



Consumer Satisfaction Services, Inc.

Capital Region Annual Report July 2015-June 2016

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 Information

- Sample: The survey represents 2472 (n=2472) respondents from the Capital Region including 1514 Adults (61.2%) and 958 children/adolescents (38.8%).
- Sample: Of the 1514 adult consumers, 1465 (96.8%) responded for themselves, 20 (1.3%) had a parent/guardian respond for them, and 29 (1.9%) responded for themselves with a parent/guardian present. Of the 958 child/adolescent consumers, 96 (10.0%) responded for themselves, 820 (85.6%) had a parent/guardian respond for them, and 42 (4.4%) responded for themselves with a parent/guardian present.
- Level of Care: In all, 12 treatment levels of care were accessed by the respondents. 895 (36.2%) received Mental Health Outpatient, 395 (16.0%) received D&A Non Hospital Residential Rehab, 358 (14.5%) received Mental Health Inpatient, 208 (8.4%) received Blended Case Management, 183 (7.4%) received Family Based Services, 174 (7.0%) received Resource Coordination, 89 (3.6%) received Intensive Case Management, 66 (2.7%) received D&A Non Hospital Residential Halfway House, 47 (1.9%) received D&A Methadone Maintenance, 32 (1.3%) received D&A Buprenorphine Coordination, 18 (0.7%) received Residential Treatment Facility, and 7 (0.3%) received Extended Acute Care.
- Methods: Data was collected by 8 interviewers.
- Treatment Facility: Data was collected from 73 Treatment Facilities in the Capital Region.
- Type: Overall, of the 2472 interviews 2344 (94.8%) were face-to-face interviews, 126 (5.1%) were conducted by phone, and 2 (0.1%) were mailed.

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 questions:

- 94.0% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 93.6% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 92.1% My provider asks my permission before sharing my personal information Q20.
- 91.5% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 90.2% I feel comfortable in asking questions regarding my treatment Q18.
- 90.1% I am an important part of the treatment process Q26.
- 88.3% I feel safe at this facility Q23.
- 85.8% I trust my service provider Q22.
- 85.3% Overall, I am satisfied with the services I am receiving Q29.

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

- Adult Respondents: 22.1% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- Adult Respondents: 20.3% I was given information on how to get other services that I needed Q14.
- Adult Respondents: 18.4% I have the option to change my service provider should I choose to Q16.
- Adult Respondents: 18.0% When I came to this program I was given information on all the services that were available to me Q15.

Outcomes

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

Consumers describe their lives as being better as a result of their services in a majority of cases. In total, 54.6% to 72.5% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 19.5% to 38.8% of consumer's responses reflect that no change has resulted from involvement in services. Only 5.6% to 9.4% of consumer's responses reflect that things are worse as a result of services.

We welcome questions, comments and suggestions. Please contact:

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Overview of Improvement Activities

The Capital Area Behavioral Health Collaborative (CABHC) represents Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties and contracts with CSS to annually survey a sampling of Medicaid recipients in this five county area who have received mental health or addiction related services.

System Focus

The CABHC contract provides for a CSS System Improvement Committee (SIC). This committee is meant to identify where specific improvements may be made with services for consumers utilizing the data gathered by the CSS surveys. There are currently 12 members in the group which includes individuals from CSS, CABHC and the five counties; consisting of providers of D&A services, Single County Authorities, county mental health agencies and representatives from Perform Care. The focus of the SIC during this reporting period involved consumer access to additional resources as well as provider knowledge of additional resources.

Central Region C/FST

The CR C/FST brings together the Consumer Family Satisfaction Teams in the Central Region. It is the goal of this group to network, discuss trends, offer suggestions for improvement, and offer insight. The group continues to meet and discuss current trends or issues that each member's C/FST is facing. Steve Remillard from OMHSAS has participated in a few meetings and has shared his excitement and support for the C/FSTs. The next meeting will include a mental health training for C/FST staff members as well as meeting attendees.

Stakeholder Meetings

CSS participates in the consumer run organization within each county known as CSP. These meetings offer consumers an opportunity to discuss issues that they have experienced when navigating the system. Additionally, CSS takes part in a consumer group hosted by Perform Care and shares the information collected during the survey process.

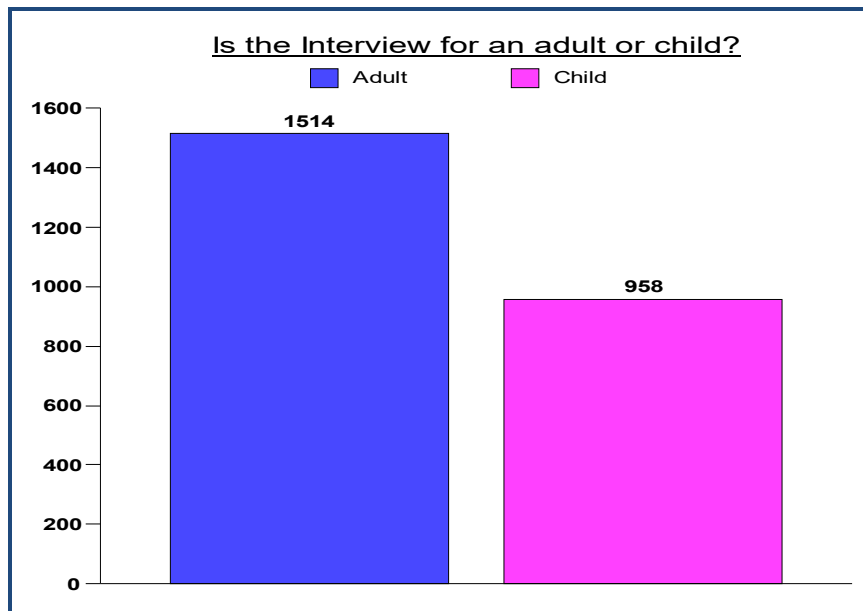
Request for Assistance

During the interview, if a consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), Perform Care or any other part of the MH system that can reasonably be addressed, the surveyor will ask the consumer if they would like them (surveyor/CSS) to communicate this concern to the party they have a concern with. This is known as the Request for Assistance (RFA). A completed Request for Assistance is forwarded to Perform Care and Capital Area Behavioral Health Collaborative (CABHC) for action steps and follow up.

- CSS had no Requests for Assistance for the 1st Quarter 15-16
- CSS had no Requests for Assistance for the 2nd Quarter 15-16. A number of consumers did report a concern with some aspect of their treatment and requested assistance. However, these situations warranted a formal complaint/grievance. CSS and Perform Care completed a warm handoff in each situation and the consumers' needs were addressed.
- CSS had no Requests for Assistance for the 3rd Quarter 15-16
- CSS had no Requests for Assistance for the 4th Quarter 15-16. However, a consumer concern was forwarded to Perform Care and handled as a formal complaint. The consumer reported that he was not receiving return phone calls from his case manager and that his case manager did not take him for emergency services when needed. Perform Care contacted the provider as well as the consumer to clarify the issue and decide the correct course of action. The consumer chose to stay with his current case manager. The case manager's supervisor reviewed the phone call policy with the case manager so that this situation would not occur in the future. Upon follow up, the consumer reported satisfaction with the outcome and required no further assistance.

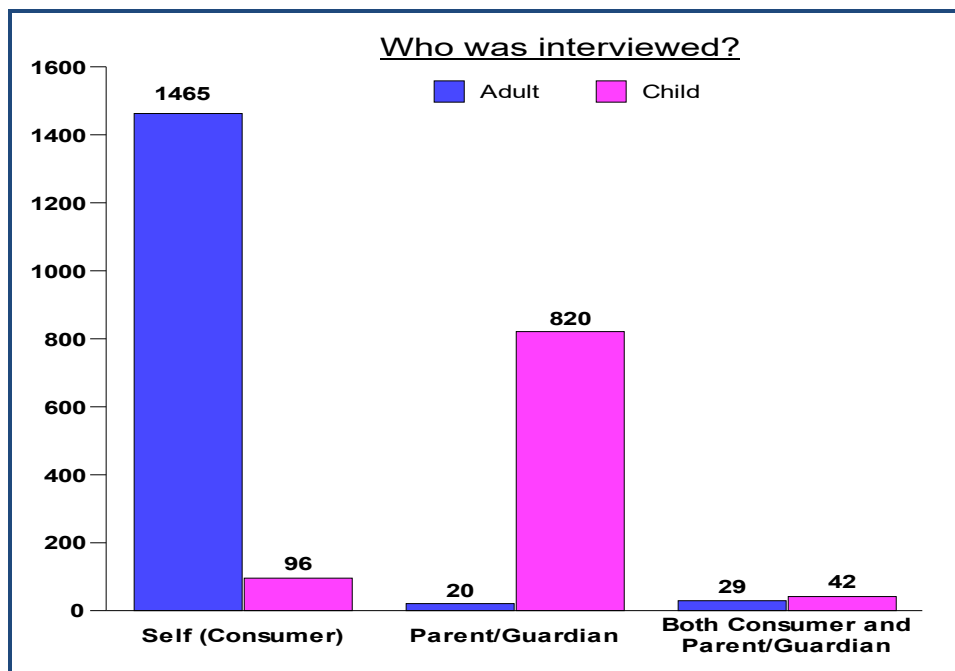
Survey Information

- Sample: The survey represents 2472 ($n=2472$) respondents from the Capital Region including 1514 Adults (61.2%) and 958 children/adolescents (38.8%).



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

- Sample: Of the 1514 adult consumers, 1465 (96.8%) responded for themselves, 20 (1.3%) had a parent/guardian respond for them, and 29 (1.9%) responded for themselves with a parent/guardian present. Of the 958 child/adolescent consumers, 96 (10.0%) responded for themselves, 820 (85.6%) had a parent/guardian respond for them, and 42 (4.4%) responded for themselves with a parent/guardian present.



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

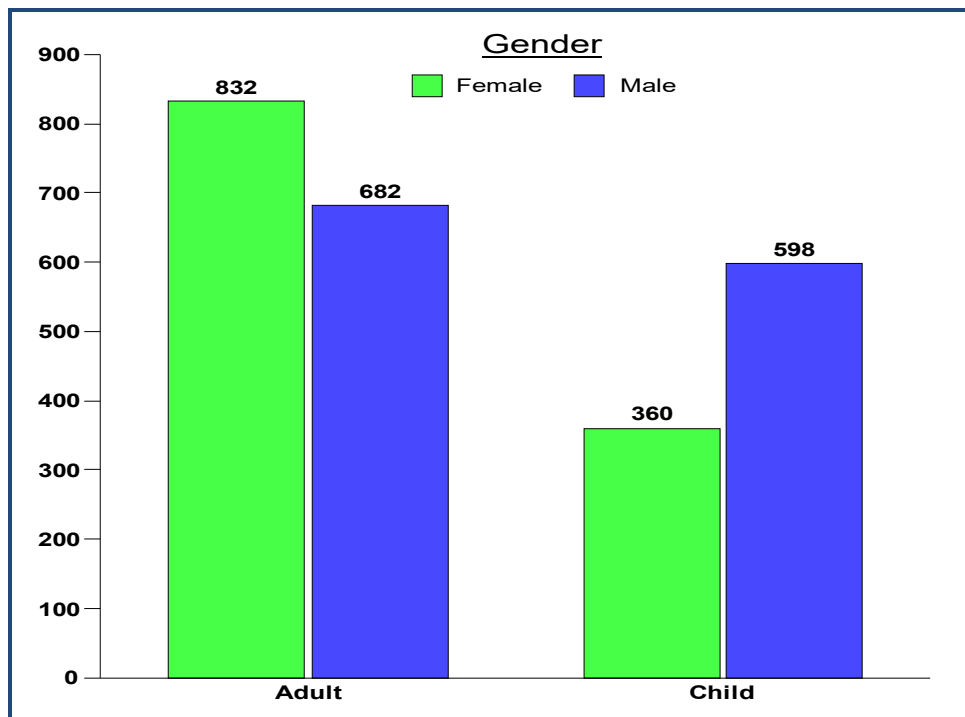
- Level of Care: In all, 12 treatment levels of care were accessed by the respondents. 895 (36.2%) received Mental Health Outpatient, 395 (16.0%) received D&A Non Hospital Residential Rehab, 358 (14.5%) received Mental Health Inpatient, 208 (8.4%) received Blended Case Management, 183 (7.4%) received Family Based Services, 174 (7.0%) received Resource Coordination, 89 (3.6%) received Intensive Case Management, 66 (2.7%) received D&A Non Hospital Residential Halfway House, 47 (1.9%) received D&A Methadone Maintenance, 32 (1.3%) received D&A Buprenorphine Coordination, 18 (0.7%) received Residential Treatment Facility, and 7 (0.3%) received Extended Acute Care.
- Methods: Data was collected by 8 interviewers.
- Treatment Facility: Data was collected from 73 Treatment Facilities in the Capital Region.
- Type: Overall, of the 2472 interviews 2344 (94.8%) were face-to-face interviews, 126 (5.1%) were conducted by phone, and 2 (0.1%) were mailed.

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

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Base	2472	425 17.20%	851 34.40%	752 30.40%	361 14.60%	83 3.40%
Adult						
In Person	1452	267 18.40%	536 36.90%	411 28.30%	195 13.40%	43 3.00%
Phone	61	11 18.00%	17 27.90%	14 23.00%	18 29.50%	1 1.60%
Mail	1	0 0	0 0	1 100.00%	0 0	0 0
Child						
In Person	892	136 15.20%	282 31.60%	299 33.50%	140 15.70%	35 3.90%
Phone	65	11 16.90%	16 24.60%	27 41.50%	7 10.80%	4 6.20%
Mail	1	0 0	0 0	0 0	1 100.00%	0 0

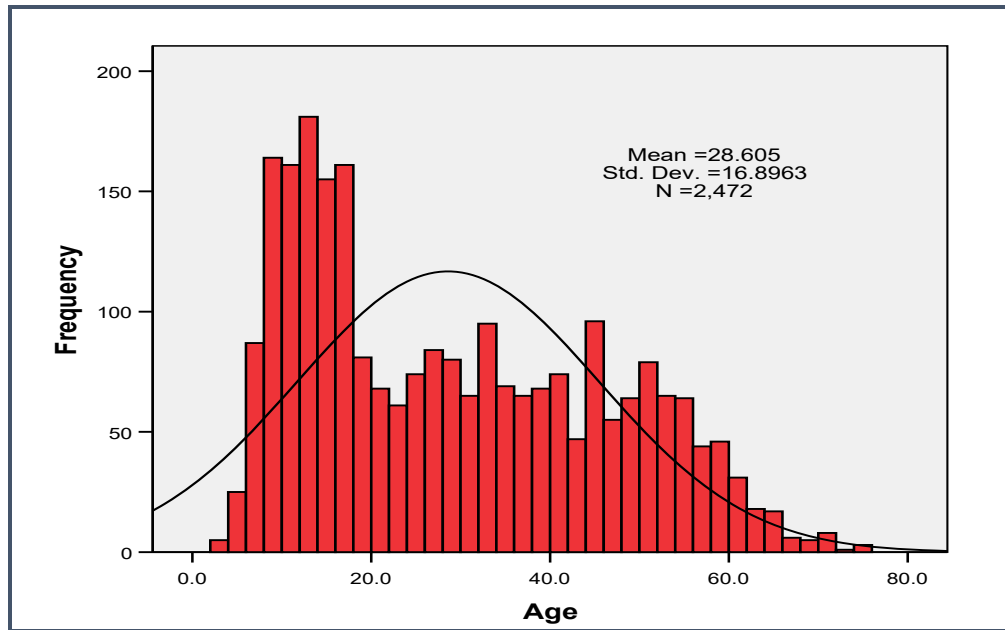
Demographic Information

- Gender: Overall, the sample is 48.2% female (1192) and 51.8% male (1280). Of the 1515 adult consumers, 55.0% (832) identified as female and 45.0% (683) identified as male. Of the 958 child consumers, 37.6% (360) identified as female and 62.4% (598) identified as male.



- Age: Age of all respondents ranged from 2-76 years, with a mean age of 28.605 (SD 16.8963).

Age of All Respondents



Age of **Adult** respondents ranged from 18-76 years, with a mean age of 39.227 (SD= 12.9254).

Age of **Child** respondents ranged from 2-21 years, with a mean age of 11.818 (SD= 3.563).

- County of Residence: The largest number of respondents reported residence in Dauphin County (34.4%). The remaining respondents reported residence in Lancaster (30.4%), Cumberland (17.2%), Lebanon (14.6%), and Perry (3.0%).

	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	2472	425 17.20%	851 34.40%	752 30.40%	361 14.60%	83 3.40%
Adult	1514	278 18.40%	553 36.50%	426 28.10%	213 14.10%	44 2.90%
Child	958	147 15.30%	298 31.10%	326 34.00%	148 15.40%	39 4.10%

- Race: 1524 respondents (61.7%) reported their race as White/Caucasian, 391 (15.8%) as African American, 293 (11.9%) as Hispanic/Latino, 205 (8.3%) as Multi-Racial, 26 (1.1%) as Other, 15 (0.6%) as Native American/American Indian, 9 (0.4%) as Asian/Pacific Islander, and 9 (0.4%) did not answer.

	Base	Race							
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American / American	White / Caucasian	Multi-Racial	Other	Did not answer

					Indian				
Total	2472	391 15.80%	9 0.40%	293 11.90%	15 0.60%	1524 61.70%	205 8.30%	26 1.10%	9 0.40%
Adult	1514	235 15.50%	7 0.50%	136 9.00%	12 0.80%	1028 67.90%	71 4.70%	19 1.30%	6 0.40%
Child	958	156 16.30%	2 0.20%	157 16.40%	3 0.30%	496 51.80%	134 14.00%	7 0.70%	3 0.30%

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.

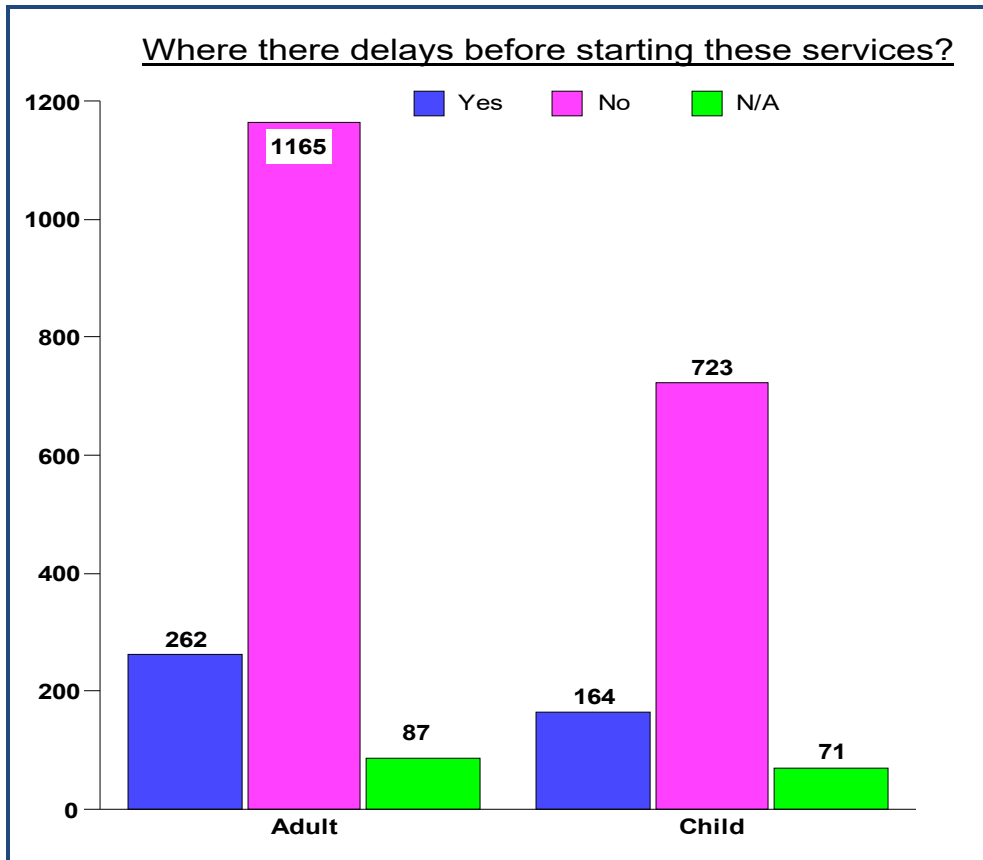
This section includes questions involving provider satisfaction surveys, service delays, and emergency treatment.

- Survey Information: Overall, 906 of the 2472 respondents (36.7%) reported they had been interviewed by their provider within the last year, 1322 (53.5%) reported they had not been interviewed, and 237 (9.6%) were not sure.

Total Satisfaction Score						
		Has your provider interviewed you on your satisfaction level with services during the last year?				
		Yes	No	Not sure	N/A	Total
Adult	N	504	863	142	5	1514
	Mean	115.08	108.76	110.63	114.78	111.06
	Std. Deviation	13.32	15.11	13.69	3.88	14.66
Child	N	402	459	95	2	958
	Mean	113.33	107.34	108.50	100.75	109.96
	Std. Deviation	12.07	15.17	14.81	20.85	14.20

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

- Service Delay:
 - Of the 1514 adult consumers 262 (17.3%) reported that they experienced some delay before beginning treatment. 1166 consumers (77.0%) reported no delay before beginning treatment, and 86 (5.7%) consumers felt that this question did not apply to them.
 - Of the 958 child consumers 164 (17.1%) reported that they experienced some delay before beginning treatment. 722 consumers (75.4%) reported no delay before beginning treatment, and 72 (7.5%) consumers felt that this question did not apply to them.



Our analysis indicates significant differences in total satisfaction for both adult and child respondents. Child consumers who report that they did not experience a service delay expressed higher total satisfaction than those who reported they did have a service delay and those who claimed this question did not apply to them. Adult consumers who reported that they did not experience a service delay expressed significantly higher satisfaction than those who claimed this question did not apply to them.

Emergency Treatment: 384 of the 1514 adult respondents (25.4%) indicated they needed emergency mental health or substance abuse service during the past year. 230 of the 958 child respondents (24.0%) indicated they needed emergency mental health or substance abuse service during the past year.

- Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.74 with standard deviation 1.349.

	Base	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very

						Satisfied
Total	611	74 12.10%	61 10.00%	26 4.30%	236 38.60%	214 35.00%
Adult	383	35 9.10%	32 8.40%	15 3.90%	156 40.70%	145 37.90%
Child	228	39 17.10%	29 12.70%	11 4.80%	80 35.10%	69 30.30%

Mean Satisfaction Gender

Total Satisfaction Score		Gender		
		Female	Male	Total
Adult	N	832	682	1514
	Mean	110.36	111.91	111.06
	Std. Deviation	14.92	14.30	14.66
Child	N	360	598	958
	Mean	111.03	109.31	109.96
	Std. Deviation	14.23	14.16	14.20

According to our analysis, adult male consumers reported significantly higher satisfaction than adult female consumers.

Mean Satisfaction Method

Total Satisfaction Score		Method of Interview			
Is the interview for an ADULT or CHILD		In Person	Phone	Mail	Total
Adult	N	1451	62	1	1514
	Mean	110.86	115.59	117.00	111.06
	Std. Deviation	14.56	16.33	.	14.66
Child	N	893	64	1	958
	Mean	109.84	111.98	85.00	109.96
	Std. Deviation	14.19	14.12	.	14.20

According to our analysis, adult consumers who completed their survey over the phone reported significantly higher total satisfaction than those who completed their survey in person.

Mean Satisfaction County

		County of Residence					
		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Adult	N	278	553	426	213	44	1514
	Mean	110.18	110.94	110.99	112.67	110.94	111.06
	Std. Deviation	14.96	15.02	14.52	13.07	16.82	14.66
Child	N	147	298	326	148	39	958
	Mean	107.01	109.96	110.04	112.61	110.25	109.96
	Std. Deviation	15.06	13.75	14.53	11.92	17.71	14.20

According to our analysis, child consumers who reside in Cumberland County reported significantly lower total satisfaction than consumers who reside in Lebanon County.

Mean Satisfaction Race

Race		Is the interview for an ADULT or CHILD	
		Adult	Child
African American	N	236	155
	Mean	110.09	110.27
	Std. Deviation	13.96	12.53
Asian/Pacific Islander	N	7	2
	Mean	105.96	116.50
	Std. Deviation	15.93	.71
Hispanic/Latino	N	136	157
	Mean	111.47	111.52
	Std. Deviation	13.75	13.11
Native American / American Indian	N	12	3
	Mean	108.27	113.60
	Std. Deviation	14.70	16.29
White / Caucasian	N	1027	497
	Mean	111.41	110.43
	Std. Deviation	14.85	14.56
Multi-Racial	N	71	134
	Mean	111.06	106.06
	Std. Deviation	14.29	15.62
Other	N	19	7
	Mean	108.89	104.66
	Std. Deviation	16.88	9.13
Did not answer	N	6	3
	Mean	97.20	111.97
	Std. Deviation	22.27	17.32
Total	N	1514	958
	Mean	111.06	109.96
	Std. Deviation	14.66	14.20

According to our analysis, child consumers who identified their race as Multi-Racial reported significantly lower total satisfaction than those who identified their race as Hispanic/Latino or White/Caucasian.

Mean Satisfaction of Treatment Facilities

- Data was collected from 73 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed separately for Adult and

Child/Adolescent Services for each facility. To help with interpretation, scores highlighted in **Green** (113-140) indicate a high level of satisfaction, scores highlighted in **Yellow** (85-112) indicate some level of satisfaction and scores highlighted in **Red** (below 84) indicate some level of dissatisfaction.

Child/Adolescent Services

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
Catholic Charities	5	120.09	6.34
Jewish Family Services	1	118.00	.
Lebanon MH/MR	21	115.59	11.13
Roxbury	8	114.19	17.13
Hoffman Homes	7	113.86	20.28
CMU	74	113.16	11.92
Lancaster MH/MR	24	112.62	12.46
PA Counseling	153	112.36	13.51
TW Ponessa	104	111.91	14.34
Philhaven	194	110.77	13.96
Holy Spirit Hospital	16	110.51	16.37
Community Services Group	65	109.79	13.95
Youth Advocate Program	38	109.38	11.47
TrueNorth Wellness Services	14	109.25	9.65
TeamCare	70	109.05	10.89
Keystone	5	107.58	7.33
Diakon	30	105.86	12.89
Franklin Family Services	6	103.90	9.79
The Meadows	18	103.75	14.08
Kidspeace	18	103.32	23.83
Northwestern-Stevens Center	26	103.25	17.97
Pa Psychiatric Institute	21	102.19	19.12
Devereaux	4	101.78	4.62
Commonwealth Clinical Group	1	101.00	.
Foundations BH	1	101.00	.
DARS MANOS	13	100.86	19.67
Brook Glen	5	100.01	5.61
Gaudenzia Chambers Hill Adolescents	9	99.28	13.01
SACA-Nuestra Clinica	2	96.91	2.70
Fairmount Behavioral Health	4	96.00	14.38
Sheppard and Enoch Pratt Hosp	1	75.53	.
Total	958	109.96	14.20

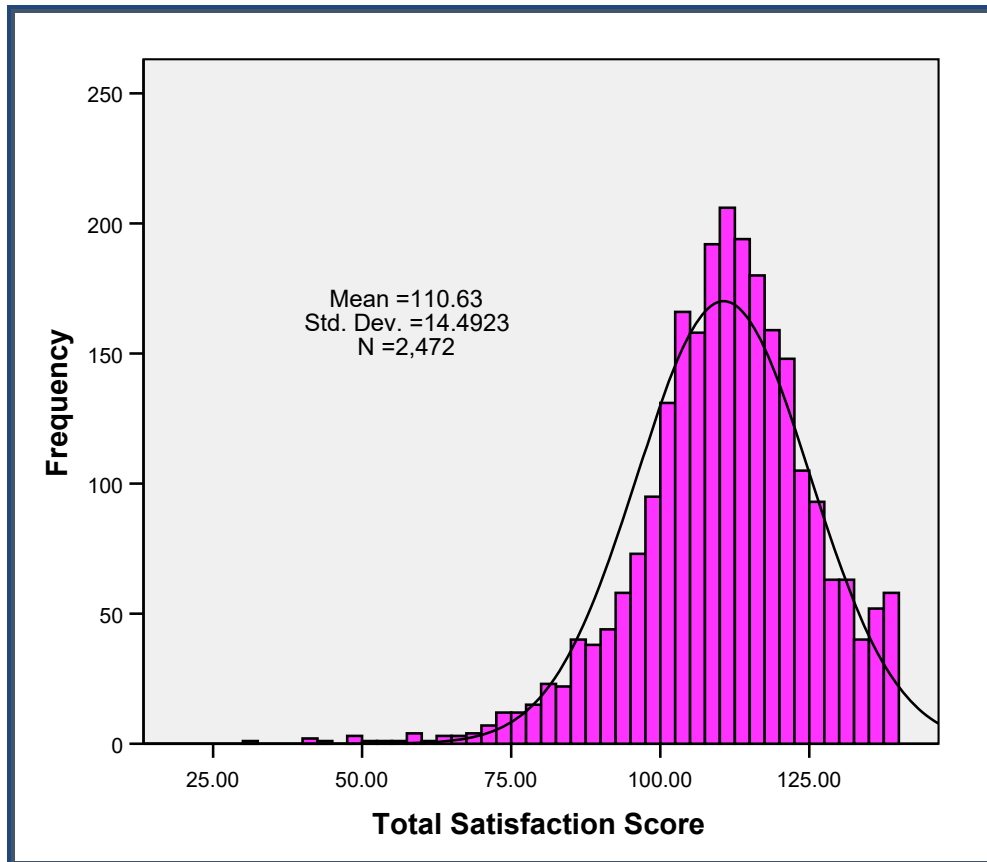
Adult Services

Name of Treatment Facility	N	Mean	Std. Deviation
Treatment Trends	1	137.00	.
WDR York	1	134.49	.
Daystar	20	128.83	8.13
ARS of Lancaster	8	125.01	15.95
Alternative Counseling Services	3	124.93	3.58
Conewago Snyder	26	122.95	8.74
Clem-Mar House Male	2	122.81	19.79
Rockford Center	1	122.80	.
Evergreen/Catholic Charities	7	120.53	13.85
Gate House for Men	15	120.20	10.31
SACA-Nuestra Clinica	12	119.17	11.70
Clem-Mar House Female	2	116.54	2.53
Wellspan	1	116.43	.
Conewago Place	26	116.20	10.88
Bowling Green/Brandywine	27	115.61	16.14
Lebanon Treatment Center	17	115.09	15.35
Gate House for Women	16	114.57	14.24
SASI (RASE)	32	114.37	11.66
Discovery House	20	114.28	16.13
Jameson Memorial Hospital	1	114.00	.
Lancaster General Hosp	19	113.84	11.76
Lebanon MH/MR	29	113.78	8.48
Gaudenzia Concept 90	22	113.65	12.22
Lancaster Regional Med Center	16	113.57	11.74
Geisinger	1	113.52	.
Brandywine Hosp	1	113.00	.
Colonia House	10	112.72	6.96
Bellmont	1	112.52	.
Northwestern-Stevens Center	118	112.30	13.42
CMU	178	112.23	14.97
Conewago Pottsville	6	112.14	17.70
WDR New Perspectives	28	112.02	14.03
Gaudenzia Vantage House	16	111.80	13.50
Haven BH	16	111.52	9.43
PA Counseling	63	111.00	13.38
Gaudenzia Fountain Springs/Ashland	8	110.25	10.08
TeamCare	27	110.11	11.74
Philhaven	127	110.01	14.27
Lancaster MH/MR	31	109.64	12.01
Pyramid Healthcare	20	109.60	16.57
Eagleville Hospital	35	109.48	21.30
Community Services Group	53	109.45	10.70
Youth Advocate Program	24	109.44	12.93
Chambersburg Hosp	2	109.30	9.19
Holy Spirit Hospital	34	109.24	14.17
Brook Glen	13	108.60	17.81
Catholic Charities	4	108.52	4.19
TW Ponessa	79	108.20	13.70
WDR Lancaster	14	108.13	11.93
Commonwealth Clinical Group	8	108.13	16.67
Valley Forge	13	108.02	10.51
The Meadows	8	107.95	8.65
Pa Psychiatric Institute	45	107.56	14.78
WDR Allenwood	35	107.55	17.46
Cove Forge	31	107.49	9.36
Horsham	4	107.28	12.61
Roxbury	56	107.22	17.36
Fairmount Behavioral Health	9	104.29	16.23
Keystone	12	102.31	15.42
Gaudenzia Common Ground	28	100.40	16.96
DARS MANOS	5	99.00	25.92
Diakon	21	98.68	20.75
TrueNorth Wellness Services	2	98.29	24.74
Kidspace	1	85.00	.
Clarion Psych Ctr	2	80.40	29.13
Friends	1	76.00	.
Total	1514	111.06	14.66

Total Satisfaction

Overall Satisfaction: CSS includes 28 questions in the Total Satisfaction Score (TSS). These are questions 13-40 on the survey. Each question has 5 possible responses that are figured into the score. The responses ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale has a range of 28-140. Scores 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 110.63 with a standard deviation 14.4923 indicating some level of satisfaction overall. The TSS scores ranged from 30.79 – 140. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.

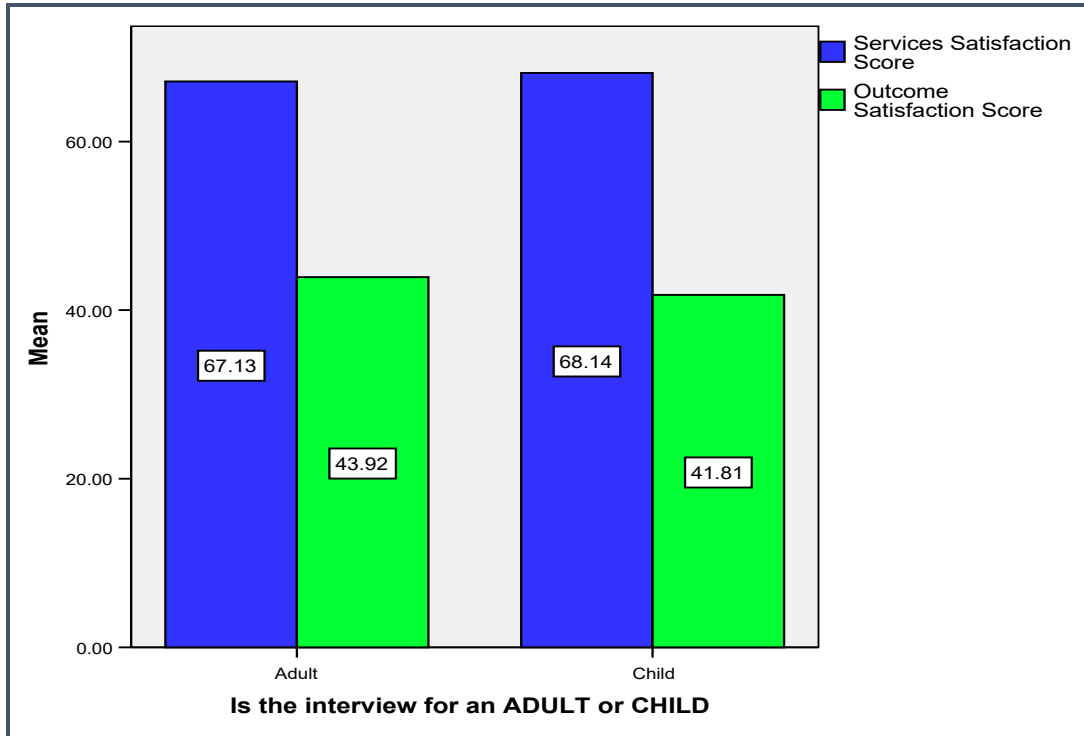


Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 17-85. 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 questions:

- 94.0% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 93.6% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 92.1% My provider asks my permission before sharing my personal information Q20.
- 91.5% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 90.2% I feel comfortable in asking questions regarding my treatment Q18.
- 90.1% I am an important part of the treatment process Q26.
- 88.3% I feel safe at this facility Q23.
- 85.8% I trust my service provider Q22.
- 85.3% Overall, I am satisfied with the services I am receiving Q29.

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

- Adult Respondents: 22.1% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- Adult Respondents: 20.3% I was given information on how to get other services that I needed Q14.
- Adult Respondents: 18.4% I have the option to change my service provider should I choose to Q16.
- Adult Respondents: 18.0% When I came to this program I was given information on all the services that were available to me Q15.

Summary responses from the Total group of respondents (N=2472) are presented in Table 1. Summary responses from the Adult group of respondents (N=1514) are presented in Table 2. Summary responses from the Child/Adolescent group of respondents (N=958) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions

N=2472	% 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.	75.3	18.2	2.6	0.8	0.8
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	68.2	19.8	2.8	1.2	7.6
15. When I came to this program I was given information on all the services that were available to me.	77.7	15.9	2.7	0.8	1.3
16. I have the option to change my service provider should I choose to.	78.0	15.0	2.7	0.8	1.1
17. I was informed about my rights and responsibilities regarding the treatment I have received.	93.6	3.9	2.9	0.5	0.4
18. I feel comfortable in asking questions regarding my treatment.	90.2	6.3	2.9	0.5	0.4
19. My service provider spends adequate time with me.	82.2	12.5	2.7	0.7	0.6
20. My provider asks my permission before sharing my personal information.	92.1	3.2	2.9	0.5	1.1
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	94.0	1.7	3.0	0.5	1.9
22. I trust my service provider.	85.8	8.5	2.8	0.6	0.4
23. I feel safe at this facility.	88.3	5.2	3.0	0.7	3.0
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	83.4	10.7	2.8	0.8	1.7
25. I am included in the development of my treatment/recovery plan and goals for recovery.	91.5	4.9	2.9	0.5	0.7
26. I am an important part of the treatment process.	90.1	6.5	2.9	0.5	0.4
27. My service provider explained the advantages of my therapy or treatment.	84.0	9.7	2.8	0.7	0.5
28. My service provider explained the limitations of my therapy or treatment.	79.2	12.4	2.7	0.8	1.3
29. Overall, I am satisfied with the services I am receiving.	85.3	10.3	2.8	0.6	0.1

Table 2 – Total Satisfaction – Services Questions Adult

N=1514	% 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.	70.2	22.1	2.5	0.9	0.8
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	66.5	20.3	2.8	1.3	8.7
15. When I came to this program I was given information on all the services that were available to me.	75.6	18.0	2.6	0.9	1.2
16. I have the option to change my service provider should I choose to.	73.8	18.4	2.6	0.9	1.3
17. I was informed about my rights and responsibilities regarding the treatment I have received.	92.3	5.0	2.9	0.5	0.5
18. I feel comfortable in asking questions regarding my treatment.	88.6	7.3	2.8	0.6	0.5
19. My service provider spends adequate time with me.	80.4	13.9	2.7	0.8	0.9
20. My provider asks my permission before sharing my personal information.	91.1	3.8	2.9	0.6	1.3
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	93.8	1.8	3.0	0.5	2.0
22. I trust my service provider.	85.0	8.5	2.8	0.6	0.5
23. I feel safe at this facility.	90.7	5.5	2.9	0.5	0.4
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	80.2	12.4	2.8	0.8	2.2
25. I am included in the development of my treatment/recovery plan and goals for recovery.	90.2	6.1	2.9	0.6	0.9
26. I am an important part of the treatment process.	89.5	7.2	2.8	0.6	0.4
27. My service provider explained the advantages of my therapy or treatment.	82.2	10.8	2.7	0.7	0.7
28. My service provider explained the limitations of my therapy or treatment.	77.0	14.3	2.7	0.8	1.2
29. Overall, I am satisfied with the services I am receiving.	85.5	10.2	2.8	0.6	0.1

Table 3 – Total Satisfaction – Services Questions Child/Adolescent

N=958	% 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.	89.9	9.4	2.8	0.6	0.0
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	85.2	9.4	2.8	0.8	2.0
15. When I came to this program I was given information on all the services that were available to me.	84.6	9.4	2.8	0.6	0.0
16. I have the option to change my service provider should I choose to.	89.3	6.0	2.8	0.5	0.0
17. I was informed about my rights and responsibilities regarding the treatment I have received.	98.0	0.7	3.0	0.2	0.0
18. I feel comfortable in asking questions regarding my treatment.	94.0	3.4	2.9	0.4	0.0
19. My service provider spends adequate time with me.	83.2	11.4	2.7	0.7	0.0
20. My provider asks my permission before sharing my personal information.	92.6	2.0	2.9	0.4	0.7
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	98.0	0.7	3.0	0.2	0.0
22. I trust my service provider.	89.3	7.4	2.8	0.5	0.0
23. I feel safe at this facility.	87.2	2.7	3.1	0.8	6.0
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	96.0	2.7	3.0	0.4	0.7
25. I am included in the development of my treatment/recovery plan and goals for recovery.	96.0	1.3	3.0	0.4	1.3
26. I am an important part of the treatment process.	91.9	3.4	2.9	0.5	0.7
27. My service provider explained the advantages of my therapy or treatment.	92.6	3.4	2.9	0.4	0.0
28. My service provider explained the limitations of my therapy or treatment.	85.9	6.7	2.9	0.7	2.0
29. Overall, I am satisfied with the services I am receiving.	92.6	4.7	2.9	0.5	0.7

Outcomes of Services

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

Consumers describe their lives as being better as a result of their services in a majority of cases. In total, 54.6% to 72.5% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 19.5% to 38.8% of consumer's responses reflect that no change has resulted from involvement in services. Only 5.6% to 9.4% of consumer's responses reflect that things are worse as a result of services.

**As there was such a high proportion of respondents in the does not apply category for Question 37, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented below. When the Not Applicable responses are removed, 54.6% of consumers believe that services have improved their lives, 38.8% reported no change, and 6.6% reported things are worse.*

**As there was such a high proportion of respondents in the does not apply category for Question 38, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented below. When the Not Applicable responses are removed, 59.6% of consumers believe that services have improved their lives, 32.8% reported no change, and 7.6% reported things are worse.*

Summary responses from the Total group of respondents (N=2472) are presented in Table 4. Summary responses from the Adult group of respondents (N=1514) are presented in Table 5. Summary responses from the Child/Adolescent group of respondents (N=958) 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=2472						
30. Managing daily problems.	71.6	19.8	7.3	2.7	0.7	1.3
31. Feeling in control of my life.	65.9	23.1	9.3	2.6	0.8	1.8
32. Coping with personal crisis.	61.1	23.8	9.4	2.7	1.0	5.7
33. How I feel about myself.	69.9	21.8	7.2	2.7	0.7	1.1
34. Feeling good (hopeful) about the future.	70.9	19.5	7.0	2.7	0.8	2.6
35. Enjoying my free time.	71.7	21.2	5.6	2.7	0.7	1.5
36. Strengthening my social support network.	64.2	27.6	5.9	2.7	0.8	2.3
37. Being involved in community activities.	46.4	32.9	5.6	3.0	1.4	15.1
38. Participating with school or work activities.	38.6	21.2	4.9	3.7	1.7	35.3
39. Interacting with people in social situations.	65.5	26.4	5.8	2.7	0.8	2.3
40. Coping with specific problems or issue that led to seek services.	72.5	19.9	6.8	2.7	0.7	0.8

Table 5 – Total Satisfaction – Outcomes of Services Questions Adult

Total N=1514	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	76.2	17.2	5.2	2.8	0.7	1.4
31. Feeling in control of my life.	72.0	19.0	8.3	2.7	0.7	0.7
32. Coping with personal crisis.	66.4	22.4	8.0	2.7	0.9	3.2
33. How I feel about myself.	74.7	18.5	6.4	2.7	0.6	0.4
34. Feeling good (hopeful) about the future.	75.6	16.1	7.2	2.7	0.7	1.1
35. Enjoying my free time.	72.5	20.7	5.3	2.7	0.7	1.5
36. Strengthening my social support network.	65.9	26.0	6.3	2.7	0.8	1.8
37. Being involved in community activities.	43.9	32.6	4.9	3.1	1.5	18.6
38. Participating with school or work activities.	28.3	16.4	2.5	4.4	1.8	52.7
39. Interacting with people in social situations.	68.7	23.6	5.1	2.7	0.8	2.6
40. Coping with specific problems or issue that led to seek services.	77.9	16.6	4.6	2.8	0.6	0.9

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

Total N=958	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	64.3	24.0	10.5	2.6	0.8	1.1
31. Feeling in control of my life.	56.2	29.6	10.8	2.6	0.9	3.4
32. Coping with personal crisis.	52.7	26.0	11.6	2.8	1.2	9.7
33. How I feel about myself.	62.3	26.9	8.5	2.6	0.8	2.3
34. Feeling good (hopeful) about the future.	63.5	24.8	6.8	2.8	1.0	4.9
35. Enjoying my free time.	70.5	21.9	6.1	2.7	0.7	1.6
36. Strengthening my social support network.	61.6	30.1	5.3	2.7	0.8	3.0
37. Being involved in community activities.	50.3	33.4	6.7	2.8	1.2	9.6
38. Participating with school or work activities.	54.7	28.8	8.8	2.8	1.1	7.7
39. Interacting with people in social situations.	60.5	30.8	6.9	2.6	0.8	1.8
40. Coping with specific problems or issue that led to seek services.	64.0	25.1	10.1	2.6	0.7	0.8

Satisfaction with the Managed Care Organization

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

- 45.5% of respondents (1125 of the 2472) reported that they had received a copy of the Perform Care member handbook. 37.1% (917) did not receive a member handbook, 16.9% (417) were not sure, and 0.5% (13) 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	2472	1125 45.50%	917 37.10%	417 16.90%	13 0.50%
Adult					
Cumberland	278	98 35.30%	106 38.10%	72 25.90%	2 0.70%
Dauphin	553	180 32.50%	288 52.10%	83 15.00%	2 0.40%
Lancaster	426	133 31.20%	219 51.40%	72 16.90%	2 0.50%
Lebanon	213	93 43.70%	78 36.60%	39 18.30%	3 1.40%
Perry	44	8 18.20%	30 68.20%	6 13.60%	0 0
Child					
Cumberland	147	84 57.10%	39 26.50%	24 16.30%	0 0
Dauphin	298	199 66.80%	52 17.40%	47 15.80%	0 0
Lancaster	326	213 65.30%	61 18.70%	51 15.60%	1 0.30%
Lebanon	148	96 64.90%	27 18.20%	22 14.90%	3 2.00%
Perry	39	21 53.80%	17 43.60%	1 2.60%	0 0

- 88.8% of respondents (2196 of the 2472) reported that they are aware of their right to file a complaint or grievance. 9.4% (233) were not aware of their right to file a complaint or grievance, 1.0% (25) were not sure, and 0.7% (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	2472	2196 88.80%	233 9.40%	25 1.00%	18 0.70%
Adult					
Cumberland	278	246 88.50%	27 9.70%	4 1.40%	1 0.40%
Dauphin	553	462 83.50%	81 14.60%	6 1.10%	4 0.70%
Lancaster	426	363 85.20%	53 12.40%	7 1.60%	3 0.70%
Lebanon	213	192 90.10%	12 5.60%	3 1.40%	6 2.80%
Perry	44	37 84.10%	6 13.60%	1 2.30%	0 0
Child					
Cumberland	147	136 92.50%	11 7.50%	0 0	0 0
Dauphin	298	282 94.60%	15 5.00%	1 0.30%	0 0
Lancaster	326	305 93.60%	19 5.80%	2 0.60%	0 0
Lebanon	148	138 93.20%	5 3.40%	1 0.70%	4 2.70%
Perry	39	35 89.70%	4 10.30%	0 0	0 0

- 63.1% of respondents (1531 of the 2472) reported that they knew who to call to file a complaint or grievance. 32.1% (794) reported that they did not know who to call, 3.6% (88) were not sure, and 1.2% (29) 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	2472	1561 63.10%	794 32.10%	88 3.60%	29 1.20%
Adult					
Cumberland	278	194 69.80%	70 25.20%	12 4.30%	2 0.70%
Dauphin	553	278 50.30%	251 45.40%	18 3.30%	6 1.10%
Lancaster	426	227 53.30%	176 41.30%	20 4.70%	3 0.70%
Lebanon	213	121 56.80%	74 34.70%	10 4.70%	8 3.80%
Perry	44	16 36.40%	26 59.10%	2 4.50%	0 0
Child					
Cumberland	147	122 83.00%	22 15.00%	3 2.00%	0 0
Dauphin	298	225 75.50%	63 21.10%	6 2.00%	4 1.30%
Lancaster	326	243 74.50%	69 21.20%	13 4.00%	1 0.30%
Lebanon	148	109 73.60%	31 20.90%	3 2.00%	5 3.40%
Perry	39	26 66.70%	12 30.80%	1 2.60%	0 0

- 17.2% of respondents (424 of the 2472) reported that they had called Perform Care in the last twelve months for information. 77.8% (1924) did not call Perform Care within the last twelve months, 1.5% (38) were not sure, and 3.5% (86) reported that this question does not apply.

	Base	Q4 In the last twelve months, did you call member services at Perform Care to get information? (example: help for counseling, treatment or other services) If NO, go to question 35.			
		Yes	No	Not Sure	Does Not Apply
Total	2472	424 17.20%	1924 77.80%	38 1.50%	86 3.50%
Adult					
Cumberland	278	48 17.30%	206 74.10%	8 2.90%	16 5.80%
Dauphin	553	60 10.80%	480 86.80%	4 0.70%	9 1.60%
Lancaster	426	75 17.60%	330 77.50%	11 2.60%	10 2.30%
Lebanon	213	29 13.60%	171 80.30%	6 2.80%	7 3.30%
Perry	44	5 11.40%	38 86.40%	0 0	1 2.30%
Child					
Cumberland	147	53 36.10%	84 57.10%	0 0	10 6.80%
Dauphin	298	54 18.10%	235 78.90%	4 1.30%	5 1.70%
Lancaster	326	71 21.80%	230 70.60%	2 0.60%	23 7.10%
Lebanon	148	26 17.60%	115 77.70%	2 1.40%	5 3.40%
Perry	39	3 7.70%	35 89.70%	1 2.60%	0 0

- 79.1% of those that requested information from Perform Care (400 of the 506) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 16.6% (84) were not able to get information without delays, and 4.3% (22) 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	506	400 79.10%	84 16.60%	22 4.30%
Adult				
Cumberland	59	50 84.70%	6 10.20%	3 5.10%
Dauphin	68	54 79.40%	12 17.60%	2 2.90%
Lancaster	80	68 85.00%	8 10.00%	4 5.00%
Lebanon	50	31 62.00%	13 26.00%	6 12.00%
Perry	5	4 80.00%	1 20.00%	0 0
Child				
Cumberland	57	47 82.50%	9 15.80%	1 1.80%
Dauphin	58	47 81.00%	10 17.20%	1 1.70%
Lancaster	77	67 87.00%	7 9.10%	3 3.90%
Lebanon	48	28 58.30%	18 37.50%	2 4.20%
Perry	4	4 100.00%	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.*

- 55.8% of respondents (1379 of 2472) were given a choice of at least 2 providers regarding the type of service they were seeking. 32.1% of respondents (794) reported that they were not given a choice, 7.2% (177) were not sure, and 4.9% (122) 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	2472	1379 55.80%	794 32.10%	177 7.20%	122 4.90%
Adult					
Cumberland	278	126 45.30%	102 36.70%	40 14.40%	10 3.60%
Dauphin	553	271 49.00%	216 39.10%	33 6.00%	33 6.00%
Lancaster	426	175 41.10%	191 44.80%	40 9.40%	20 4.70%
Lebanon	213	116 54.50%	75 35.20%	9 4.20%	13 6.10%
Perry	44	13 29.50%	18 40.90%	8 18.20%	5 11.40%
Child					
Cumberland	147	93 63.30%	37 25.20%	8 5.40%	9 6.10%
Dauphin	298	220 73.80%	50 16.80%	19 6.40%	9 3.00%
Lancaster	326	218 66.90%	77 23.60%	13 4.00%	18 5.50%
Lebanon	148	121 81.80%	20 13.50%	3 2.00%	4 2.70%
Perry	39	26 66.70%	8 20.50%	4 10.30%	1 2.60%

- 68.0% of respondents (1681 of 2472) were informed of the time approved for their services. 24.4% of respondents (603) were not informed of the time approved for services, 6.3% (156) were not sure, and 1.3% (32) 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	2472	1681 68.00%	603 24.40%	156 6.30%	32 1.30%
Adult					
Cumberland	278	152 54.70%	96 34.50%	26 9.40%	4 1.40%
Dauphin	553	338 61.10%	182 32.90%	28 5.10%	5 0.90%
Lancaster	426	250 58.70%	132 31.00%	37 8.70%	7 1.60%
Lebanon	213	142 66.70%	52 24.40%	14 6.60%	5 2.30%
Perry	44	21 47.70%	19 43.20%	3 6.80%	1 2.30%
Child					
Cumberland	147	113 76.90%	26 17.70%	7 4.80%	1 0.70%
Dauphin	298	251 84.20%	34 11.40%	12 4.00%	1 0.30%
Lancaster	326	248 76.10%	51 15.60%	23 7.10%	4 1.20%
Lebanon	148	133 89.90%	6 4.10%	5 3.40%	4 2.70%
Perry	39	33 84.60%	5 12.80%	1 2.60%	0 0

- 89.3% of respondents (708 of the 793) report when they call Perform Care staff treats them courteously and with respect. 4.2% (33) reported that Perform Care staff did not treat them courteously and with respect, and 6.6% (52) were not sure.

	Base	Q7 When I call Perform Care staff treats me courteously and with respect.		
		Yes	No	Not Sure
Total	793	708 89.30%	33 4.20%	52 6.60%
Adult				
Cumberland	61	52 85.20%	5 8.20%	4 6.60%
Dauphin	165	137 83.00%	10 6.10%	18 10.90%
Lancaster	119	110 92.40%	3 2.50%	6 5.00%
Lebanon	46	39 84.80%	2 4.30%	5 10.90%
Perry	7	6 85.70%	0 0	1 14.30%
Child				
Cumberland	61	58 95.10%	2 3.30%	1 1.60%
Dauphin	148	140 94.60%	1 0.70%	7 4.70%
Lancaster	125	114 91.20%	6 4.80%	5 4.00%
Lebanon	47	39 83.00%	4 8.50%	4 8.50%
Perry	14	13 92.90%	0 0	1 7.10%

**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.*

- 93.0% of respondents (1489 of 1601) report overall they are satisfied with their interactions with Perform Care. 2.9% of respondents (47) report overall they are not satisfied with their interactions with Perform Care, and 4.1% (65) were not sure.

	Base	Q8 Overall, I am satisfied with the interactions I have had with Perform Care.		
		Yes	No	Not Sure
Total	1601	1489 93.00%	47 2.90%	65 4.10%
Adult				
Cumberland	140	128 91.40%	2 1.40%	10 7.10%
Dauphin	330	300 90.90%	9 2.70%	21 6.40%
Lancaster	243	228 93.80%	5 2.10%	10 4.10%
Lebanon	158	151 95.60%	4 2.50%	3 1.90%
Perry	10	10 100.00%	0 0	0 0
Child				
Cumberland	107	93 86.90%	9 8.40%	5 4.70%
Dauphin	228	219 96.10%	4 1.80%	5 2.20%
Lancaster	228	209 91.70%	11 4.80%	8 3.50%
Lebanon	133	129 97.00%	1 0.80%	3 2.30%
Perry	24	22 91.70%	2 8.30%	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.*