2.8	1.1	7.2
38. Participating with school or work activities.	61.8	25.2	7.0	2.8	1.0	6.1
39. Interacting with people in social situations.	64.6	23.8	8.7	2.7	0.9	2.9
40. Coping with specific problems or issue that led to seek services.	63.6	22.7	11.2	2.6	0.9	2.5

Satisfaction with the Managed Care Organization

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

- 44.6% of respondents (784 of the 1757) reported that they had received a copy of the Perform Care member handbook, 37.5% (659) did not receive a member handbook, 17.0% (298) were not sure, and 0.9% (16) 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	1757	784 44.60%	659 37.50%	298 17.00%	16 0.90%
Adult					
Cumberland	254	97 38.20%	103 40.60%	50 19.70%	4 1.60%
Dauphin	258	96 37.20%	118 45.70%	41 15.90%	3 1.20%
Lancaster	280	90 32.10%	133 47.50%	55 19.60%	2 0.70%
Lebanon	163	62 38.00%	79 48.50%	21 12.90%	1 0.60%
Perry	43	7 16.30%	34 79.10%	2 4.70%	0 0
Child					
Cumberland	212	118 55.70%	51 24.10%	41 19.30%	2 0.90%
Dauphin	159	103 64.80%	44 27.70%	12 7.50%	0 0
Lancaster	254	134 52.80%	61 24.00%	57 22.40%	2 0.80%
Lebanon	95	63 66.30%	15 15.80%	15 15.80%	2 2.10%
Perry	39	14 35.90%	21 53.80%	4 10.30%	0 0

- 89.9% of respondents (1580 of the 1757) reported that they are aware of their right to file a complaint or grievance. 8.1% (143) were not aware of their right to file a complaint or grievance, 0.9% (16) were not sure, and 1.0% (18) 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	1757	1580 89.90%	143 8.10%	16 0.90%	18 1.00%
Adult					
Cumberland	254	223 87.80%	26 10.20%	2 0.80%	3 1.20%
Dauphin	258	236 91.50%	17 6.60%	3 1.20%	2 0.80%
Lancaster	280	243 86.80%	30 10.70%	5 1.80%	2 0.70%
Lebanon	163	126 77.30%	33 20.20%	3 1.80%	1 0.60%
Perry	43	41 95.30%	1 2.30%	1 2.30%	0 0
Child					
Cumberland	212	199 93.90%	10 4.70%	0 0	3 1.40%
Dauphin	159	149 93.70%	5 3.10%	1 0.60%	4 2.50%
Lancaster	254	241 94.90%	12 4.70%	1 0.40%	0 0
Lebanon	95	90 94.70%	2 2.10%	0 0	3 3.20%
Perry	39	32 82.10%	7 17.90%	0 0	0 0

- 66.3% of respondents (1165 of the 1757) reported that they knew who to call to file a complaint or grievance. 27.7% (486) reported that they did not know who to call, 4.3% (75) were not sure, and 1.8% (31) 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	1757	1165 66.30%	486 27.70%	75 4.30%	31 1.80%
Adult					
Cumberland	254	208 81.90%	35 13.80%	9 3.50%	2 0.80%
Dauphin	258	154 59.70%	88 34.10%	15 5.80%	1 0.40%
Lancaster	280	127 45.40%	124 44.30%	17 6.10%	12 4.30%
Lebanon	163	88 54.00%	61 37.40%	6 3.70%	8 4.90%
Perry	43	18 41.90%	20 46.50%	5 11.60%	0 0
Child					
Cumberland	212	194 91.50%	13 6.10%	3 1.40%	2 0.90%
Dauphin	159	126 79.20%	26 16.40%	5 3.10%	2 1.30%
Lancaster	254	158 62.20%	82 32.30%	12 4.70%	2 0.80%
Lebanon	95	75 78.90%	18 18.90%	0 0	2 2.10%
Perry	39	17 43.60%	19 48.70%	3 7.70%	0 0

- 17.2% of respondents (276 of the 1608) reported that they had called Perform Care in the last twelve months for information. 82.0% (1319) did not call Perform Care within the last twelve months, and 0.8% (13) were not sure.

	Base	Q4 In the last twelve months, did you call member services at Perform Care to get information?		
		Yes	No	Not Sure
Total	1608	276 17.20%	1319 82.00%	13 0.80%
Adult- County of Residence				
Cumberland	224	40 17.90%	182 81.30%	2 0.90%
Dauphin	250	27 10.80%	221 88.40%	2 0.80%
Lancaster	240	39 16.30%	197 82.10%	4 1.70%
Lebanon	156	15 9.60%	140 89.70%	1 0.60%
Perry	43	2 4.70%	41 95.30%	0 0
Child- County of Residence				
Cumberland	202	58 28.70%	142 70.30%	2 1.00%
Dauphin	144	35 24.30%	108 75.00%	1 0.70%
Lancaster	217	36 16.60%	181 83.40%	0 0
Lebanon	93	18 19.40%	74 79.60%	1 1.10%
Perry	39	6 15.40%	33 84.60%	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.*

- 81.6% of those that requested information from Perform Care (248 of the 304) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 15.5% (47) were not able to get information without delays, and 3.0% (9) 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	304	248 81.60%	47 15.50%	9 3.00%
Adult				
Cumberland	46	39 84.80%	7 15.20%	0 0
Dauphin	33	24 72.70%	7 21.20%	2 6.10%
Lancaster	41	35 85.40%	5 12.20%	1 2.40%
Lebanon	18	10 55.60%	8 44.40%	0 0
Perry	2	2 100.00%	0 0	0 0
Child				
Cumberland	61	51 83.60%	6 9.80%	4 6.60%
Dauphin	39	32 82.10%	6 15.40%	1 2.60%
Lancaster	36	35 97.20%	0 0	1 2.80%
Lebanon	23	17 73.90%	6 26.10%	0 0
Perry	5	3 60.00%	2 40.00%	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.*

- 57.5% of respondents (441 of 767) were given a choice of at least 2 providers regarding the type of service they were seeking. 28.8% of respondents (221) reported that they were not given a choice, 7.8% (60) were not sure, and 5.9% (45) 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
Total	1570	1017 64.80%	439 28.00%	114 7.30%
Adult				
Cumberland	184	112 60.90%	64 34.80%	8 4.30%
Dauphin	233	148 63.50%	61 26.20%	24 10.30%
Lancaster	267	142 53.20%	95 35.60%	30 11.20%
Lebanon	157	79 50.30%	71 45.20%	7 4.50%
Perry	37	22 59.50%	12 32.40%	3 8.10%
Child				
Cumberland	173	128 74.00%	41 23.70%	4 2.30%
Dauphin	148	114 77.00%	28 18.90%	6 4.10%
Lancaster	244	173 70.90%	49 20.10%	22 9.00%
Lebanon	92	71 77.20%	14 15.20%	7 7.60%
Perry	35	28 80.00%	4 11.40%	3 8.60%

**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.*

- 72.1% of respondents (1178 of 1634) were informed of the time approved for their services. 21.7% of respondents (354) were not informed of the time approved for services, and 6.21% (47) 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	1634	1178 72.10%	354 21.70%	102 6.20%
Adult				
Cumberland	197	115 58.40%	65 33.00%	17 8.60%
Dauphin	244	159 65.20%	62 25.40%	23 9.40%
Lancaster	272	190 69.90%	57 21.00%	25 9.20%
Lebanon	161	104 64.60%	51 31.70%	6 3.70%
Perry	41	16 39.00%	20 48.80%	5 12.20%
Child				
Cumberland	183	150 82.00%	25 13.70%	8 4.40%
Dauphin	151	120 79.50%	25 16.60%	6 4.00%
Lancaster	253	213 84.20%	30 11.90%	10 4.00%
Lebanon	93	83 89.20%	8 8.60%	2 2.20%
Perry	39	28 71.80%	11 28.20%	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.*

- 95.2% of respondents (475 of the 499) report when they call Perform Care staff treats them courteously and with respect. 3.4% (17) reported that Perform Care staff did not treat them courteously and with respect, and 1.4% (7) were not sure.

	Base	Q7 When I call Perform Care staff treats me courteously and with respect.		
		Yes	No	Not Sure
Total	499	475 95.20%	17 3.40%	7 1.40%
Adult				
Cumberland	59	56 94.90%	3 5.10%	0 0
Dauphin	66	64 97.00%	0 0	2 3.00%
Lancaster	80	77 96.30%	1 1.30%	2 2.50%
Lebanon	21	16 76.20%	4 19.00%	1 4.80%
Perry	8	8 100.00%	0 0	0 0
Child				
Cumberland	71	70 98.60%	0 0	1 1.40%
Dauphin	58	57 98.30%	1 1.70%	0 0
Lancaster	108	102 94.40%	5 4.60%	1 0.90%
Lebanon	21	18 85.70%	3 14.30%	0 0
Perry	7	7 100.00%	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.*

- 95.4% of respondents (763 of 800) report overall they are satisfied with their interactions with Perform Care. 3.6% of respondents (29) report overall they are not satisfied with their interactions with Perform Care, and 1.0% (8) were not sure.

	Base	Q8 Overall, I am satisfied with the interactions I have had with Perform Care.		
		Yes	No	Not Sure
Total	800	763 95.40%	29 3.60%	8 1.00%
Adult				
Cumberland	56	53 94.60%	2 3.60%	1 1.80%
Dauphin	119	113 95.00%	5 4.20%	1 0.80%
Lancaster	97	94 96.90%	1 1.00%	2 2.10%
Lebanon	129	121 93.80%	8 6.20%	0 0
Perry	8	8 100.00%	0 0	0 0
Child				
Cumberland	72	68 94.40%	4 5.60%	0 0
Dauphin	83	82 98.80%	0 0	1 1.20%
Lancaster	131	122 93.10%	6 4.60%	3 2.30%
Lebanon	91	88 96.70%	3 3.30%	0 0
Perry	14	14 100.00%	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.

- I got postcards in the mail.
- I refused it.
- Never got a copy.
- Not familiar with Perform Care.

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

- Used this right a few times.
- I try to just let things go because I do not have the time.

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

- Will be calling Perform Care to file grievance that Pressley accused consumer's brother of sexual inappropriateness. Pressley tried to make a case that consumer problems were from home which was erroneous.
- Doctor almost killed me with too much lithium and no checking of my levels.
- Does not have medical assistance anymore.
- Either go to lady that does the computer stuff or go to Ron.
- Has done this before.
- Here at the clinic.
- I usually go through my case worker.
- I would call my insurance company.
- I would call the main number and go from there.
- I would figure it out.
- I would talk to the lady at the front desk. I filed and have not heard anything back.
- Is it on insurance card?
- It is on my paperwork.
- My counselor helps me with that (2).
- My insurance company Gateway.
- My supervisor.
- Not a lot of information was given to the parents. Found out information from the Psychiatrist not Perform Care.
- Perform Care.
- Probably in my paperwork.
- The doctors should be more lenient with mental health patients.
- There are forms in the lobby.
- There are signs here on who to call.
- There is literature on the wall here.
- There is a box here.
- There is a number on the bulletin board.

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

- About information for providers, yes.
- No, because I did not know Perform Care existed (2).
- No, but they have called him several times.
- Called 2 or 3 times.
- Have not had to.
- I contacted many providers directed by Perform Care to call and no one ever got back to me.

- Never heard of Perform Care.
- The counselor called.
- They are good at getting all paperwork out to me.
- They call me. The lady is very nice.
- We have had meetings.

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

- Brother helped.
- Called 2 or 3 times. One time did not get a call back, but worked the issue out.
- It was delay after delay.
- Our caseworker is really good. Never had a problem.
- Really nice.
- Telephone number is wrong with Perform Care.

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

- A friend told me.
- Always picked my own.
- Brother helped.
- Called Gateway and got phone numbers.
- Chose for myself.
- Chose Holy Spirit Hospital.
- CMU sucks. They are not doing anything to help him, just multiple evaluations and still no counselor.
- Chose provider based on recommendation by friend and doctor.
- Found own providers.
- Court mandated (2).
- Did not need to.
- I already knew who I wanted (2).
- I called Philhaven directly.
- I called Philhaven every weekend.
- I came here myself.
- I had options but I chose this place.
- I have been going here since I was 6.
- I heard about this never knew of any other one.
- I looked up my own. Provider told me I could go elsewhere if needed.
- I requested the Stevens Center.
- I set my sights on coming here.
- I specifically sought them out.
- I was directed online through my insurance company.
- I went to CMU and they directed me to TW Ponessa.
- It is hard to say.
- Mom chose.
- Mom chose Teamcare.
- Mom found providers by herself.
- Mom was not happy with outcomes at Northwestern.
- Not applicable because mom already knew what she wanted.
- No because directly through school.
- No because mom called Gateway and got phone numbers.
- No longer has Perform Care. Instead has a program called HIPP.

- Not from Perform Care.
- No need. I chose provider.
- Online.
- Parents chose Stevens.
- She just went to Holy Spirit Hospital.
- Stevens, Franklin Family then Holy Spirit where Mom was going.
- They gave me three.
- They only had appointments at 8:30pm.
- Sought out the services.
- Went with only one they had.
- When the therapist moved they gave me other providers but wanted to stay with him.

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

- All school year. She had a baby and was off the summer. We will start again when school starts.
- I am not sure if that was discussed.
- I may have gone over it but I have a concussion.
- It is ongoing (2).
- Medication checks only.
- My insurance covers unlimited.
- October of last year I was approved for counseling and only had one session and requested a woman because of being attacked by a man I wanted a woman. I'm still waiting.
- Pressley only does play therapy.
- They gave us a year.
- Through my probation officer and counselor.
- We receive letters.
- Yearly approvals.

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

- Do not agree with voice prompts asking for social security number.
- They kept telling me it must be me because there are 14 pages of options.
- Very much.

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

- Copayments are too high.
- Cumbersome.
- Yes. However, mom would like to be notified when caseworkers change.
- I had a bad interaction with one representative in the past.
- I love the newsletters about the kid programs!
- Not happy with the CEO.
- Not listening to parent. Child is abusive to family members.
- See some glitches that could be adjusted. Ongoing battle over medication. Particularly with seizure medication. Needs to put back some meds so that consumer can get through times waiting for med approval.
- Teetering and toddling on the ledge.
- There was lack of communication at one point.
- They stopped a refill on a prescription.
- Trouble getting services.