



Consumer Satisfaction Services, Inc.

Capital Region Annual Report July 2017-June 2018

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 2913 ($n=2913$) respondents from the Capital Region including 1699 Adults (58.3%) and 1214 children/adolescents (41.7%).
- Sample: Of the 1699 adult consumers, 1655 (97.4%) responded for themselves, 16 (0.9%) had a parent/guardian respond for them, and 28 (1.6%) responded for themselves with a parent/guardian present. Of the 1214 child/adolescent consumers, 17 (1.4%) responded for themselves, 1059 (87.2%) had a parent/guardian respond for them, and 138 (11.4%) responded for themselves with a parent/guardian present.
- Level of Care: In all, 9 treatment levels of care were accessed by the respondents. 1567 (53.8%) received Mental Health Outpatient, 615 (21.1%) received Mental Health Inpatient, 257 (8.8%) received D&A Non-Hospital Residential Rehabilitation, 231 (7.9%) received Family Based, 99 (3.4%) received D&A Medication Assisted Treatment, 51 (1.8%) received D&A Non-Hospital Residential Halfway House, 39 (1.3%) received D&A Buprenorphine Coordination, 35 (1.2%) received Residential Treatment Facility, 19 (4.2%) received Extended Acute Care services.
- Methods: Data was collected by 10 interviewers.
- Treatment Facility: Data was collected from 95 Treatment Facilities in the Capital Region.
- Type: Overall, of the 2913 interviews 2646 (90.8%) were face-to-face interviews, and 267 (9.2%) were conducted by phone.
- County of Residence: The largest number of respondents reported residence in Lancaster County 922 (31.7%). The remaining respondents reported residence in Dauphin 761 (26.1%), Cumberland 690 (23.7%), Lebanon 410 (14.1%), and 130 Perry (4.5%).

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.

Both adult and child/adolescent respondents reported high levels of satisfaction (85% or greater satisfaction) for the following questions:

- 92.4% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 92.0% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 91.2% My provider asks my permission before sharing my personal information Q20.
- 90.1% I feel comfortable in asking questions regarding my treatment Q18.
- 88.5% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 88.3% My service provider explained the advantages of my therapy or treatment Q26.
- 86.7% Child/Adolescent: My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.
- 86.4% I feel safe at this facility Q23.

While satisfaction is generally high, further exploration is warranted for the following questions and is with regards to both adult and child/adolescent respondents, unless otherwise noted (15% or greater reported dissatisfaction):

- 19.1% My provider discussed other services that may benefit me in my treatment/recovery Q15.
- 19.0% I was given information on how to get additional community resources that I needed Q14.
- 15.7% Adult: I have the option to change my service provider should I choose to Q16.
- 15.6% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.

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, 48.7% to 72.0% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 19.7% to 31.8% of consumer's responses reflect that no change has resulted from involvement in services. Only 5.5% to 9.6% 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

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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.

During this reporting year, the SIC has identified a need to have a separate and specific survey tool for the level of care crisis intervention. The traditional tool is applicable to most levels of care however, for crisis intervention few of the questions apply, leading the group to revisit and revise the tool. CSS will begin implementation of this tool during the second quarter FY 2018-2019.

CSS has applied targeted survey goals in order to reach a greater representative sample based on level of care, county, and provider demographics. Focusing on specific goals allows CSS to offer reliable sampling methods and even distribution of respondents throughout our five county area.

Substance use disorder surveys have historically created a challenge for CSS in survey completion. Consumers are generally surveyed while in treatment and in the treatment office setting. Due to the sporadic and time consuming nature of these surveys, CSS and the SIC have discussed options to alleviate these constraints. These discussions led to the implementation of a pilot program, which CSS, in association with three providers collect consents from consumers to release their personal information, such as phone number and address to CSS. CSS contacts these individuals after a period of time, and then the survey is completed in person at their place of residence. To date, the program is ongoing and has offered greater access to the consumers of these D&A levels of care.

Central Region C/FST

CSS facilitates the Central Region C/FST meetings. Individuals from various C/FST's located within the Central Region meet quarterly to collaborate and discuss trends, difficulties and accomplishments that are seen within each organization. Participants share ideas, processes, training ideas, etc. For example, the group is currently starting to create a list of C/FST training requirements based on Appendix L and information provided from the PEPS review. The list will contain examples for what types of trainings may fulfill these requirements. Central Region C/FST is also in the early stages of discussing the potential for hosting a statewide conference that all PA C/FST's may be interested in attending.

Stakeholder Meetings

CSS participates in the consumer run program within each county known as CSP. CSP offers consumers an opportunity to discuss issues that they have experienced when navigating the system, meet others in recovery and learn about resources and services in their community. Additionally, CSS takes part in a consumer group hosted by Perform Care and shares the information collected during the survey process.

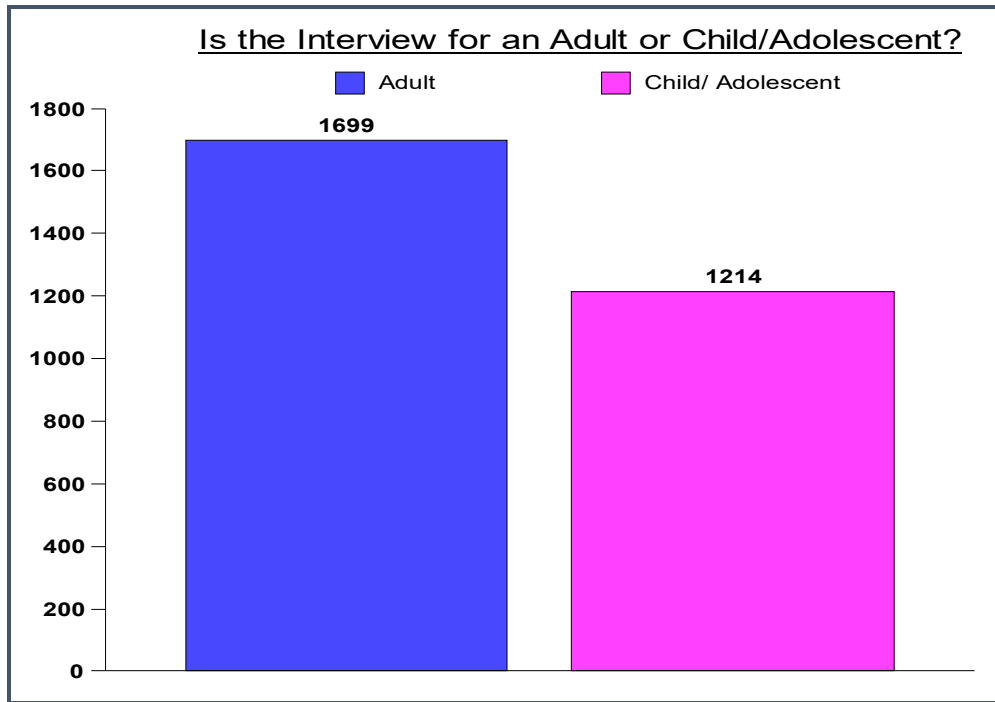
Request for Assistance

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.

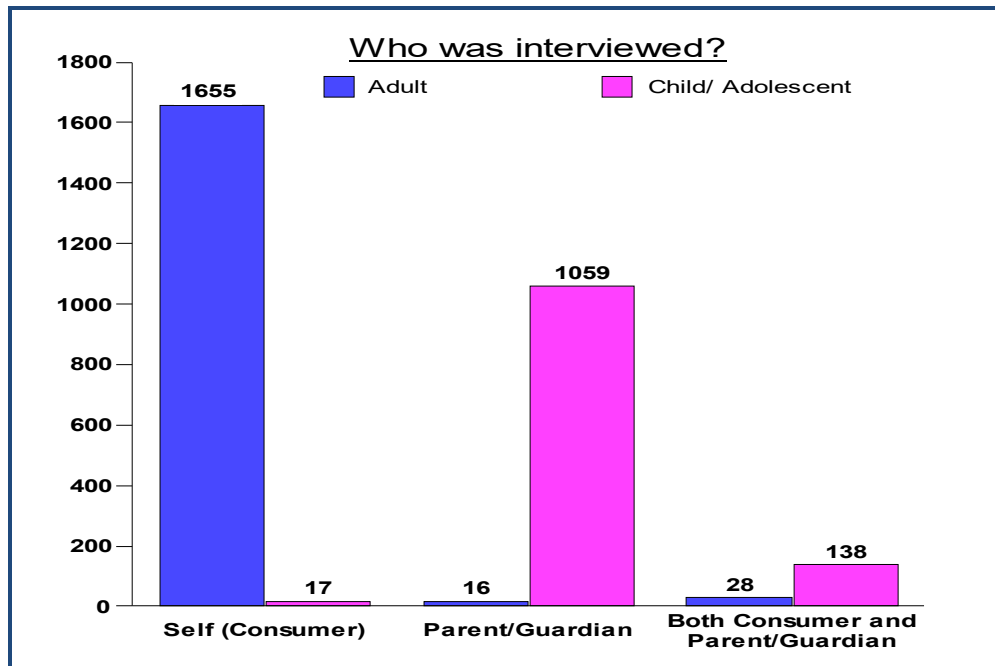
- CSS had no Requests for Assistance for the 1st Quarter 17-18.
- CSS had one Request for Assistance for the 2nd Quarter 17-18. While receiving inpatient substance use disorder treatment at Roxbury Treatment Center, consumer reports that money was left for him by a parent prior to discharge. The funds did not appear in the consumer's discharge belongings and consumer reported the concern to Roxbury staff. The consumer reported in the RFA that the parent asked the Roxbury staff person if there was something that should be signed acknowledging receipt of the money that was being left for consumer and was told that there was nothing to be signed. Following the review from Perform Care and CABHC, CABHC communicated via email to CSS that a thorough investigation by Roxbury staff found no record of a money delivery being made. The consumer was unsatisfied with the outcome of the request for assistance and was informed about his right to file a formal complaint with Perform Care. He stated that he would consider filing a formal complaint.
- CSS had no Requests for Assistance for the 3rd Quarter 17-18.
- CSS had no Requests for Assistance for the 4th Quarter 17-18.

Survey Information

- Sample: The survey represents 2913 ($n=2913$) respondents from the Capital Region including 1699 Adults (58.3%) and 1214 children/adolescents (41.7%).



- Sample: Of the 1699 adult consumers, 1655 (97.4%) responded for themselves, 16 (0.9%) had a parent/guardian respond for them, and 28 (1.6%) responded for themselves with a parent/guardian present. Of the 1214 child/adolescent consumers, 17 (1.4%) responded for themselves, 1059 (87.2%) had a parent/guardian respond for them, and 138 (11.4%) responded for themselves with a parent/guardian present.



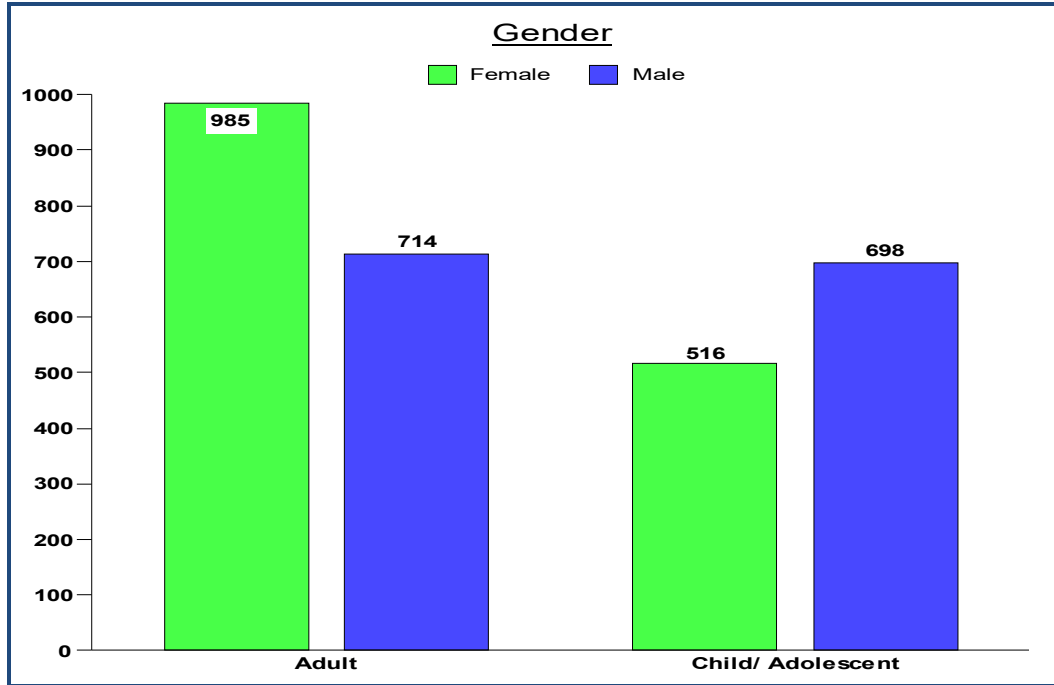
- Level of Care: In all, 9 treatment levels of care were accessed by the respondents. 1567 (53.8%) received Mental Health Outpatient, 615 (21.1%) received Mental Health Inpatient, 257 (8.8%) received D&A Non-Hospital Residential Rehabilitation, 231 (7.9%) received Family Based, 99 (3.4%) received D&A Medication Assisted Treatment, 51 (1.8%) received D&A Non-Hospital Residential Halfway House, 39 (1.3%) received D&A Buprenorphine Coordination, 35 (1.2%) received Residential Treatment Facility, 19 (4.2%) received Extended Acute Care services.
- Methods: Data was collected by 10 interviewers.
- Treatment Facility: Data was collected from 95 Treatment Facilities in the Capital Region.
- Type: Overall, of the 2913 interviews 2646 (90.8%) were face-to-face interviews, and 267 (9.2%) were conducted by phone.

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

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	2913	690 23.70%	761 26.10%	922 31.70%	410 14.10%	130 4.50%
Adult						
In Person	1562	367 23.50%	461 29.50%	447 28.60%	228 14.60%	59 3.80%
Phone	137	25 18.20%	31 22.60%	59 43.10%	14 10.20%	8 5.80%
Child/ Adolescent						
In Person	1084	279 25.70%	256 23.60%	350 32.30%	144 13.30%	55 5.10%
Phone	130	19 14.60%	13 10.00%	66 50.80%	24 18.50%	8 6.20%

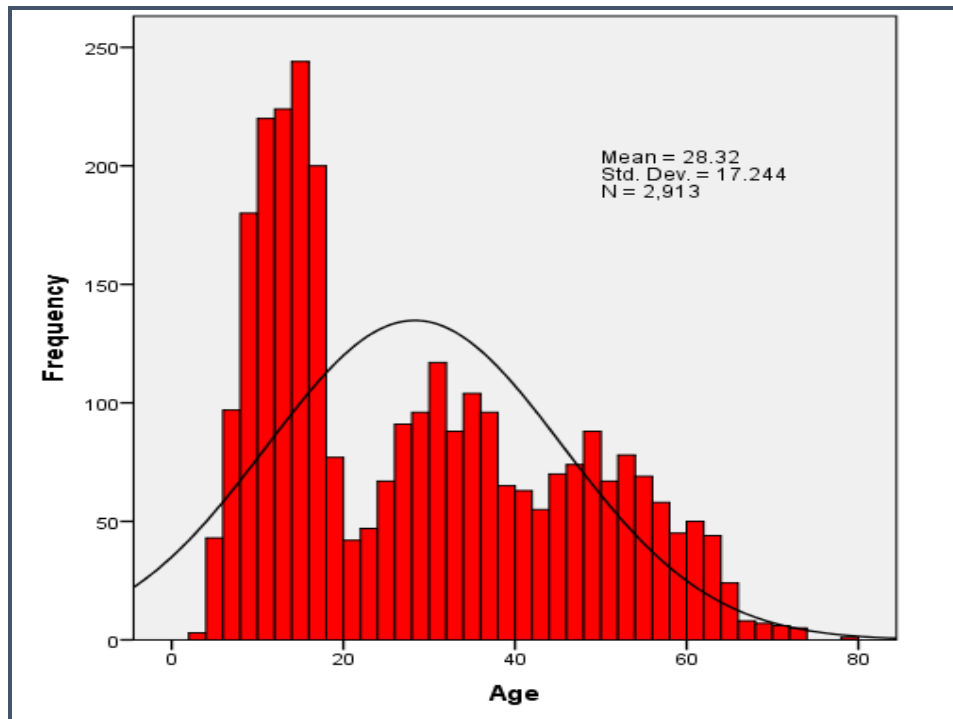
Demographic Information

- Gender: Overall, the sample is 51.5% female (1501) and 48.5% male (1412). Of the 1699 adult consumers, 58.0% (985) identified as female and 42.0% (714) identified as male. Of the 1214 child consumers, 42.5% (516) identified as female and 57.5% (698) identified as male.



- Age: Age of all respondents ranged from 3-78 years, with a mean age of 28.32 (SD 17.244).

Age of All Respondents



Age of **Adult** respondents ranged from 18-78 years, with a mean age of 40.1 (SD= 12.989).

Age of **Child** respondents ranged from 3-18 years, with a mean age of 11.84 (SD= 3.403).

- County of Residence: The largest number of respondents reported residence in Lancaster County 922 (31.7%). The remaining respondents reported residence in Dauphin 761 (26.1%), Cumberland 690 (23.7%), Lebanon 410 (14.1%), and 130 Perry (4.5%).

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	2913	690 23.70%	761 26.10%	922 31.70%	410 14.10%	130 4.50%
Adult	1699	392 23.10%	492 29.00%	506 29.80%	242 14.20%	67 3.90%
Child/ Adolescent	1214	298 24.50%	269 22.20%	416 34.30%	168 13.80%	63 5.20%

- Race: 1886 respondents (64.7%) reported their race as White/Caucasian, 361 (12.4%) as African American, 332 (11.4%) as Hispanic/Latino, 234 (8.0%) as Multi-Racial, 45 (1.5%) as Other, 28 (1.0%) as Native American/American Indian, 21 (0.7%) as Asian/Pacific Islander, and 6 (0.2%) did not answer.

	Total	Race							
		African American	Asian/ Pacific Islander	Hispanic/ Latino	Native American / American Indian	White / Caucasian	Multi- Racial	Other	Did not answer
Total	2913	361 12.40%	21 0.70%	332 11.40%	28 1.00%	1886 64.70%	234 8.00%	45 1.50%	6 0.20%
Adult	1699	225 13.20%	12 0.70%	202 11.90%	15 0.90%	1134 66.70%	78 4.60%	29 1.70%	4 0.20%
Child/ Adolescent	1214	136 11.20%	9 0.70%	130 10.70%	13 1.10%	752 61.90%	156 12.90%	16 1.30%	2 0.20%

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.

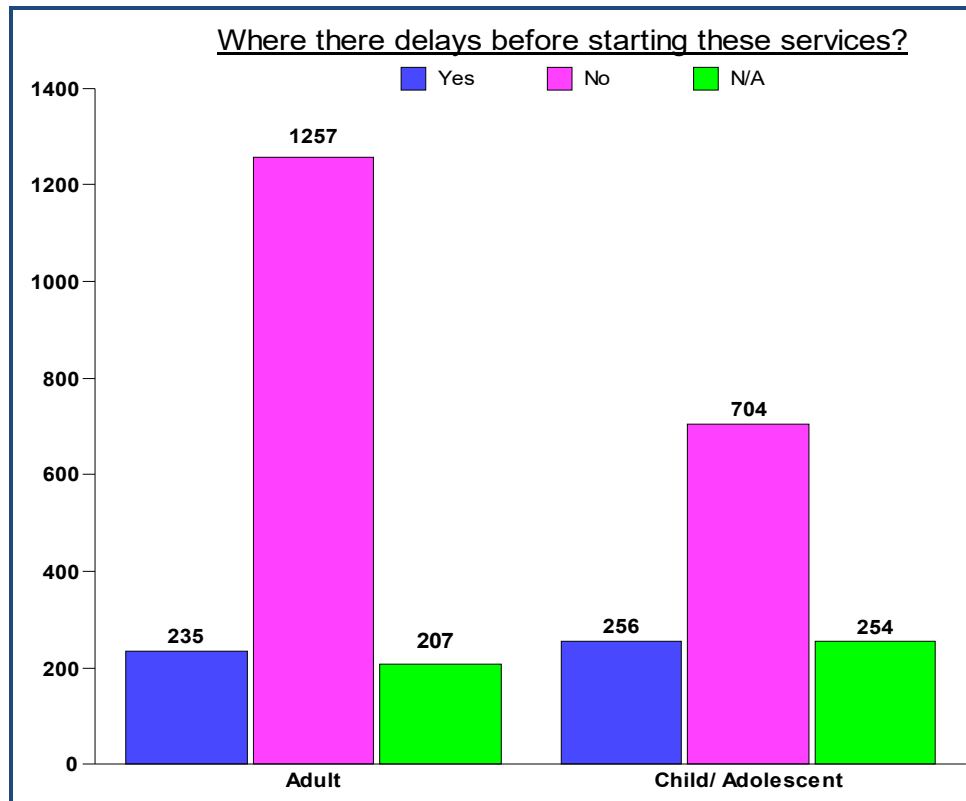
- Survey Information: Overall, 1041 of the 2913 respondents (35.7%) reported they had been interviewed by their provider within the last year, 1595 (54.8%) reported they had not been interviewed, 257 (8.8%) were not sure, and 20 (0.7%) reported that this question did not apply to them.

Total Satisfaction Score						
Age Type		Has your provider interviewed you on your satisfaction level with services during the last year?				
		Yes	No	Not sure	N/A	Total
Adult	N	607	940	144	8	1699
	Mean	115.44	107.89	110.13	110.55	110.79
	Std. Deviation	12.42	15.60	15.93	14.68	14.98
Child/ Adolescent	N	434	655	113	12	1214
	Mean	113.04	106.52	109.09	104.50	109.07
	Std. Deviation	12.32	17.47	13.79	17.62	15.76

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.

- Service Delay:

- Of the 1699 adult consumers 235 (13.8%) reported that they experienced some delay before beginning treatment. 1257 consumers (74.0%) reported no delay before beginning treatment, and 461 (15.8%) consumers felt that this question did not apply to them.
- Of the 1214 child consumers 256 (21.1%) reported that they experienced some delay before beginning treatment. 704 consumers (58.0%) reported no delay before beginning treatment, and 254 (20.9%) consumers felt that this question did not apply to them.



Total Satisfaction Score					
Age Type		Q11 Were there delays before starting these services?			
		Yes	No	N/A	Total
Adult	N	235	1257	207	1699
	Mean	108.55	111.84	106.96	110.79
	Std. Deviation	15.54	14.81	14.52	14.98
Child/ Adolescent	N	256	704	254	1214
	Mean	106.63	110.37	107.94	109.07
	Std. Deviation	16.83	15.68	14.52	15.76

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

Emergency Treatment: 471 of the 1699 adult respondents (27.7%) indicated they needed emergency mental health or substance abuse service during the past year. 278 of the 1214 child respondents (22.9%) 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 3.68 with standard deviation 1.376.

	Base	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
Total	731	93 12.70%	90 12.30%	19 2.60%	287 39.30%	242 33.10%
Adult	458	46 10.00%	46 10.00%	12 2.60%	198 43.20%	156 34.10%
Child/ Adolescent	273	47 17.20%	44 16.10%	7 2.60%	89 32.60%	86 31.50%

Mean Satisfaction Who Was Interviewed

Total Satisfaction Score				
Age Type		Gender		
		Female	Male	Total
Adult	N	985	714	1699
	Mean	109.61	112.41	110.79
	Std. Deviation	15.12	14.64	14.98
Child/ Adolescent	N	516	698	1214
	Mean	108.88	109.21	109.07
	Std. Deviation	16.16	15.48	15.76

According to our analysis, adult consumers who identified their gender as male reported significantly higher total satisfaction than those who identified their gender as female.

Mean Satisfaction County of Residence

Total Satisfaction Score							
Age Type		County of Residence					
		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Adult	N	392	492	506	242	67	1699
	Mean	108.43	111.18	111.36	111.65	114.31	110.79
	Std. Deviation	15.24	15.18	14.05	14.52	18.71	14.98
Child/ Adolescent	N	298	269	416	168	63	1214
	Mean	106.63	111.79	108.81	110.20	107.71	109.07
	Std. Deviation	14.99	15.44	16.41	13.00	20.76	15.76

According to our analysis, child consumers who reside in Cumberland County reported significantly lower total satisfaction than consumers who reside in Dauphin County. Additionally, adult consumers who reside in Cumberland County reported significantly lower total satisfaction than consumers who reside in Lancaster and Perry Counties.

Mean Satisfaction Who Was Interviewed

Total Satisfaction Score					
Age Type		Who was interviewed			
		Self (Consumer)	Parent/ Guardian	Both Consumer and Parent/ Guardian	Total
Adult	N	1655	16	28	1699
	Mean	110.82	110.75	109.20	110.79
	Std. Deviation	15.04	9.48	14.13	14.98
Child/ Adolescent	N	17	1059	138	1214
	Mean	107.90	108.50	113.61	109.07
	Std. Deviation	17.83	15.96	13.14	15.76

According to our analysis, child consumers who had the survey completed by their parent/guardian reported significantly lower total satisfaction than those who completed the survey with their parent/guardian.

Mean Satisfaction of Treatment Facilities

- Data was collected from 95 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed separately for Adult and Child/Adolescent Services for each facility. To help with interpretation, scores highlighted in **Green** (113-140) indicate a high level of satisfaction, scores highlighted in **Yellow** (85-112) indicate some level of satisfaction and scores highlighted in **Red** (below 84) indicate some level of dissatisfaction.

Adult Services

Name of Treatment Facility	N	Mean	Std. Deviation
CLEM-MAR HOUSE INC	1	130.00	.
ALTERNATIVE COUNSELING ASSOCIATES	3	128.67	9.44
SASI RASE	39	125.16	14.07
GATEHOUSE FOR MEN	15	125.11	10.47
CONEWAGO POTTSVILLE	12	124.45	8.03
GATEHOUSE FOR WOMEN	12	123.06	10.82
DAYSTAR	14	122.34	10.54
CONEWAGO SNYDER	24	121.67	10.69
LEBANON TREATMENT CENTER	18	121.63	13.40
COVE FORGE BEHAVIORAL HEALTH SYSTEM	8	121.22	9.05
CATHOLIC CHARITIES EVERGREEN HOUSE	3	120.22	13.49
CHILD AND FAMILY SUPPORT SRVS INC	2	120.00	0.00
DISCOVERY HOUSE	33	119.88	14.58
CONEWAGO PLACE	20	119.25	10.24
ARS OF LANCASTER LP	48	116.64	16.33
GAUDENZIA NEW DESTINY	1	116.23	.
COLONIAL HOUSE	1	115.67	.
WESTERN PSYCH INST/PRESBY UNIV	1	114.83	.
BEHAVIORAL HEALTHCARE CORPORATION	18	114.37	14.67
SPANISH AMERICAN CIVIC ASSOCIATION	18	113.58	18.50
TEAMCARE BEHAVIORAL HEALTH LLC	25	112.99	13.85
HOLY SPIRIT HOSPITAL	130	112.48	13.85
THE MILTON S HERSHEY MEDICAL CENTER	21	112.25	12.46
KEYSTONE RURAL HEALTH CENTER	4	112.23	13.10
ALDER HEALTH SERVICES INC	4	112.10	12.41
YOUTH ADVOCATE PROGRAMS, INC.	26	112.07	13.58
JEWISH FAMILY SERVICES	1	112.06	.
NORTHEAST COUNSELING CENTER	1	112.00	.
KIDSPACE	1	112.00	.
EAGLEVILLE HOSPITAL	34	111.86	15.95
VALLEY FORGE MEDICAL CENTER HOSPITAL	12	111.72	14.47
LANCASTER REGIONAL MEDICAL CENTER	22	111.71	10.34

COMMUNITY SERVICES GROUP INC	60	111.67	12.54
TRUENORTH WELLNESS SERVICES	10	111.15	11.19
NORTHWESTERN HUMAN SERVICES OF PA	53	111.14	15.01
PENNSYLVANIA COUNSELING SERVICES INC	80	110.93	12.49
EVERGREEN/CATHOLIC CHARITIES	5	110.84	16.37
T W PONESSA & ASSOC COUNS SERV	77	110.47	12.14
J C BLAIR MEMORIAL HOSPITAL	1	110.41	.
GAUDENZIA COMMON GROUND	22	110.07	14.00
WHITE DEER RUN OF LANCASTER	10	109.97	18.35
UHS OF PENNSYLVANIA INC	20	109.82	17.07
PENNSYLVANIA PSYCHIATRIC INSTITUTE	120	109.82	13.73
CAPITAL REGION HEALTH SYSTEM	10	109.78	6.92
BRANDYWINE HOSPITAL PRO FEE GROUP	3	109.25	23.49
PRESSLEY RIDGE SCHOOLS	15	109.21	9.83
MOMENTUM SERVICES LLC	4	109.12	14.32
WHITE DEER RUN-NEW PERSPECTIVES (LEBANON)	13	109.11	11.98
FAIRMOUNT BEHAVIORAL HEALTH SYSTEM	19	109.06	13.55
ROXBURY (UHS) OF PA	21	108.58	14.26
PHILHAVEN	191	108.57	12.97
CONCERN PROFESSIONAL SERV CH	1	108.56	.
BELMONT BEHAVIORAL HOSPITAL	13	108.54	15.73
HOSPITAL CHAMBERSBURG	6	108.12	9.13
LANCASTER GENERAL HOSPITAL	31	108.03	14.13
BROOKE GLEN BEHAVIORAL HOSPITAL	16	107.46	17.30
THE STEVENS CENTER	51	107.25	15.85
PA COMPREHENSIVE BEHAVIORAL HEALTH SVC	6	107.08	10.99
BOWLING GREEN/BRANDYWINE	17	106.91	14.81
BROOK LANE PSYCH CENTER INC	7	106.73	12.54
ROCKFORD CENTER	2	106.56	3.20
GAUDENZIA FOUNTAIN SPRINGS/ASHLAND	4	105.38	16.14
GAUDENZIA VANTAGE	13	105.32	16.95
COMMONWEALTH CLINICAL GROUP INC	11	105.18	17.34
HAVEN BEHAVIORAL HOSPITAL OF EASTERN PENNSYLVANIA	26	105.08	17.22
ROXBURY PSYCHIATRIC HOSPITAL	59	104.18	16.83
YORK HOSPITAL ALS	9	103.22	9.08
FRIENDS BEHAVIORAL HEALTH SYSTEM LP	2	103.06	1.75
WDR ALLENWOOD	16	102.77	17.63
FRANKLIN FAMILY SERVICES INC	21	102.56	14.87
PYRAMID HEALTHCARE INC	2	102.39	8.72
WELSH MT MEDICAL & DENTAL CENTER	16	101.76	17.30
EPHRATA COMMUNITY HOSPITAL	3	100.89	14.78
LAUREL LIFE SERVICES	9	100.81	23.24

DIAKON CHILD, FAMILY & COMMUNITY MINISTRIES	21	99.81	17.97
DRUG AND ALCOHOL REHABILITATION SERVICE INC. (MANOS)	6	99.54	19.04
SADLER HEALTH CENTER CORPORATION	12	98.95	20.58
GAUDENZIA CONCEPT 90	10	94.03	20.77
WELLSPAN BEHAVIORAL HEALTH	1	93.64	.
GEISINGER MED CENTER	1	87.80	.
DEVEREUX FOUNDATION	1	68.73	.
Total	1699	110.79	14.98

Child/Adolescent Services

Name of Treatment Facility	N	Mean	Std. Deviation
BRANDYWINE HOSPITAL PRO FEE GROUP	1	119.00	.
SARAH A.REED CHILDRENS CENTER	2	117.00	7.07
THE MILTON S HERSHEY MEDICAL CENTER	47	115.29	13.31
JEWISH FAMILY SERVICES	4	114.96	13.78
NORTHWESTERN HUMAN SERVICES OF PA	14	114.64	7.91
WELSH MT MEDICAL & DENTAL CENTER	1	114.00	.
PRESSLEY RIDGE SCHOOLS	48	113.72	14.93
PENNSYLVANIA COUNSELING SERVICES INC	160	112.84	12.22
CAPITAL REGION HEALTH SYSTEM	6	111.64	6.07
KEYSTONE RURAL HEALTH CENTER	6	111.12	13.22
PHILHAVEN	241	110.91	14.66
HOLY SPIRIT HOSPITAL	81	110.87	16.09
YOUTH ADVOCATE PROGRAMS, INC.	27	110.41	16.35
TEAMCARE BEHAVIORAL HEALTH LLC	58	110.38	10.27
THE STEVENS CENTER	39	110.03	16.45
POTTSVILLE HOSPITAL & WARNE	1	109.83	.
PA COMPREHENSIVE BEHAVIORAL HEALTH SVC	8	109.75	13.50
COMMUNITY SERVICES GROUP INC	77	109.08	13.28
T W PONESSA & ASSOC COUNS SERV	100	108.36	15.60
MOMENTUM SERVICES LLC	4	108.02	25.08
LAUREL LIFE SERVICES	31	107.77	19.15
DIAKON CHILD, FAMILY & COMMUNITY MINISTRIES	20	107.45	18.88
KEYSTONE AUTISM SERVICES	3	107.35	16.04
PENNSYLVANIA PSYCHIATRIC INSTITUTE	47	106.71	18.31
TRUENORTH WELLNESS SERVICES	9	106.57	11.10
BROOK LANE PSYCH CENTER INC	10	104.86	19.25
SOUTHWOOD PSYCHIATRIC HOSPITAL	4	104.61	12.59

KIDSPEACE NATIONAL CENTERS INC	12	104.10	12.62
FOUNDATIONS BEHAVIORAL HEALTH	13	103.94	19.94
FRANKLIN FAMILY SERVICES INC	29	103.51	13.63
KIDSPEACE	26	103.24	19.06
SADLER HEALTH CENTER CORPORATION	3	102.53	7.39
HOFFMAN HOMES-RTF	2	102.50	16.26
CATHOLIC CHARITIES EVERGREEN HOUSE	1	102.00	.
ALDER HEALTH SERVICES INC	2	101.98	4.28
DEVEREUX FOUNDATION	12	101.86	20.72
WELLSPAN BEHAVIORAL HEALTH	5	99.49	11.73
BELMONT BEHAVIORAL HOSPITAL	3	99.10	24.52
THE BRADLEY CENTER NORTH	4	98.85	16.13
SILVER SPRINGS MARTIN LUTHER-RTF	1	97.00	.
UHS OF PENNSYLVANIA INC	17	96.94	19.02
FRIENDS BEHAVIORAL HEALTH SYSTEM LP	1	96.79	.
DRUG AND ALCOHOL REHABILITATION SERVICE INC. (MANOS)	6	96.17	22.06
COMMONWEALTH CLINICAL GROUP INC	1	94.84	.
FAIRMOUNT BEHAVIORAL HEALTH SYSTEM	9	92.07	24.07
BROOKE GLEN BEHAVIORAL HOSPITAL	2	86.97	2.19
ROXBURY PSYCHIATRIC HOSPITAL	6	86.13	23.10
HARBORCREEK YOUTH SERVICES-ST JOSEPH HOUSE	1	86.00	.
SHEPPARD AND ENOCH PRATT HSP	1	83.80	.
ROCKFORD CENTER	4	80.46	33.72
PRESBYTERIAN CHILDRNS VLLGE SERVICES	1	80.00	.
WESTERN PSYCH INST/PRESBY UNIV	1	79.64	.
WORDSWORTH ACADEMY	1	64.00	.
CHILDREN'S CENTER FOR TREATMENT&ED	1	55.00	.
Total	1214	109.07	15.76

Mean Satisfaction of Level of Care

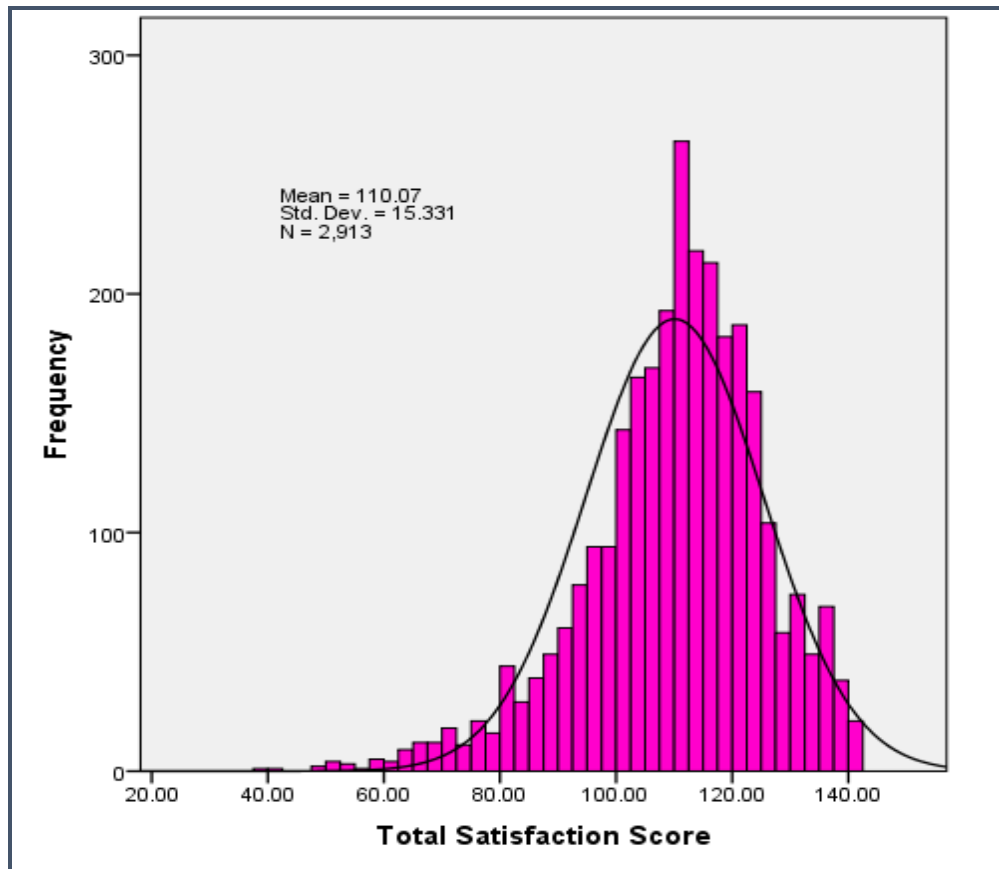
Adult Level of Care	N	Mean	Std. Deviation
D&A BUPRENORPHINE	39	125.16	14.07
D&A NON HOSPITAL RESIDENTIAL HALFWAY HOUSE	51	122.60	11.41
D&A OP MEDICATION ASSISTED TREATMENT	99	118.63	15.25
FAMILY BASED SERVICES	9	113.98	17.09
D&A NON HOSPITAL RESIDENTIAL REHABILITATION	251	111.75	15.68
MENTAL HEALTH OUTPATIENT	808	109.68	13.91
MENTAL HEALTH INPATIENT	423	107.94	14.96
EXTENDED ACUTE CARE (EAC)	19	105.14	12.98
Total	1699	110.79	14.98

Child/Adolescent Level of Care	N	Mean	Std. Deviation
FAMILY BASED SERVICES	222	112.0403	12.85057
MENTAL HEALTH OUTPATIENT	759	110.2229	14.74951
MENTAL HEALTH INPATIENT	192	103.1063	19.41019
RESIDENTIAL TREATMENT FACILITY (RFT)	35	100.1998	18.85312
D&A NON HOSPITAL RESIDENTIAL REHABILITATION	6	96.1745	22.06001
Total	1214	109.0713	15.76368

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 110.07 with a standard deviation 15.331 indicating some level of satisfaction overall. The TSS scores ranged from 37.84 – 140. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.

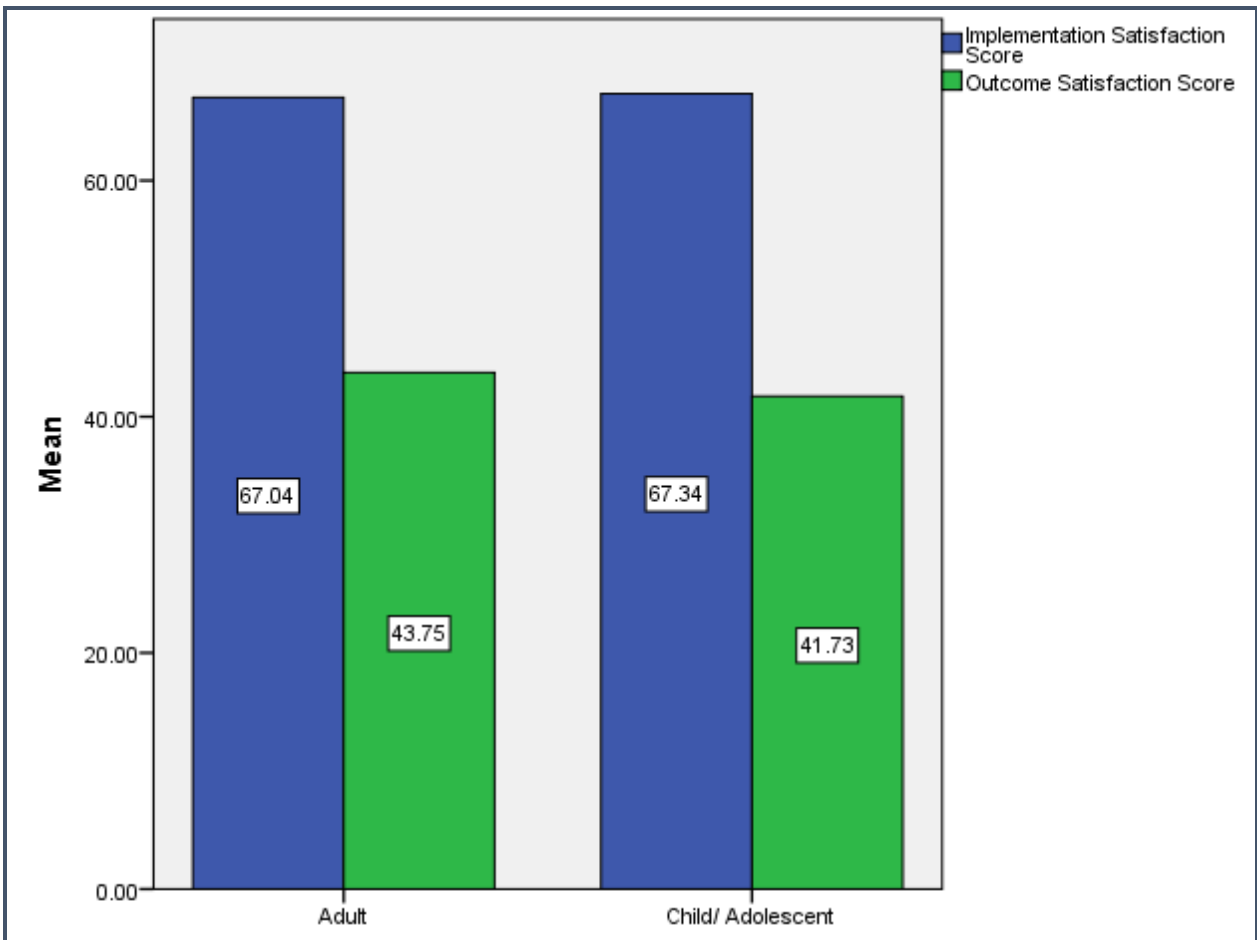


Mean Satisfaction with Services and Outcomes of Services

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.

Both adult and child/adolescent respondents reported high levels of satisfaction (85% or greater satisfaction) for the following questions:

- 92.4% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 92.0% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 91.2% My provider asks my permission before sharing my personal information Q20.
- 90.1% I feel comfortable in asking questions regarding my treatment Q18.
- 88.5% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 88.3% My service provider explained the advantages of my therapy or treatment Q26.
- 86.7% Child/Adolescent: My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.
- 86.4% I feel safe at this facility Q23.

While satisfaction is generally high, further exploration is warranted for the following questions and is with regards to both adult and child/adolescent respondents, unless otherwise noted (15% or greater reported dissatisfaction):

- 19.1% My provider discussed other services that may benefit me in my treatment/recovery Q15.
- 19.0% I was given information on how to get additional community resources that I needed Q14.
- 15.7% Adult: I have the option to change my service provider should I choose to Q16.
- 15.6% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.

Summary responses from the Total group of respondents (N=2913) are presented in Table 1.
Summary responses from the Adult group of respondents (N=1699) are presented in Table 2.
Summary responses from the Child/Adolescent group of respondents (N=1214) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions

N=2913	% 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.	76.6	15.6	2.7	0.9	1.8
14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training).	66.4	19.0	2.8	1.3	9.3
15. My provider discussed other services that may benefit me in my treatment/recovery.	72.6	19.1	2.7	1.0	3.3
16. I have the option to change my service provider should I choose to.	79.6	13.1	2.8	0.8	2.3
17. I was informed about my rights and responsibilities regarding the treatment I have received.	92.0	4.8	2.9	0.5	0.7
18. I feel comfortable in asking questions regarding my treatment.	90.1	6.5	2.9	0.6	0.8
19. My service provider spends adequate time with me.	81.9	12.0	2.7	0.8	1.1
20. My provider asks my permission before sharing my personal information.	91.2	3.4	3.0	0.6	2.3
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	92.4	1.7	3.0	0.6	2.4
22. I trust my service provider.	84.7	9.3	2.8	0.7	0.9
23. I feel safe at this facility.	86.4	6.7	3.0	0.8	4.2
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	82.6	10.3	2.8	0.8	2.5
25. I am included in the development of my treatment/recovery plan and goals for recovery.	88.5	6.8	2.9	0.6	1.5
26. I am an important part of the treatment process.	88.3	7.0	2.9	0.6	1.1
27. My service provider explained the advantages of my therapy or treatment.	82.9	9.6	2.8	0.7	1.3
28. My service provider explained the limitations of my therapy or treatment.	76.3	12.5	2.7	0.9	2.7
29. Overall, I am satisfied with the services I am receiving.	82.0	12.4	2.7	0.7	0.9

Table 2 – Total Satisfaction – Services Questions - ADULT

N=1699	% 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.	72.3	18.5	2.6	0.9	1.9
14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training).	64.3	18.5	2.9	1.3	10.8
15. My provider discussed other services that may benefit me in my treatment/recovery.	72.3	19.0	2.7	1.0	3.4
16. I have the option to change my service provider should I choose to.	76.3	15.7	2.7	0.9	2.5
17. I was informed about my rights and responsibilities regarding the treatment I have received.	90.6	5.9	2.9	0.5	0.5
18. I feel comfortable in asking questions regarding my treatment.	89.2	6.7	2.8	0.6	0.5
19. My service provider spends adequate time with me.	81.5	12.7	2.7	0.7	0.8
20. My provider asks my permission before sharing my personal information.	90.3	3.8	2.9	0.6	2.0
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	92.6	1.8	3.0	0.5	1.8
22. I trust my service provider.	84.8	9.2	2.8	0.7	0.6
23. I feel safe at this facility.	89.2	6.9	2.9	0.6	1.1
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	79.7	12.1	2.8	0.9	2.7
25. I am included in the development of my treatment/recovery plan and goals for recovery.	87.6	7.1	2.9	0.7	1.4
26. I am an important part of the treatment process.	87.6	7.5	2.8	0.6	0.8
27. My service provider explained the advantages of my therapy or treatment.	82.2	9.9	2.8	0.7	1.4
28. My service provider explained the limitations of my therapy or treatment.	74.5	13.2	2.7	0.9	2.8
29. Overall, I am satisfied with the services I am receiving.	83.5	11.2	2.8	0.7	0.7

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

N=1214	% 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.	82.6	11.4	2.8	0.8	1.6
14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training).	69.2	19.7	2.8	1.2	7.2
15. My provider discussed other services that may benefit me in my treatment/recovery.	73.1	19.3	2.7	1.0	3.2
16. I have the option to change my service provider should I choose to.	84.2	9.5	2.8	0.8	2.0
17. I was informed about my rights and responsibilities regarding the treatment I have received.	94.0	3.2	2.9	0.5	1.0
18. I feel comfortable in asking questions regarding my treatment.	91.3	6.2	2.9	0.6	1.2
19. My service provider spends adequate time with me.	82.5	11.1	2.8	0.8	1.6
20. My provider asks my permission before sharing my personal information.	92.4	2.8	3.0	0.6	2.6
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	92.1	1.6	3.0	0.6	3.4
22. I trust my service provider.	84.6	9.3	2.8	0.7	1.2
23. I feel safe at this facility.	82.5	6.3	3.1	1.0	8.5
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	86.7	7.7	2.9	0.7	2.3
25. I am included in the development of my treatment/recovery plan and goals for recovery.	89.6	6.3	2.9	0.6	1.6
26. I am an important part of the treatment process.	89.3	6.2	2.9	0.6	1.4
27. My service provider explained the advantages of my therapy or treatment.	83.8	9.2	2.8	0.7	1.3
28. My service provider explained the limitations of my therapy or treatment.	78.7	11.6	2.8	0.8	2.6
29. Overall, I am satisfied with the services I am receiving.	80.0	14.1	2.7	0.8	1.1

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, 48.7% to 72.0% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 19.7% to 31.8% of consumer's responses reflect that no change has resulted from involvement in services. Only 5.5% to 9.6% 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 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, 60.4% of consumers believe that services have improved their lives, 31.9% reported no change, and 7.6% reported things are worse.*

Summary responses from the Total group of respondents (N=2913) are presented in Table 4. Summary responses from the Adult group of respondents (N=1699) are presented in Table 5. Summary responses from the Child/Adolescent group of respondents (N=1214) are presented in Table 6.

Table 4 – Total Satisfaction – Outcomes of Services Questions

Total N=2913	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	70.2	20.1	8.3	2.7	0.7	1.4
31. Feeling in control of my life.	66.6	22.0	9.2	2.7	0.8	2.2
32. Coping with personal crisis.	59.5	24.2	9.6	2.8	1.1	6.7
33. How I feel about myself.	66.4	23.0	8.5	2.7	0.8	2.1
34. Feeling good (hopeful) about the future.	69.3	20.8	7.1	2.7	0.8	2.8
35. Enjoying my free time.	72.0	19.7	5.9	2.8	0.8	2.4
36. Strengthening my social support network.	62.9	27.4	6.8	2.7	0.8	2.9
37. Being involved in community activities.	48.7	31.8	6.9	2.9	1.3	12.6
38. Participating with school or work activities.	43.7	23.1	5.5	3.5	1.6	27.6
39. Interacting with people in social situations.	63.5	26.2	7.2	2.7	0.9	3.2
40. Coping with specific problems or issue that led to seek services.	69.4	20.8	8.2	2.7	0.8	1.5

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

Total N=1699	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	74.2	18.8	5.9	2.7	0.7	1.1
31. Feeling in control of my life.	72.5	18.0	8.5	2.7	0.7	1.1
32. Coping with personal crisis.	65.6	22.7	8.2	2.7	0.9	3.6
33. How I feel about myself.	72.6	19.1	7.5	2.7	0.7	0.9
34. Feeling good (hopeful) about the future.	75.0	17.0	6.7	2.7	0.7	1.3
35. Enjoying my free time.	72.1	19.2	6.3	2.8	0.8	2.4
36. Strengthening my social support network.	65.2	26.0	6.1	2.7	0.8	2.8
37. Being involved in community activities.	47.7	30.3	7.4	3.0	1.4	14.7
38. Participating with school or work activities.	34.3	19.5	3.9	4.0	1.8	42.3
39. Interacting with people in social situations.	65.7	25.3	5.5	2.7	0.9	3.5
40. Coping with specific problems or issue that led to seek services.	75.2	18.2	5.2	2.8	0.7	1.4

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

Total N=1214	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	64.5	22.0	11.7	2.6	0.8	1.8
31. Feeling in control of my life.	58.4	27.5	10.3	2.6	0.9	3.8
32. Coping with personal crisis.	51.1	26.3	11.6	2.8	1.3	11.0
33. How I feel about myself.	57.7	28.5	10.0	2.6	0.9	3.8
34. Feeling good (hopeful) about the future.	61.4	24.1	7.6	2.7	1.0	4.9
35. Enjoying my free time.	71.8	20.3	5.3	2.8	0.8	2.6
36. Strengthening my social support network.	59.6	29.5	7.7	2.6	0.9	3.1
37. Being involved in community activities.	50.1	33.8	6.3	2.8	1.2	9.8
38. Participating with school or work activities.	56.9	28.2	7.8	2.8	1.1	7.1
39. Interacting with people in social situations.	60.4	27.4	9.6	2.6	0.9	2.6
40. Coping with specific problems or issue that led to seek services.	61.4	24.4	12.4	2.6	0.8	1.8

Satisfaction with the Managed Care Organization

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

- 44.9% of respondents (1307 of the 2913) reported that they had received a copy of the Perform Care member handbook. 38.2% (1113) did not receive a member handbook, 16.2% (472) were not sure, and 0.7% (21) reported that this question did not apply.

	Total	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	2913	1307 44.90%	1113 38.20%	472 16.20%	21 0.70%
Adult					
Cumberland	392	136 34.70%	168 42.90%	83 21.20%	5 1.30%
Dauphin	492	184 37.40%	233 47.40%	70 14.20%	5 1.00%
Lancaster	506	158 31.20%	264 52.20%	81 16.00%	3 0.60%
Lebanon	242	87 36.00%	125 51.70%	29 12.00%	1 0.40%
Perry	67	13 19.40%	48 71.60%	6 9.00%	0 0
Child/ Adolescent					
Cumberland	298	179 60.10%	63 21.10%	54 18.10%	2 0.70%
Dauphin	269	174 64.70%	68 25.30%	26 9.70%	1 0.40%
Lancaster	416	233 56.00%	91 21.90%	90 21.60%	2 0.50%
Lebanon	168	114 67.90%	27 16.10%	25 14.90%	2 1.20%
Perry	63	29 46.00%	26 41.30%	8 12.70%	0 0

- 89.8% of respondents (2617 of the 2913) reported that they are aware of their right to file a complaint or grievance. 8.4% (244) were not aware of their right to file a complaint or grievance, 1.0% (30) were not sure, and 0.8% (22) reported that this question did not apply.

	Total	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	2913	2617 89.80%	244 8.40%	30 1.00%	22 0.80%
Adult					
Cumberland	392	341 87.00%	42 10.70%	4 1.00%	5 1.30%
Dauphin	492	435 88.40%	50 10.20%	5 1.00%	2 0.40%
Lancaster	506	441 87.20%	53 10.50%	9 1.80%	3 0.60%
Lebanon	242	193 79.80%	44 18.20%	3 1.20%	2 0.80%
Perry	67	63 94.00%	3 4.50%	1 1.50%	0 0
Child/ Adolescent					
Cumberland	298	282 94.60%	12 4.00%	1 0.30%	3 1.00%
Dauphin	269	255 94.80%	9 3.30%	1 0.40%	4 1.50%
Lancaster	416	393 94.50%	19 4.60%	4 1.00%	0 0
Lebanon	168	159 94.60%	4 2.40%	2 1.20%	3 1.80%
Perry	63	55 87.30%	8 12.70%	0 0	0 0

- 64.3% of respondents (1874 of the 2913) reported that they knew who to call to file a complaint or grievance. 29.1% (849) reported that they did not know who to call, 4.6% (133) were not sure, and 2.0% (57) reported that this question did not apply.

	Total	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	2913	1874 64.30%	849 29.10%	133 4.60%	57 2.00%
Adult					
Cumberland	392	301 76.80%	63 16.10%	21 5.40%	7 1.80%
Dauphin	492	271 55.10%	194 39.40%	23 4.70%	4 0.80%
Lancaster	506	232 45.80%	222 43.90%	31 6.10%	21 4.20%
Lebanon	242	117 48.30%	104 43.00%	11 4.50%	10 4.10%
Perry	67	31 46.30%	30 44.80%	6 9.00%	0 0
Child/ Adolescent					
Cumberland	298	274 91.90%	16 5.40%	5 1.70%	3 1.00%
Dauphin	269	210 78.10%	45 16.70%	11 4.10%	3 1.10%
Lancaster	416	273 65.60%	118 28.40%	18 4.30%	7 1.70%
Lebanon	168	130 77.40%	32 19.00%	4 2.40%	2 1.20%
Perry	63	35 55.60%	25 39.70%	3 4.80%	0 0

- 17.9% of respondents (522 of the 2913) reported that they had called Perform Care in the last twelve months for information. 73.9% (2153) did not call Perform Care within the last twelve months, 1.3% (37) were not sure, and 6.9% (201) reported that this question does not apply.

	Total	Q4 In the last twelve months, did you call member services at Perform Care to get information?			
		Yes	No	Not Sure	Does Not Apply
Total	2913	522 17.90%	2153 73.90%	37 1.30%	201 6.90%
Adult					
Cumberland	392	68 17.30%	282 71.90%	10 2.60%	32 8.20%
Dauphin	492	64 13.00%	381 77.40%	8 1.60%	39 7.90%
Lancaster	506	73 14.40%	376 74.30%	7 1.40%	50 9.90%
Lebanon	242	26 10.70%	208 86.00%	1 0.40%	7 2.90%
Perry	67	6 9.00%	61 91.00%	0 0	0 0
Child/ Adolescent					
Cumberland	298	98 32.90%	186 62.40%	4 1.30%	10 3.40%
Dauphin	269	66 24.50%	184 68.40%	2 0.70%	17 6.30%
Lancaster	416	80 19.20%	288 69.20%	4 1.00%	44 10.60%
Lebanon	168	28 16.70%	137 81.50%	1 0.60%	2 1.20%
Perry	63	13 20.60%	50 79.40%	0 0	0 0

- 85.0% of those that requested information from Perform Care (489 of the 575) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 11.7% (67) were not able to get information without delays, and 3.3% (19) were not sure.

	Total	Q4A I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.		
		Yes	No	Not Sure
Total	575	489 85.00%	67 11.70%	19 3.30%
Adult				
Cumberland	78	61 78.20%	13 16.70%	4 5.10%
Dauphin	88	69 78.40%	13 14.80%	6 6.80%
Lancaster	76	70 92.10%	5 6.60%	1 1.30%
Lebanon	28	18 64.30%	10 35.70%	0 0
Perry	6	6 100.00%	0 0	0 0
Child/ Adolescent				
Cumberland	103	89 86.40%	9 8.70%	5 4.90%
Dauphin	71	63 88.70%	7 9.90%	1 1.40%
Lancaster	80	76 95.00%	2 2.50%	2 2.50%
Lebanon	33	27 81.80%	6 18.20%	0 0
Perry	12	10 83.30%	2 16.70%	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.*

- 56.8% of respondents (1656 of 2913) were given a choice of at least 2 providers regarding the type of service they were seeking. 27.3% of respondents (795) reported that they were not given a choice, 7.1% (207) were not sure, and 8.8% (255) reported that this question does not apply.

	Total	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	2913	1656 56.80%	795 27.30%	207 7.10%	255 8.80%
Adult					
Cumberland	392	174 44.40%	106 27.00%	30 7.70%	82 20.90%
Dauphin	492	261 53.00%	148 30.10%	36 7.30%	47 9.60%
Lancaster	506	239 47.20%	184 36.40%	57 11.30%	26 5.10%
Lebanon	242	104 43.00%	112 46.30%	16 6.60%	10 4.10%
Perry	67	36 53.70%	20 29.90%	4 6.00%	7 10.40%
Child/ Adolescent					
Cumberland	298	187 62.80%	62 20.80%	9 3.00%	40 13.40%
Dauphin	269	193 71.70%	46 17.10%	9 3.30%	21 7.80%
Lancaster	416	283 68.00%	88 21.20%	32 7.70%	13 3.10%
Lebanon	168	132 78.60%	22 13.10%	10 6.00%	4 2.40%
Perry	63	47 74.60%	7 11.10%	4 6.30%	5 7.90%

- 67.4% of respondents (1963 of 2913) were informed of the time approved for their services. 20.6% of respondents (600) were not informed of the time approved for services, 6.6% (193) were not sure, and 5.4% (157) reported that this question does not apply.

	Total	Q6 I was informed of the time approved for my services. (Example: BHRS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	2913	1963 67.40%	600 20.60%	193 6.60%	157 5.40%
Adult					
Cumberland	392	186 47.40%	102 26.00%	37 9.40%	67 17.10%
Dauphin	492	296 60.20%	135 27.40%	42 8.50%	19 3.90%
Lancaster	506	324 64.00%	114 22.50%	55 10.90%	13 2.60%
Lebanon	242	148 61.20%	82 33.90%	8 3.30%	4 1.70%
Perry	67	27 40.30%	33 49.30%	5 7.50%	2 3.00%
Child/ Adolescent					
Cumberland	298	225 75.50%	29 9.70%	12 4.00%	32 10.70%
Dauphin	269	214 79.60%	36 13.40%	10 3.70%	9 3.30%
Lancaster	416	353 84.90%	39 9.40%	18 4.30%	6 1.40%
Lebanon	168	144 85.70%	15 8.90%	4 2.40%	5 3.00%
Perry	63	46 73.00%	15 23.80%	2 3.20%	0 0

- 93.6% of respondents (924 of the 987) report when they call Perform Care staff treats them courteously and with respect. 3.4% (34) reported that Perform Care staff did not treat them courteously and with respect, and 2.9% (29) were not sure.

	Total	Q7 When I call Perform Care staff treats me courteously and with respect.		
		Yes	No	Not Sure
Total	987	924 93.60%	34 3.40%	29 2.90%
Adult				
Cumberland	97	84 86.60%	8 8.20%	5 5.20%
Dauphin	170	155 91.20%	6 3.50%	9 5.30%
Lancaster	169	159 94.10%	4 2.40%	6 3.60%
Lebanon	29	23 79.30%	4 13.80%	2 6.90%
Perry	13	13 100.00%	0 0	0 0
Child/ Adolescent				
Cumberland	120	118 98.30%	1 0.80%	1 0.80%
Dauphin	126	122 96.80%	2 1.60%	2 1.60%
Lancaster	208	199 95.70%	5 2.40%	4 1.90%
Lebanon	36	32 88.90%	4 11.10%	0 0
Perry	19	19 100.00%	0 0	0 0

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

- 94.6% of respondents (1403 of 1483) report overall they are satisfied with their interactions with Perform Care. 3.2% of respondents (47) report overall they are not satisfied with their interactions with Perform Care, and 2.2% (33) were not sure.

	Total	Q8 Overall, I am satisfied with the interactions I have had with Perform Care.		
		Yes	No	Not Sure
Total	1483	1403 94.60%	47 3.20%	33 2.20%
Adult				
Cumberland	104	94 90.40%	3 2.90%	7 6.70%
Dauphin	256	240 93.80%	9 3.50%	7 2.70%
Lancaster	204	192 94.10%	3 1.50%	9 4.40%
Lebanon	178	169 94.90%	8 4.50%	1 0.60%
Perry	16	16 100.00%	0 0	0 0
Child/ Adolescent				
Cumberland	121	115 95.00%	6 5.00%	0 0
Dauphin	166	160 96.40%	1 0.60%	5 3.00%
Lancaster	245	230 93.90%	11 4.50%	4 1.60%
Lebanon	163	159 97.50%	4 2.50%	0 0
Perry	30	28 93.30%	2 6.70%	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.*