



Consumer Satisfaction Services, Inc.

Capital Region 4th Quarter Report April-June 2017

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

Consumer Satisfaction Services

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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=767) 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 767 (n=767) respondents from the Capital Region including 551 adult consumers (71.8%) and 216 children/adolescents (28.2%).
- Sample: Of the 551 adult consumers, 538 (97.6%) responded for themselves, 10 (1.8%) had a parent/guardian respond for them, and 3 (0.5%) responded for themselves with a parent/guardian present. Of the 216 child/adolescent consumers, 10 (4.6%) responded for themselves, 192 (88.9%) had a parent/guardian respond for them, and 14 (6.5%) responded for themselves with a parent/guardian present.
- Level of Care: In all, 4 treatment levels of care were accessed by the respondents including Mobile Psych Nursing, Partial Hospitalization, D&A Intensive Outpatient and D&A Outpatient services. Of the 551 adult consumers 82 (14.9%) received Mobile Psych Nursing, 151 (27.4%) received Partial Hospitalization, 151 (27.4%) received D&A Intensive Outpatient, and 167 (30.3%) received D&A Outpatient services. Of the 216 child consumers 208 (96.3%) received Partial Hospitalization, 7 (3.2%) received D&A Intensive Outpatient, and 1 (0.5%) received D&A Outpatient services.
- Methods: Data was collected by 9 interviewers.
- Treatment Facility: Data was collected from 41 Treatment Facilities in the Capital Region.
- Type: Overall, of the 767 interviews 698 (91.0%) were face-to-face and 69 (9.0%) 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 high satisfaction with their services.

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

- 96.1% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 94.3% I am an important part of the treatment process Q26.
- 93.7% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 93.7% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 93.1% I feel comfortable in asking questions regarding my treatment Q18.
- 92.6% My provider asks my permission before sharing my personal information Q20.
- 90.2% Overall, I am satisfied with the services I am receiving Q29.
- 89.9% I trust my service provider Q22.
- 89.3% My service provider explained the advantages of my therapy or treatment Q27.
- 88.7% My service provider spends adequate time with me Q19.
- 88.5% I feel safe at this facility Q23.

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, 41.9% to 76.3% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 17.2% to 36.4% of consumer's responses reflect that no change has resulted from involvement in services. Only 4.4% to 8.6% 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
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(717) 651-1070**

Request for Assistance

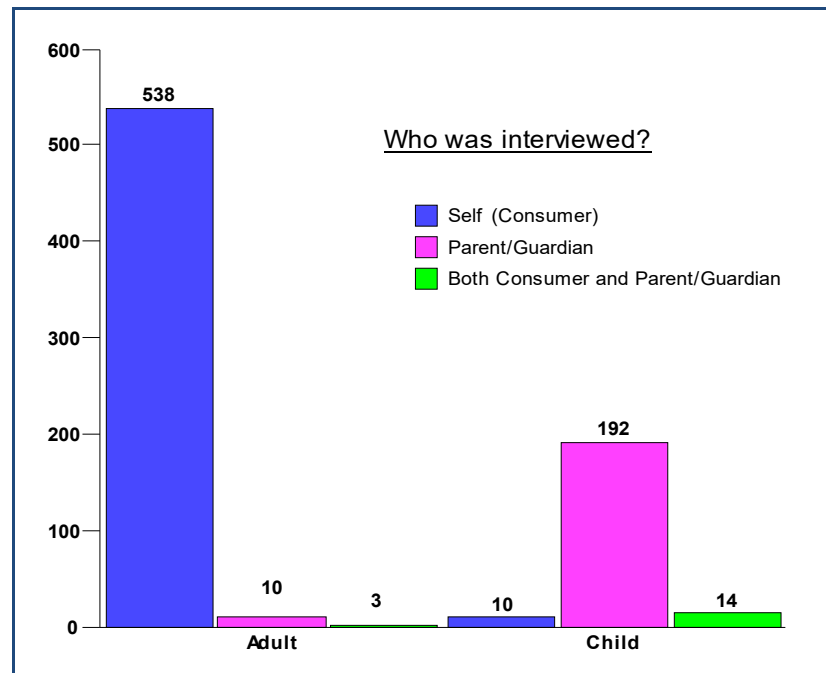
During the interview, if a Consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), Perform Care or any other part of the behavioral health system that can reasonably be addressed, the surveyor will ask the Consumer if 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 4th 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 767 ($n=767$) respondents from the Capital Region including 551 adult consumers (71.8%) and 216 children/adolescents (28.2%).
- Sample: Of the 551 adult consumers, 538 (97.6%) responded for themselves, 10 (1.8%) had a parent/guardian respond for them, and 3 (0.5%) responded for themselves with a parent/guardian present. Of the 216 child/adolescent consumers, 10 (4.6%) responded for themselves, 192 (88.9%) had a parent/guardian respond for them, and 14 (6.5%) responded for themselves with a parent/guardian present.



- Level of Care: In all, 4 treatment levels of care were accessed by the respondents including Mobile Psych Nursing, Partial Hospitalization, D&A Intensive Outpatient and D&A Outpatient services. Of the 551 adult consumers 82 (14.9%) received Mobile Psych Nursing, 151 (27.4%) received Partial Hospitalization, 151 (27.4%) received D&A Intensive Outpatient, and 167 (30.3%) received D&A Outpatient services. Of the 216 child consumers 208 (96.3%) received Partial Hospitalization, 7 (3.2%) received D&A Intensive Outpatient, and 1 (0.5%) received D&A Outpatient services.
- Methods: Data was collected by 9 interviewers.
- Treatment Facility: Data was collected from 41 Treatment Facilities in the Capital Region.
- Type: Overall, of the 767 interviews 698 (91.0%) were face-to-face and 69 (9.0%) 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	767	122 15.90%	234 30.50%	320 41.70%	77 10.00%	14 1.80%
Adult- Method of Interview						
In Person	507	94 18.50%	166 32.70%	191 37.70%	45 8.90%	11 2.20%
Phone	44	7 15.90%	6 13.60%	23 52.30%	6 13.60%	2 4.50%
Child- Method of Interview						
In Person	191	21 11.00%	59 30.90%	86 45.00%	24 12.60%	1 0.50%
Phone	25	0 0	3 12.00%	20 80.00%	2 8.00%	0 0

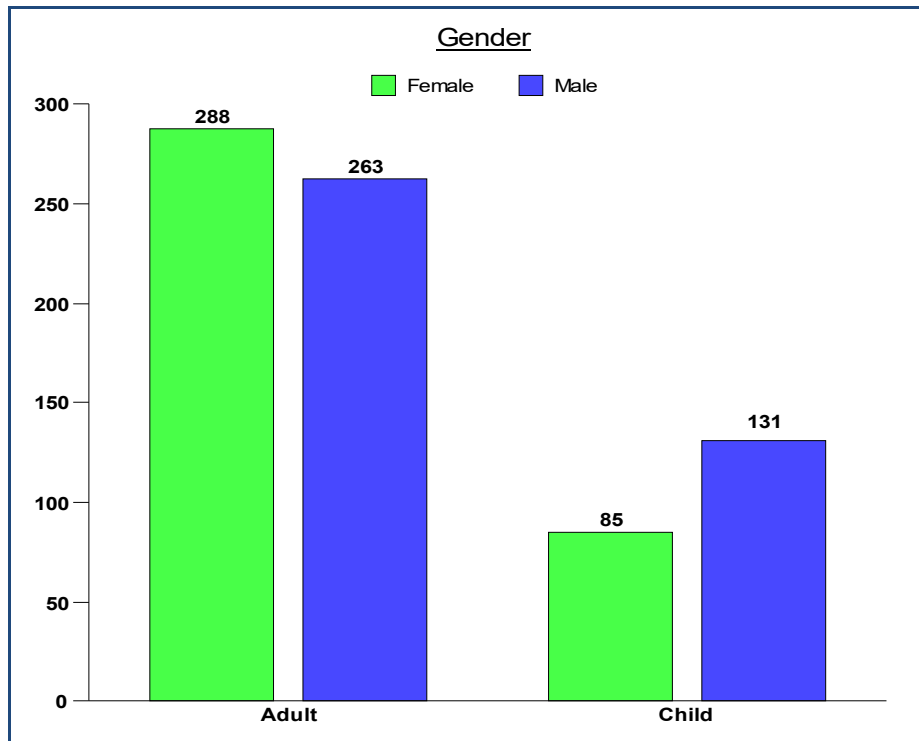
County of Residence:

The table below shows the county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster County (41.7%). The remaining respondents reported residence in Dauphin (30.50%), Cumberland (15.9%), Lebanon (10.0%), and Perry (1.8%).

	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	767	122 15.90%	234 30.50%	320 41.70%	77 10.00%	14 1.80%
Adult	551	101 18.30%	172 31.20%	214 38.80%	51 9.30%	13 2.40%
Child	216	21 9.70%	62 28.70%	106 49.10%	26 12.00%	1 0.50%

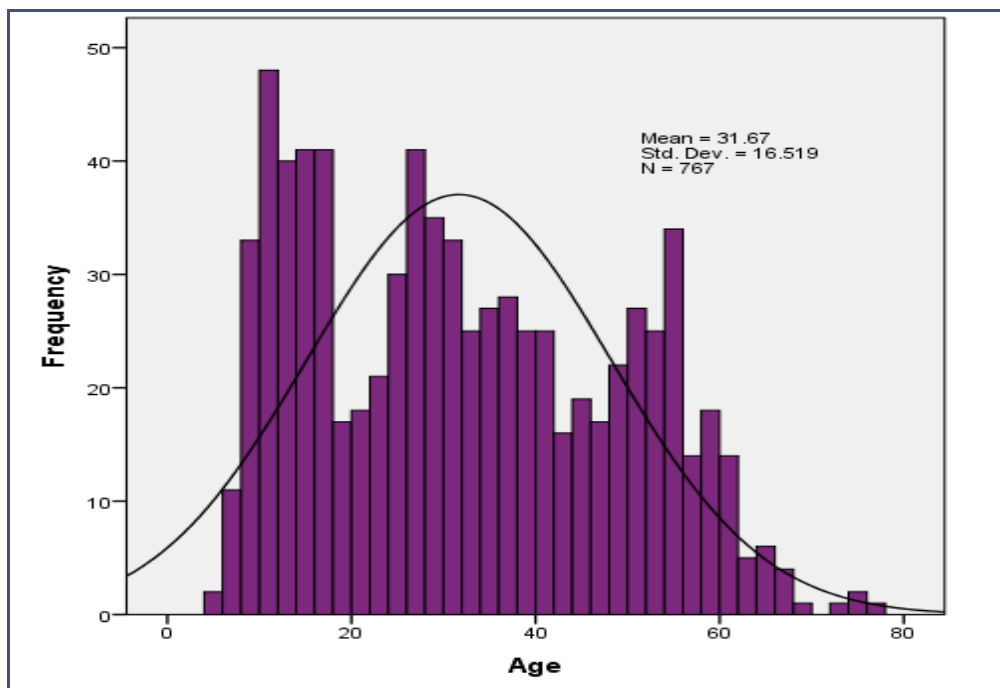
Demographic Information

- Gender: Overall, the sample is 48.6% female (373) and 51.4% male (394). Of the 551 adult consumers, 52.3% female (288) and 47.7% male (263). Of the 216 child consumers, 39.4% female (85) and 60.6% male (131).



- Age: Age of all respondents ranged from 5-76 years, with a mean age of 31.67 (SD 16.519).

Age of All Respondents



- Race: 474 respondents (61.8%) reported their race as White/Caucasian, 113 (14.7%) as African American, 95 (12.4%) as Hispanic/Latino, 53 (6.9%) as Multi-Racial, 14 (1.8%) as Other, 6 (0.8%) Native American/American Indian, 6 (0.8%) as Asian/Pacific Islander, and 6 (0.8%) did not answer this question.

	Base	Race							
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American / American Indian	White / Caucasian	Multi-Racial	Other	Did not answer
Total	767	113 14.70%	6 0.80%	95 12.40%	6 0.80%	474 61.80%	53 6.90%	14 1.80%	6 0.80%
Adult	551	65 11.80%	3 0.50%	62 11.30%	3 0.50%	376 68.20%	29 5.30%	9 1.60%	4 0.70%
Child	216	48 22.20%	3 1.40%	33 15.30%	3 1.40%	98 45.40%	24 11.10%	5 2.30%	2 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, 318 of the 767 respondents (41.5%) reported they had been interviewed by their provider within the last year, 369 (48.1%) reported they had not been interviewed, 78 (10.2%) were not sure, and 2 (0.2%) reported 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	767	318 41.50%	369 48.10%	78 10.20%	2 0.30%
Adult	551	224 40.70%	275 49.90%	51 9.30%	1 0.20%
Child	216	94 43.50%	94 43.50%	27 12.50%	1 0.50%

Total Satisfaction Score				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Deviation
Adult	Yes	224	118.20	11.99
	No	275	113.90	15.48
	Not sure	51	115.02	15.32
	N/A	1	113.00	.
	Total	551	115.75	14.25
Child	Yes	94	112.44	11.14
	No	94	106.06	13.21
	Not sure	27	105.55	19.00
	N/A	1	137.89	.
	Total	216	108.92	13.68

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

Total Satisfaction Score				
Level of Care		N	Mean	Std. Deviation
Adult	Mobile Psych Nursing	82	113.43	11.93
	Partial Hospitalization	151	108.85	15.66
	D&A IOP	151	118.11	11.97
	D&A Outpatient Clinic	167	120.99	13.19
	Total	551	115.75	14.25
Child	Mobile Psych Nursing			
	Partial Hospitalization	208	109.17	13.82
	D&A IOP	7	101.43	6.83
	D&A Outpatient Clinic	1	109.00	.
	Total	216	108.92	13.68

Our analysis indicated that adult consumers who had received Partial Hospitalization services reported significantly lower satisfaction than those who had received D&A Outpatient Clinic and D&A IOP services. Additionally, adult consumers who had received Mobile Psychiatric Nursing services reported significantly lower satisfaction than those who had received D&A Outpatient Clinic services.

- Service Delay:

- Of the 767 consumers 76 (9.9%) reported that they experienced some delay before beginning treatment. 589 consumers (76.8%) reported no delay before beginning treatment, and 102 (13.3%) consumers felt that this question did not apply to them.

	Base	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	767	76 9.90%	589 76.80%	102 13.30%
Adult	551	50 9.10%	452 82.00%	49 8.90%
Child	216	26 12.00%	137 63.40%	53 24.50%

Total Satisfaction Score				
Q11 Were there delays before starting these services?		N	Mean	Std. Deviation
Adult	Yes	50	109.38	16.88
	No	452	117.06	13.76
	N/A	49	110.15	12.95
	Total	551	115.75	14.25
Child	Yes	26	109.57	15.38
	No	137	109.60	14.23
	N/A	53	106.85	11.16
	Total	216	108.92	13.68

Our analysis indicated that adult consumers who experienced service delays or expressed that this question did not apply, reported significantly lower satisfaction than those who did not experience any service delays.

Emergency Treatment: 204 of the 767 respondents (26.6%) indicated they needed emergency mental health or substance abuse service during the past year and 4 (0.5%) was 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 3.8 with standard deviation 1.347.

	Base	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
Total	200	21 10.50%	26 13.00%	7 3.50%	73 36.50%	73 36.50%
Adult	132	9 6.80%	15 11.40%	5 3.80%	43 32.60%	60 45.50%
Child	68	12 17.60%	11 16.20%	2 2.90%	30 44.10%	13 19.10%

Total Satisfaction Score				
Method of Interview		N	Mean	Std. Deviation
Adult	In Person	507	115.23	14.18
	Phone	44	121.71	13.87
	Total	551	115.75	14.25
Child	In Person	191	108.67	12.80
	Phone	25	110.85	19.37
	Total	216	108.92	13.68

Our analysis indicates that adult 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 Name of Treatment Facility	N	Mean	Std. Deviation
Perry Human Services	2	131.00	12.73
Naaman Center Quarryville	14	130.22	9.29
Naaman Center Elizabethville	11	130.01	13.95
Nuestra Clinica of SACA, Inc.	4	129.48	7.86
Stevens Center NHS, Inc	5	129.16	6.93
Diakon Family Life Services	6	125.38	11.96
NASR Consultant Group, Inc.	7	124.72	15.09
Naaman Center Vine Street Lancaster	21	123.87	7.59
PA Counseling Lancaster	4	123.75	12.79
Gearly & Skiles Lancaster	20	122.37	13.80
Lancaster Clinical Counseling Associates	6	121.02	12.90
White Deer Run, Inc. Lebanon	11	119.92	12.32
PA Counseling Harrisburg Locust St	9	119.81	13.82
Mazzitti and Sullivan Harrisburg	19	119.72	11.83
Wellness Counseling Associates	5	119.51	13.41
Gaudenzia Inc. Elsie Shenk	13	119.50	7.63
Mazzitti and Sullivan Middletown	7	118.95	5.00
Genesis House, Inc.	12	118.69	5.98
Gaudenzia Inc. Harrisburg	10	118.54	11.79
T.W. Ponessa & Associates Lancaster	7	118.50	7.94
Gaudenzia Inc. West Shore	21	117.61	11.49
T.W. Ponessa & Associates Harrisburg	10	117.29	9.08
Roxbury Carlisle	22	116.73	19.13
PPI	8	116.19	9.51
PA Counseling Carlisle Allison Hill	7	115.51	11.37
Gate House for Women	10	115.21	12.37
Holy Spirit	10	114.65	10.19
Behav Healthcare Corp	61	114.30	10.70
PA Counseling Lebanon	15	114.18	14.38
Gearly & Skiles Ephrata	7	113.64	16.15

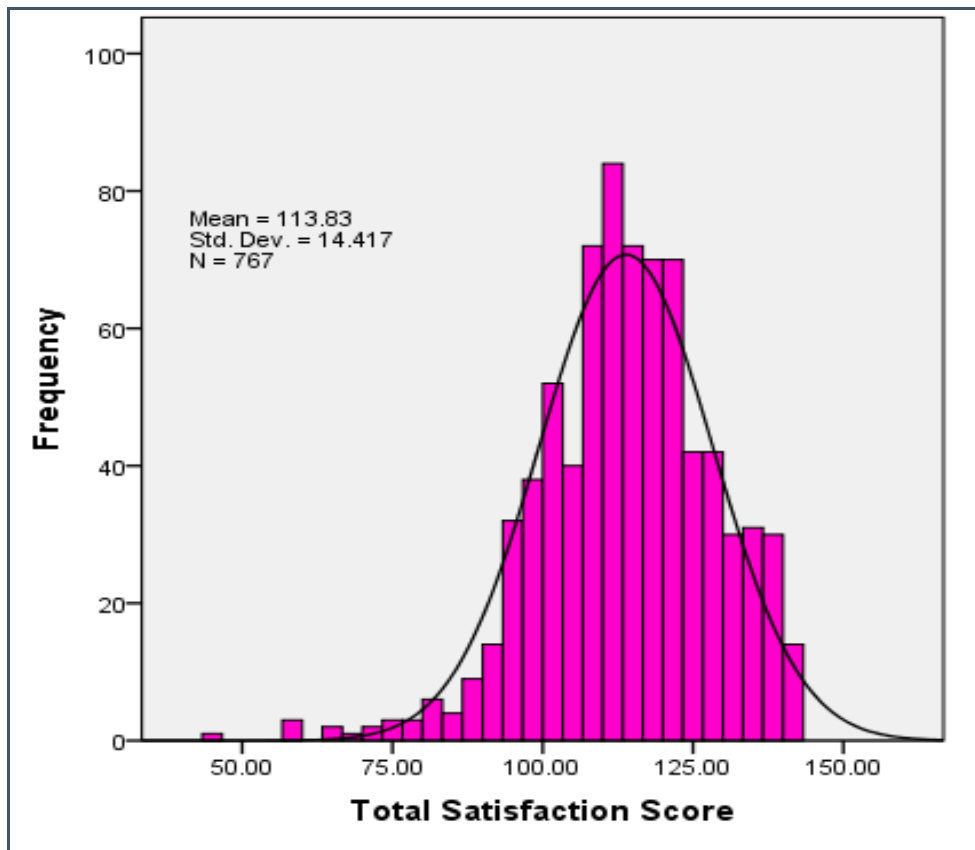
White Deer Run, Inc. Harrisburg	10	113.04	8.77
PA Counseling Carlisle	4	112.20	17.82
NHS PA	49	111.43	13.32
Gate House for Men	7	111.23	11.13
Naaman Center Elizabethtown	12	111.17	12.76
Philhaven	73	107.92	15.81
NHS Stevens	19	106.73	22.08
Community Services Group	10	102.78	16.04
The Milton Hershey Med Center	3	98.22	11.07
Total	551	115.75	14.25

Child Name of Treatment Facility	N	Mean	Std. Deviation
TW Ponessa & Associates MH	11	118.45	11.50
The Milton Hershey Med Ctr	2	114.61	.55
PPI	40	109.55	14.17
PA Counseling Lancaster	1	109.00	.
Philhaven	152	108.43	13.84
Mazzitti and Sullivan Middletown	1	105.00	.
Universal Comm Behav Health	3	104.00	12.00
Mazzitti and Sullivan Lancaster	6	100.83	7.28
Total	216	108.92	13.68

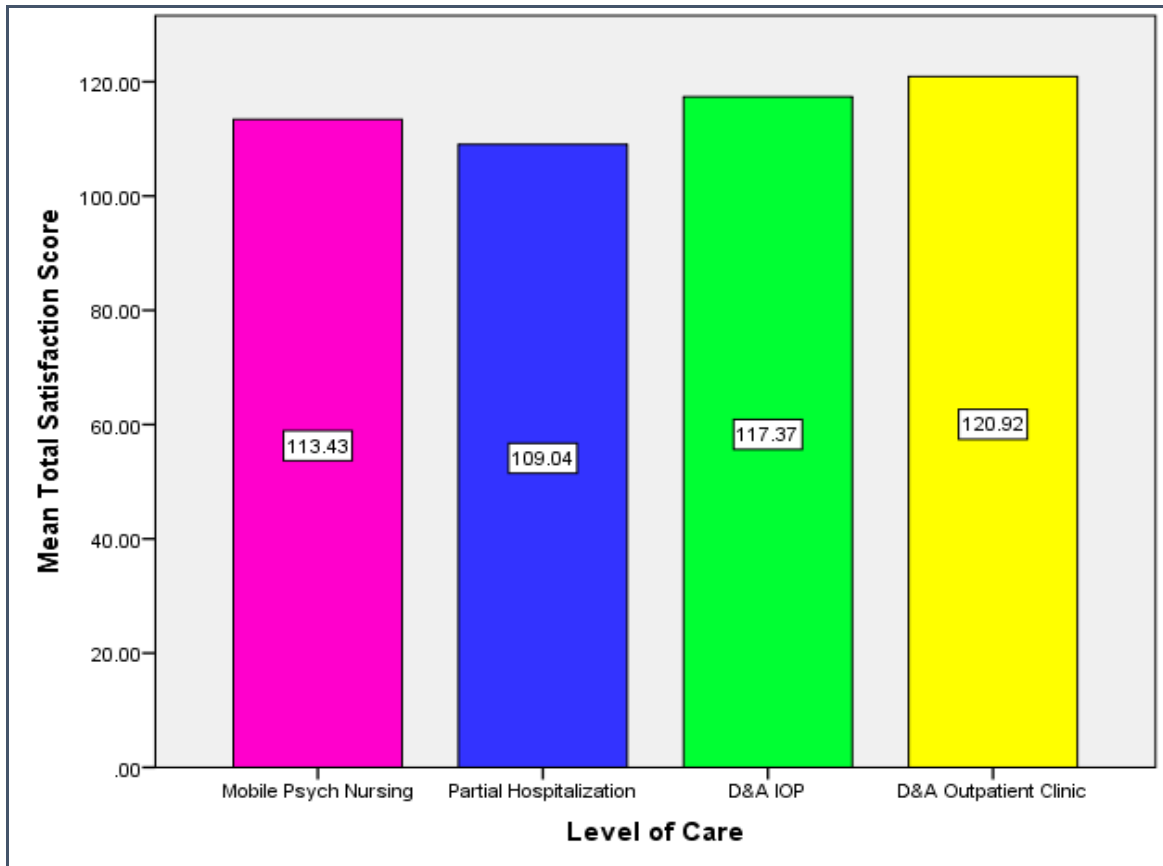
Total Satisfaction

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 113.83 with a standard deviation 14.417 indicating a high level of satisfaction. The TSS scores ranged from 44.87 – 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 Outpatient Clinic	167	120.9899	13.18856
D&A IOP	151	118.1135	11.96804
Mobile Psych Nursing	82	113.4255	11.92954
Partial Hospitalization	151	108.8503	15.66035
Total	551	115.7491	14.25313

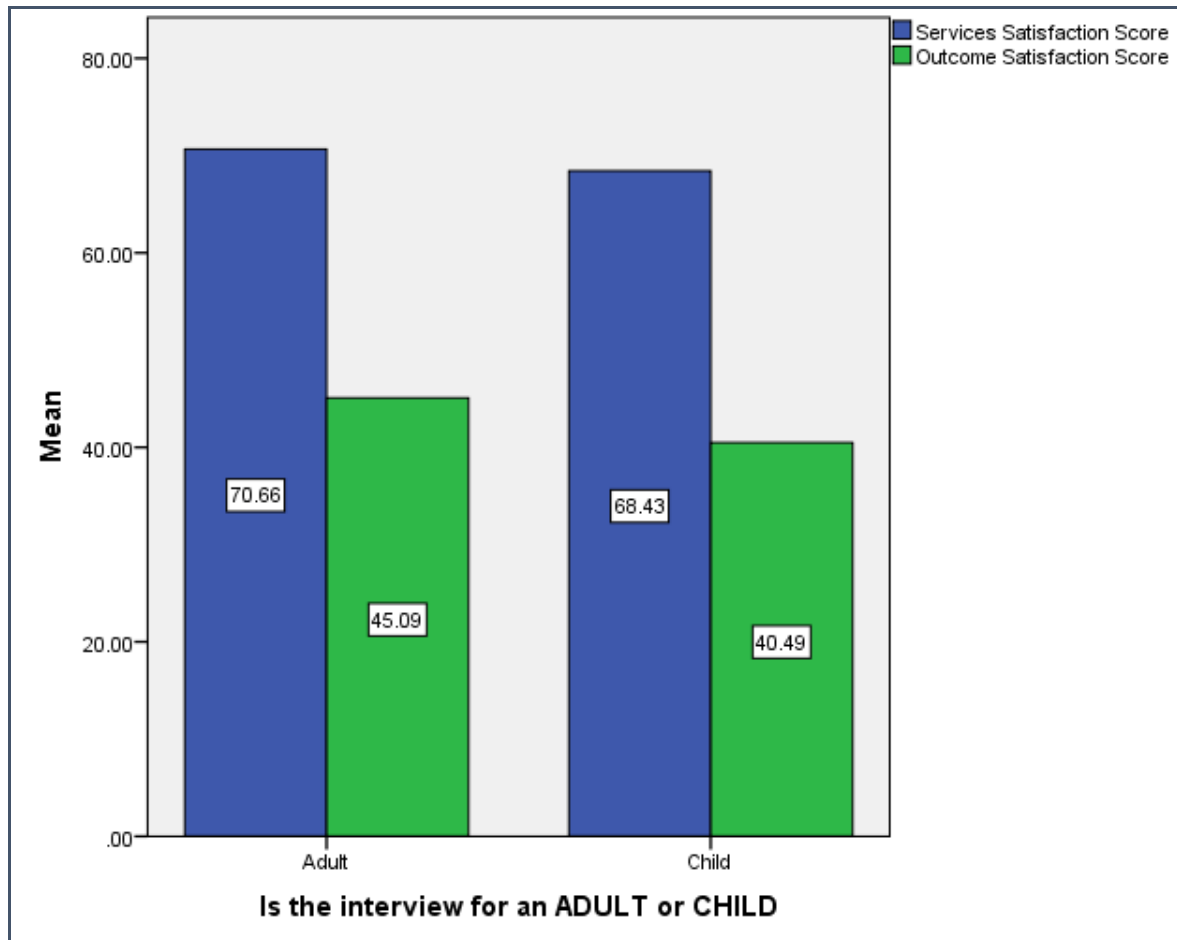
Child Level of Care	N	Mean	Std. Deviation
Partial Hospitalization	208	109.1723	13.82402
D&A Outpatient Clinic	1	109.0000	.
D&A IOP	7	101.4286	6.82781
Total	216	108.9205	13.68147

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:

- 96.1% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 94.3% I am an important part of the treatment process Q26.
- 93.7% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 93.7% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 93.1% I feel comfortable in asking questions regarding my treatment Q18.
- 92.6% My provider asks my permission before sharing my personal information Q20.
- 90.2% Overall, I am satisfied with the services I am receiving Q29.
- 89.9% I trust my service provider Q22.
- 89.3% My service provider explained the advantages of my therapy or treatment Q27.
- 88.7% My service provider spends adequate time with me Q19.
- 88.5% I feel safe at this facility Q23.

***Summary responses from the Total group of respondents (N=767) are presented in Table 1.
Summary responses from the Total group Adult respondents (N=551) are presented in Table 2.
Summary responses from the Total group Child/Adolescent of respondents (N=216) are presented in Table 3.***

Table 1 – Total Satisfaction – Services Questions

N=767	% 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.	84.6	11.2	2.7	0.7	0.8
14. I was given information on how to get additional resources that I needed (example: transportation, child care, employment training).	74.3	12.4	3.0	1.2	9.6
15. My provider discussed other services that may benefit me in my treatment/recovery.	79.5	12.6	2.8	0.9	2.6
16. I have the option to change my service provider should I choose to.	81.5	10.8	2.8	0.8	2.6
17. I was informed about my rights and responsibilities regarding the treatment I have received.	93.7	3.4	2.9	0.5	0.9
18. I feel comfortable in asking questions regarding my treatment.	93.1	3.7	2.9	0.5	0.8
19. My service provider spends adequate time with me.	88.7	5.6	2.9	0.6	1.7
20. My provider asks my permission before sharing my personal information.	92.6	1.3	3.0	0.5	2.2
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	96.1	0.8	3.0	0.4	1.6
22. I trust my service provider.	89.8	4.8	2.9	0.5	0.5
23. I feel safe at this facility.	88.5	3.1	3.1	0.8	6.1
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	81.5	9.3	2.9	0.9	4.0
25. I am included in the development of my treatment/recovery plan and goals for recovery.	93.7	2.7	3.0	0.5	1.4
26. I am an important part of the treatment process.	94.3	3.0	2.9	0.4	0.4
27. My service provider explained the advantages of my therapy or treatment.	89.3	5.7	2.8	0.6	0.7
28. My service provider explained the limitations of my therapy or treatment.	84.7	7.6	2.8	0.7	1.4
29. Overall, I am satisfied with the services I am receiving.	90.2	5.5	2.9	0.6	0.9

Table 2 – Total Satisfaction – Services Questions-ADULT

N=551	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	83.8	11.4	2.8	0.7	0.9
14. I was given information on how to get additional resources that I needed (example: transportation, child care, employment training).	72.1	11.6	3.1	1.3	12.2
15. My provider discussed other services that may benefit me in my treatment/recovery.	79.3	12.9	2.8	0.8	2.2
16. I have the option to change my service provider should I choose to.	80.0	11.4	2.8	0.9	3.3
17. I was informed about my rights and responsibilities regarding the treatment I have received.	93.5	3.3	2.9	0.5	0.9
18. I feel comfortable in asking questions regarding my treatment.	92.9	3.6	2.9	0.5	0.9
19. My service provider spends adequate time with me.	90.7	4.0	2.9	0.6	1.8
20. My provider asks my permission before sharing my personal information.	92.0	1.6	3.0	0.6	2.2
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	95.6	1.8	3.0	0.5	1.8
22. I trust my service provider.	91.7	4.2	2.9	0.5	0.5
23. I feel safe at this facility.	88.0	2.2	3.2	0.9	8.2
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	77.7	10.7	2.9	1.0	5.1
25. I am included in the development of my treatment/recovery plan and goals for recovery.	94.0	2.5	3.0	0.5	1.8
26. I am an important part of the treatment process.	94.4	2.5	2.9	0.4	0.2
27. My service provider explained the advantages of my therapy or treatment.	89.7	5.4	2.9	0.6	0.7
28. My service provider explained the limitations of my therapy or treatment.	84.0	8.2	2.8	0.7	1.8
29. Overall, I am satisfied with the services I am receiving.	92.9	3.6	2.9	0.5	0.7

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

N=216	% 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.	86.6	10.6	2.8	0.7	0.5
14. I was given information on how to get additional resources that I needed (example: transportation, child care, employment training).	80.1	14.4	2.8	0.9	3.2
15. My provider discussed other services that may benefit me in my treatment/recovery.	80.1	12.0	2.8	0.9	3.7
16. I have the option to change my service provider should I choose to.	85.2	9.3	2.8	0.7	0.9
17. I was informed about my rights and responsibilities regarding the treatment I have received.	94.4	3.7	2.9	0.5	0.9
18. I feel comfortable in asking questions regarding my treatment.	93.5	3.7	2.9	0.5	0.5
19. My service provider spends adequate time with me.	83.3	9.7	2.8	0.7	1.4
20. My provider asks my permission before sharing my personal information.	94.0	0.5	3.0	0.5	2.3
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	97.2	0.5	3.0	0.3	0.9
22. I trust my service provider.	85.2	6.5	2.8	0.6	0.5
23. I feel safe at this facility.	89.8	5.6	2.9	0.6	0.9
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	91.2	5.6	2.9	0.6	1.4
25. I am included in the development of my treatment/recovery plan and goals for recovery.	93.1	3.2	2.9	0.4	0.5
26. I am an important part of the treatment process.	94.0	4.2	2.9	0.5	0.9
27. My service provider explained the advantages of my therapy or treatment.	88.4	6.5	2.8	0.6	0.5
28. My service provider explained the limitations of my therapy or treatment.	86.6	6.0	2.8	0.6	0.5
29. Overall, I am satisfied with the services I am receiving.	83.3	10.2	2.8	0.7	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, 41.9% to 76.3% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 17.2% to 36.4% of consumer's responses reflect that no change has resulted from involvement in services. Only 4.4% to 8.6% of consumer's responses reflect that things are worse as a result of services.

Summary responses from the Total group of respondents (N=767) are presented in Table 4. Summary responses from the Total group Adult respondents (N=551) are presented in Table 5. Summary responses from the Total group Child/Adolescent of respondents (N=216) are presented in Table 6.

Table 4 – Total Satisfaction – Outcomes of Services Questions

Total N=767	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	73.8	18.8	6.8	2.7	0.7	0.7
31. Feeling in control of my life.	70.3	21.5	6.9	2.7	0.7	1.3
32. Coping with personal crisis.	64.9	21.9	8.6	2.7	1.0	4.6
33. How I feel about myself.	72.1	20.9	6.5	2.7	0.6	0.5
34. Feeling good (hopeful) about the future.	76.3	17.2	4.4	2.8	0.7	2.1
35. Enjoying my free time.	71.7	20.7	5.0	2.8	0.8	2.6
36. Strengthening my social support network.	67.3	25.8	5.0	2.7	0.7	2.0
37. Being involved in community activities.	52.2	36.4	4.3	2.8	1.1	7.2
38. Participating with school or work activities.	41.9	22.4	3.9	3.7	1.7	31.8
39. Interacting with people in social situations.	66.1	24.5	5.9	2.7	0.9	3.5
40. Coping with specific problems or issue that led to seek services.	75.6	18.0	5.9	2.7	0.6	0.5

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=551						
30. Managing daily problems.	78.8	15.8	4.9	2.8	0.6	0.5
31. Feeling in control of my life.	77.1	16.9	5.3	2.7	0.6	0.7
32. Coping with personal crisis.	71.9	18.0	6.4	2.8	0.9	3.8
33. How I feel about myself.	77.5	17.8	4.4	2.7	0.6	0.4
34. Feeling good (hopeful) about the future.	81.9	14.0	3.3	2.8	0.6	0.9
35. Enjoying my free time.	71.7	20.7	4.9	2.8	0.8	2.7
36. Strengthening my social support network.	71.0	23.2	3.6	2.8	0.7	2.2
37. Being involved in community activities.	56.3	33.2	3.4	2.8	1.0	7.1
38. Participating with school or work activities.	37.4	18.5	2.7	4.0	1.7	41.4
39. Interacting with people in social situations.	69.0	22.1	4.9	2.8	0.9	4.0
40. Coping with specific problems or issue that led to seek services.	81.1	15.2	3.1	2.8	0.5	0.5

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=216						
30. Managing daily problems.	61.1	26.4	11.6	2.5	0.8	0.9
31. Feeling in control of my life.	52.8	33.3	11.1	2.5	0.9	2.8
32. Coping with personal crisis.	47.2	31.9	14.4	2.6	1.1	6.5
33. How I feel about myself.	58.3	28.7	12.0	2.5	0.8	0.9
34. Feeling good (hopeful) about the future.	62.0	25.5	7.4	2.8	1.0	5.1
35. Enjoying my free time.	71.8	20.8	5.1	2.8	0.8	2.3
36. Strengthening my social support network.	57.9	32.4	8.3	2.6	0.8	1.4
37. Being involved in community activities.	41.7	44.4	6.5	2.6	1.1	7.4
38. Participating with school or work activities.	53.2	32.4	6.9	2.8	1.1	7.4
39. Interacting with people in social situations.	58.8	30.6	8.3	2.6	0.8	2.3
40. Coping with specific problems or issue that led to seek services.	61.6	25.0	13.0	2.5	0.8	0.5

Satisfaction with the Managed Care Organization

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

- 39.8% of respondents (305 of the 767) reported that they had received a copy of the Perform Care member handbook, 41.2% (316) did not receive a member handbook, 18.9% (145) were not sure, and 0.1% (1) 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	767	305 39.80%	316 41.20%	145 18.90%	1 0.10%
Adult- County of Residence					
Cumberland	101	31 30.70%	46 45.50%	24 23.80%	0 0
Dauphin	172	56 32.60%	80 46.50%	36 20.90%	0 0
Lancaster	214	67 31.30%	111 51.90%	35 16.40%	1 0.50%
Lebanon	51	22 43.10%	22 43.10%	7 13.70%	0 0
Perry	13	5 38.50%	7 53.80%	1 7.70%	0 0
Child- County of Residence					
Cumberland	21	17 81.00%	2 9.50%	2 9.50%	0 0
Dauphin	62	38 61.30%	9 14.50%	15 24.20%	0 0
Lancaster	106	52 49.10%	31 29.20%	23 21.70%	0 0
Lebanon	26	16 61.50%	8 30.80%	2 7.70%	0 0
Perry	1	1 100.00%	0 0	0 0	0 0

- 91.8% of respondents (704 of the 767) reported that they are aware of their right to file a complaint or grievance. 7.0% (54) were not aware of their right to file a complaint or grievance, 0.9% (7) were not sure, and 0.3% (2) 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	767	704 91.80%	54 7.00%	7 0.90%	2 0.30%
Adult- County of Residence					
Cumberland	101	92 91.10%	6 5.90%	1 1.00%	2 2.00%
Dauphin	172	160 93.00%	11 6.40%	1 0.60%	0 0
Lancaster	214	191 89.30%	21 9.80%	2 0.90%	0 0
Lebanon	51	44 86.30%	5 9.80%	2 3.90%	0 0
Perry	13	12 92.30%	1 7.70%	0 0	0 0
Child- County of Residence					
Cumberland	21	21 100.00%	0 0	0 0	0 0
Dauphin	62	60 96.80%	1 1.60%	1 1.60%	0 0
Lancaster	106	101 95.30%	5 4.70%	0 0	0 0
Lebanon	26	22 84.60%	4 15.40%	0 0	0 0
Perry	1	1 100.00%	0 0	0 0	0 0

- 59.2% of respondents (454 of the 767) reported that they knew who to call to file a complaint or grievance. 34.7% (266) reported that they did not know who to call, 4.4% (34) were not sure, and 1.7% (13) 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	767	454 59.20%	266 34.70%	34 4.40%	13 1.70%
Adult- County of Residence					
Cumberland	101	59 58.40%	37 36.60%	3 3.00%	2 2.00%
Dauphin	172	92 53.50%	71 41.30%	9 5.20%	0 0
Lancaster	214	118 55.10%	85 39.70%	7 3.30%	4 1.90%
Lebanon	51	21 41.20%	23 45.10%	5 9.80%	2 3.90%
Perry	13	9 69.20%	4 30.80%	0 0	0 0
Child- County of Residence					
Cumberland	21	19 90.50%	1 4.80%	1 4.80%	0 0
Dauphin	62	48 77.40%	12 19.40%	2 3.20%	0 0
Lancaster	106	69 65.10%	30 28.30%	5 4.70%	2 1.90%
Lebanon	26	18 69.20%	3 11.50%	2 7.70%	3 11.50%
Perry	1	1 100.00%	0 0	0 0	0 0

- 16.3% of respondents (125 of the 767) reported that they had called Perform Care in the last twelve months for information. 79.9% (613) did not call Perform Care within the last twelve months, 1.8% (14) were not sure, and 2.0% (15) reported that this question does not apply.

	Base	Q4 In the last twelve months, did you call member services at Perform Care to get information? (example: help for counseling, treatment or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	767	125 16.30%	613 79.90%	14 1.80%	15 2.00%
Adult- County of Residence					
Cumberland	101	21 20.80%	77 76.20%	0 0	3 3.00%
Dauphin	172	16 9.30%	153 89.00%	1 0.60%	2 1.20%
Lancaster	214	35 16.40%	172 80.40%	4 1.90%	3 1.40%
Lebanon	51	5 9.80%	44 86.30%	2 3.90%	0 0
Perry	13	1 7.70%	12 92.30%	0 0	0 0
Child- County of Residence					
Cumberland	21	10 47.60%	11 52.40%	0 0	0 0
Dauphin	62	10 16.10%	47 75.80%	2 3.20%	3 4.80%
Lancaster	106	21 19.80%	78 73.60%	4 3.80%	3 2.80%
Lebanon	26	6 23.10%	18 69.20%	1 3.80%	1 3.80%
Perry	1	0 0	1 100.00%	0 0	0 0

- 94.1% of those that requested information from Perform Care (112 of the 119) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 5.9% (7) were not able to get information without delays.

	Base	Q4A I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.		
		Yes	No	Not Sure
Total	119	112 94.10%	7 5.90%	0 0
Adult- County of Residence				
Cumberland	19	18 94.70%	1 5.30%	0 0
Dauphin	16	14 87.50%	2 12.50%	0 0
Lancaster	33	32 97.00%	1 3.00%	0 0
Lebanon	5	5 100.00%	0 0	0 0
Perry	1	1 100.00%	0 0	0 0
Child- County of Residence				
Cumberland	10	9 90.00%	1 10.00%	0 0
Dauphin	10	9 90.00%	1 10.00%	0 0
Lancaster	20	19 95.00%	1 5.00%	0 0
Lebanon	5	5 100.00%	0 0	0 0
Perry	0	0 0	0 0	0 0

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

- 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	Does Not Apply
Total	767	441 57.50%	221 28.80%	60 7.80%	45 5.90%
Adult- County of Residence					
Cumberland	101	49 48.50%	38 37.60%	8 7.90%	6 5.90%
Dauphin	172	94 54.70%	53 30.80%	16 9.30%	9 5.20%
Lancaster	214	112 52.30%	67 31.30%	20 9.30%	15 7.00%
Lebanon	51	30 58.80%	10 19.60%	6 11.80%	5 9.80%
Perry	13	6 46.20%	3 23.10%	0 0	4 30.80%
Child- County of Residence					
Cumberland	21	16 76.20%	5 23.80%	0 0	0 0
Dauphin	62	49 79.00%	11 17.70%	1 1.60%	1 1.60%
Lancaster	106	65 61.30%	30 28.30%	7 6.60%	4 3.80%
Lebanon	26	20 76.90%	3 11.50%	2 7.70%	1 3.80%
Perry	1	0 0	1 100.00%	0 0	0 0

- 73.0% of respondents (560 of 767) were informed of the time approved for their services. 19.4% of respondents (149) were not informed of the time approved for services, 6.1% (47) were not sure, and 1.4% (11) reported that this question did not apply.

	Base	Q6 I was informed of the time approved for my services. (Example: BHRS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	767	560 73.00%	149 19.40%	47 6.10%	11 1.40%
Adult- County of Residence					
Cumberland	101	63 62.40%	29 28.70%	4 4.00%	5 5.00%
Dauphin	172	123 71.50%	32 18.60%	15 8.70%	2 1.20%
Lancaster	214	142 66.40%	55 25.70%	15 7.00%	2 0.90%
Lebanon	51	41 80.40%	5 9.80%	4 7.80%	1 2.00%
Perry	13	12 92.30%	0 0	1 7.70%	0 0
Child- County of Residence					
Cumberland	21	16 76.20%	4 19.00%	1 4.80%	0 0
Dauphin	62	54 87.10%	2 3.20%	5 8.10%	1 1.60%
Lancaster	106	83 78.30%	21 19.80%	2 1.90%	0 0
Lebanon	26	25 96.20%	1 3.80%	0 0	0 0
Perry	1	1 100.00%	0 0	0 0	0 0

- 91.4% of respondents (265 of the 290) report when they call Perform Care staff treats them courteously and with respect. 3.8% (11) reported that Perform Care staff did not treat them courteously and with respect, and 4.8% (14) were not sure.

	Base	Q7 When I call Perform Care staff treats me courteously and with respect.		
		Yes	No	Not Sure
Total	290	265 91.40%	11 3.80%	14 4.80%
Adult- County of Residence				
Cumberland	30	24 80.00%	2 6.70%	4 13.30%
Dauphin	53	47 88.70%	3 5.70%	3 5.70%
Lancaster	80	74 92.50%	3 3.80%	3 3.80%
Lebanon	14	14 100.00%	0 0	0 0
Perry	2	2 100.00%	0 0	0 0
Child- County of Residence				
Cumberland	15	14 93.30%	0 0	1 6.70%
Dauphin	32	28 87.50%	2 6.30%	2 6.30%
Lancaster	58	56 96.60%	1 1.70%	1 1.70%
Lebanon	5	5 100.00%	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.*

- 95.5% of respondents (441 of 462) report overall they are satisfied with their interactions with Perform Care. 1.5% of respondents (7) report overall they are not satisfied with their interactions with Perform Care, and 3.0% (14) were not sure.

	Base	Q8 Overall, I am satisfied with the interactions I have had with Perform Care.		
		Yes	No	Not Sure
Total	462	441 95.50%	7 1.50%	14 3.00%
Adult- County of Residence				
Cumberland	52	49 94.20%	2 3.80%	1 1.90%
Dauphin	95	93 97.90%	1 1.10%	1 1.10%
Lancaster	119	112 94.10%	1 0.80%	6 5.00%
Lebanon	37	34 91.90%	0 0	3 8.10%
Perry	4	4 100.00%	0 0	0 0
Child- County of Residence				
Cumberland	15	15 100.00%	0 0	0 0
Dauphin	42	39 92.90%	2 4.80%	1 2.40%
Lancaster	71	68 95.80%	1 1.40%	2 2.80%
Lebanon	26	26 100.00%	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.*

Perform Care Comments:

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

- And I don't want one.

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

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

- They gave me a paper with numbers.
- PA Counseling gave me a list.
- Maybe Roxbury.
- I would call the desk at Mazzitti and Sullivan Counseling Services.
- I would ask my case worker.
- I know the company number.
- I could look it up.
- I could figure it out.
- Have filed a complaint/grievance.
- Administration.

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

- Very few doctors take insurance in my area.
- They kept me in PHP too long. I want to get off Suboxone soon; I don't want to stay on it any longer.
- They call me and checkup.
- The providers did.
- Did not need to.
- No, but need to call regarding health card.
- No, but my counselor did for me.

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

- Very few numbers were working. They were unavailable.
- Three week medicine.
- There were insurance questions to be sure I was covered by Perform Care so Gaudenzia called.
- There was an issue with Perform Care not giving me my pre-authorization for my Suboxone. I had to pay out of my pocket for two months right after jail and an overdose.
- The doctor that she was given did not take the insurance or the programs were for adults not children.
- I did not get what I wanted which was residential. They turned us down.
- Did not follow up.

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

- Typically it is whatever is available.
- Through my CMU worker and online.
- This was recommended.
- The court gave me a list.

- No, they gave me one option.
- My PO did that.
- It was suggested that I come here.
- I was sent here.
- I was sent from probation.
- I was looking for cognitive behavioral therapy in Dauphin County. They gave me many counselors to reach out to but none for CBT.
- I was coming here before.
- I refused and when Gatehouse opened I agreed to go.
- I put myself in here.
- I needed special rehab because of benzos I was taking.
- I just tried this first.
- I just came here.
- I don't think so. They just had the one.
- I came from CCP.
- I called here myself.
- I call Nuestra Clinica for all services.
- I am satisfied with the person at Philhaven I would follow her anywhere.
- His Psychiatrist was at Philhaven so we chose their program.
- Directly sent from Vantage.
- But my case manager suggested one and picked one.
- Because Philhaven said we either get family based services or they would take our children away, because the school couldn't handle my child.

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

- The school handled that.
- That would be great to know. No.
- Supposedly consumer had to go less frequently.
- Only in partial for a couple of days, then administrative case management.
- Not sure, usually 6 months.
- Not exactly I got mail, a letter.
- Just told me I was covered.
- In Dauphin County it's unlimited almost.
- I think it's for a year.
- I received a letter of approval for 6-8 weeks.
- I got a letter in the mail.
- I got a letter.
- Didn't get them.
- As long as I want.
- Already inpatient just transferred.
- 3 days a week.
- 18 days.

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

- Some of the best care I've gotten even compared to private coverage I had before.
- Loved them!
- I get frustrated when they ask for him and he's 15 but he can't understand.

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

- Yes and no because I tried to get into rehab this last December and they were supposed to call places for me but I ended up calling and finding a bed myself.
- Very much. They have saved our house.
- Very impressed with Perform Care. They called to follow up after the services ended.
- Very good at keeping me informed through the mail.
- They seem to hinder more than help. Instead they are a block. We had to fight for two years and they were late with information.
- The case manager called to check on me.
- Other than saying no for residential.
- Kind of.
- Just mailings. I got a post card and a letter.
- I've never interacted with them.
- Yes, but some things I'm not.