



Consumer Satisfaction Services, Inc.

Capital Region 3rd Quarter Report January-March 2015

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

Capital Region 3rd Quarter Report January-March 2015

This section presents information collected during the 2014-2015 contract year which includes data from January-March 2015.

- The survey represents 291 ($n=291$) respondents from the Capital Region including 282 Adults (96.9%) and 9 Children (3.1%). Of the 282 adult consumers 278 (98.6%) responded for themselves and a parent/guardian responded for the remaining 4 (1.4%). Of the 9 child consumers 9 (100.0%) responded for themselves. Our analysis found no significant differences in total satisfaction based on who was interviewed.
- Data was collected by 4 interviewers from 20 treatment facilities in the Capital Region.
- Overall, of the 291 interviews 288 (99.0%) were face-to-face interviews, 3 (1.0%) were conducted by phone.
 - Of the 282 adult interviews, 279 (98.9%) were face-to-face interviews. 3 (1.1%) were conducted by phone.
 - Of the 9 child interviews, 9 (100.0%) were face-to-face interviews.
- Gender: Overall, the sample is 52.2% female (152) and 47.8% male (139). Of the 282 adult consumers, 151 were female and 131 were male. Of the 9 child consumers, 1 was female and 8 were male.
- Level of Care: In all, 4 types of treatment were accessed by the respondents. 103 (35.4%) received Peer Support, 73 (25.1%) received D&A Outpatient, 63 (21.6%) received D&A Intensive Outpatient, and 52 (17.9%) received Mobile Psychiatric Nursing.

Implementation

According to survey responses, consumers report some level of satisfaction with their services. This is reflected in consumer responses to Question# 30, "Overall, I am satisfied with the services..." with 93.5% agreement (Responses of 4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 93.6% overall satisfaction and consumers of child services reporting high overall satisfaction 88.9%.

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

- 94.8% I am an important part of the treatment process Q27.
- 93.8% I feel comfortable in asking questions regarding my treatment Q19.
- 93.5% My service provider spends adequate time with me Q20.
- 93.5% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q22.
- 91.8% I was informed about my rights and responsibilities regarding the treatment I have received Q18.
- 91.1% I trust my service provider Q23.
- 90.7% I am included in the development of my treatment/recovery plan and goals for recovery Q26.
- 87.3% My service provider explained the advantages of my therapy or treatment Q28.
- 85.9% My provider asks my permission before sharing my personal information Q21.

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

- 38.5% I had a choice when selecting my service provider Q16.
- 17.4% I was given information on how to get other services that I needed Q14.
- 17.2% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q25.
- 15.5% I have the option to change my service provider should I choose to Q17.

Outcomes

Consumers also describe their lives as being better as a result of their services in a majority of cases. In total, 35.4% to 81.1% of consumers believe services have improved their lives in each outcome area. Additionally 11.7% to 29.2% of consumers believe that no change has resulted from their services. Only 2.4% to 8.2% believes that things are worse as a result of services.

We welcome questions, comments and suggestions. Please contact:

**Ms. Abby Robinson
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(717) 651-1070**

Request for Assistance

During the interview, if a Consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), Perform Care or any other part of the 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 follows up.

- CSS had no Requests for Assistance for the 3rd Quarter 14-15

Capital Region 3rd Quarter Report January-March 2015

This section presents information collected during the 2014-2015 contract year which includes data from January-March 2015.

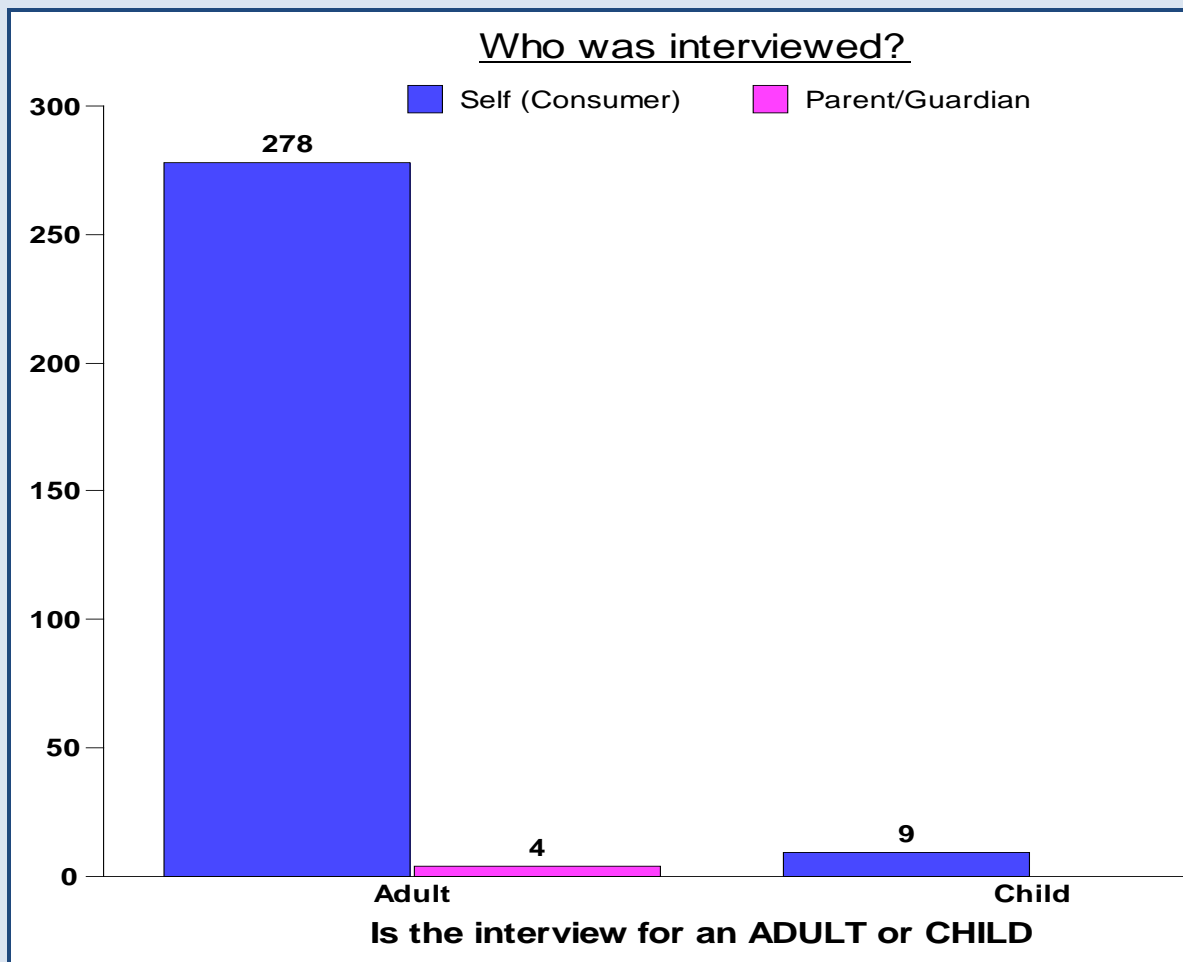
Demographic and Survey Information

Please Note: 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.

Frequencies may not sum to total (n=291) as individuals may have chosen not to respond to certain questions.

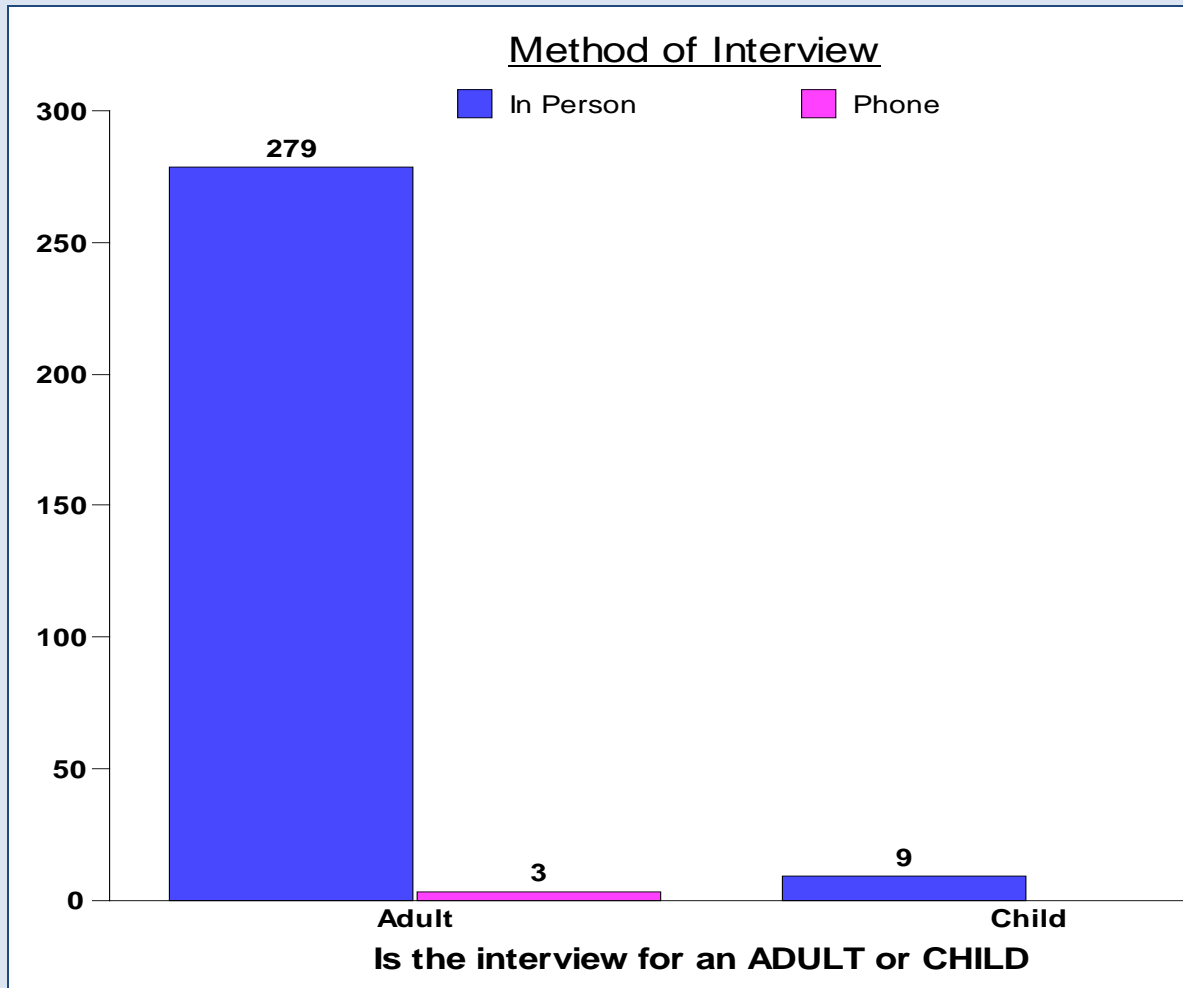
Percentages may not sum to 100.0% due to rounding.

- The survey represents 291 (n=291) respondents from the Capital Region including 282 Adults (96.9%) and 9 Children (3.1%). Of the 282 adult consumers, 278 (98.6%) responded for themselves and a parent/guardian responded for the remaining 4 (1.4%). Of the 9 child consumers, 9 (100.0%) responded for themselves. Our analysis found no significant differences in total satisfaction based on who was interviewed.

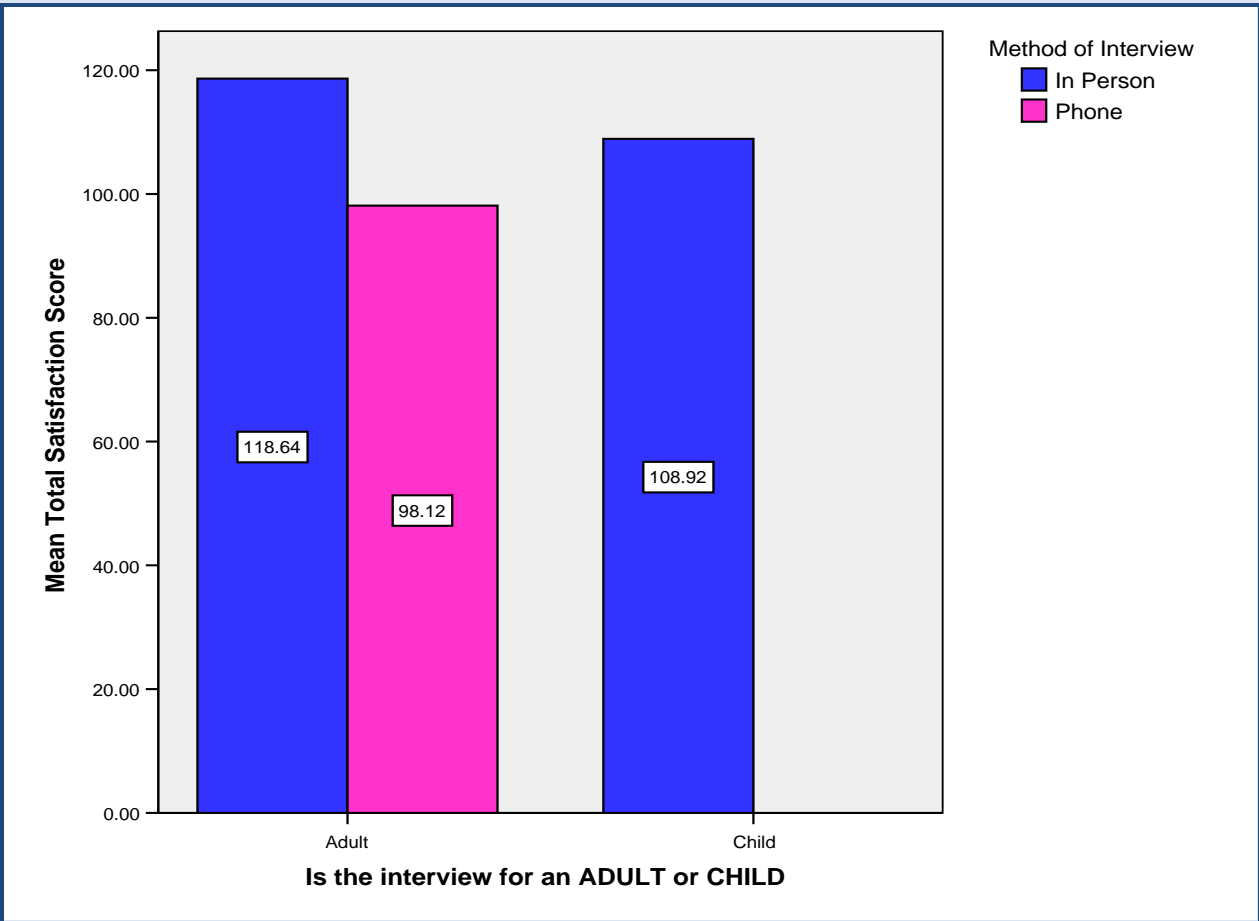


- Data was collected by 4 interviewers from 20 treatment facilities in the Capital Region.

- Overall, of the 291 interviews 288 (99.0%) were face-to-face interviews, 3 (1.0%) were conducted by phone.
- Of the 282 adult interviews, 279 (98.9%) were face-to-face interviews. 3 (1.1%) were conducted by phone.
- Of the 9 child interviews, 9 (100.0%) were face-to-face interviews.



Our analysis indicated that those who were interviewed by phone reported significantly lower satisfaction than those who were interviewed in person. It is important to note that only three consumers were interviewed by phone which may account for the difference.



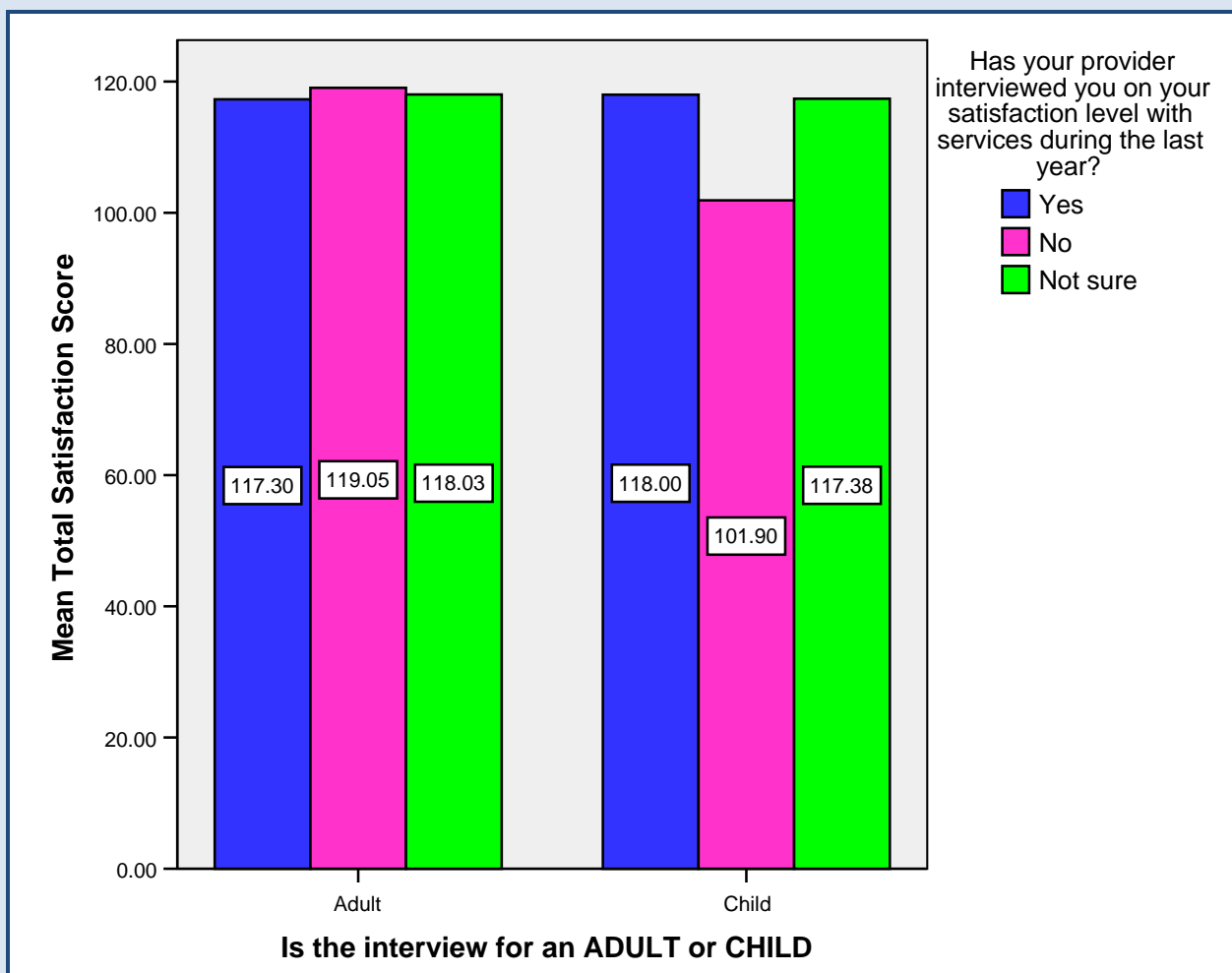
Below is a table of the method of interview by county for both Adult and Child services.

	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	291	29 10.00%	73 25.10%	150 51.50%	33 11.30%	6 2.10%
Adult						
In Person	279	29 10.40%	66 23.70%	147 52.70%	31 11.10%	6 2.20%
Phone	3	0 0	0 0	3 100.00%	0 0	0 0
Child						
In Person	9	0 0	7 77.80%	0 0	2 22.20%	0 0

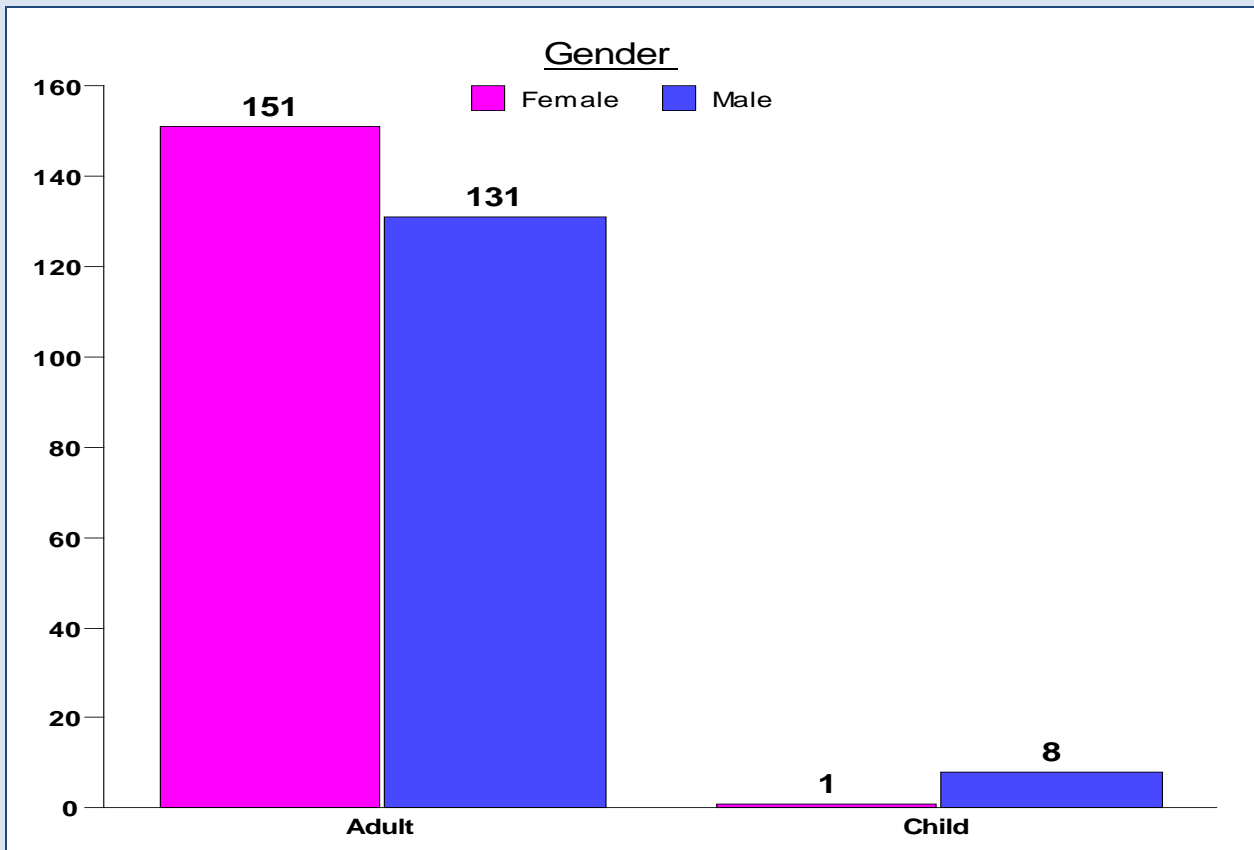
- Overall, 83 of the 291 interviews (28.5%) reported they had been previously interviewed, 171 (58.8%) reported they had not been interviewed, 37 (12.7%) were not sure.

	Base	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	291	83 28.50%	171 58.80%	37 12.70%	0 0
Adult	282	81 28.70%	166 58.90%	35 12.40%	0 0
Child	9	2 22.20%	5 55.60%	2 22.20%	0 0

Our analysis did not indicate significant difference in total satisfaction based on whether or not their provider interviewed them on their satisfaction during the last year.



- Gender: Overall, the sample is 52.2% female (152) and 47.8% male (139). Of the 282 adult consumers, 151 were female and 131 were male. Of the 9 child consumers, 1 was female and 8 were male.

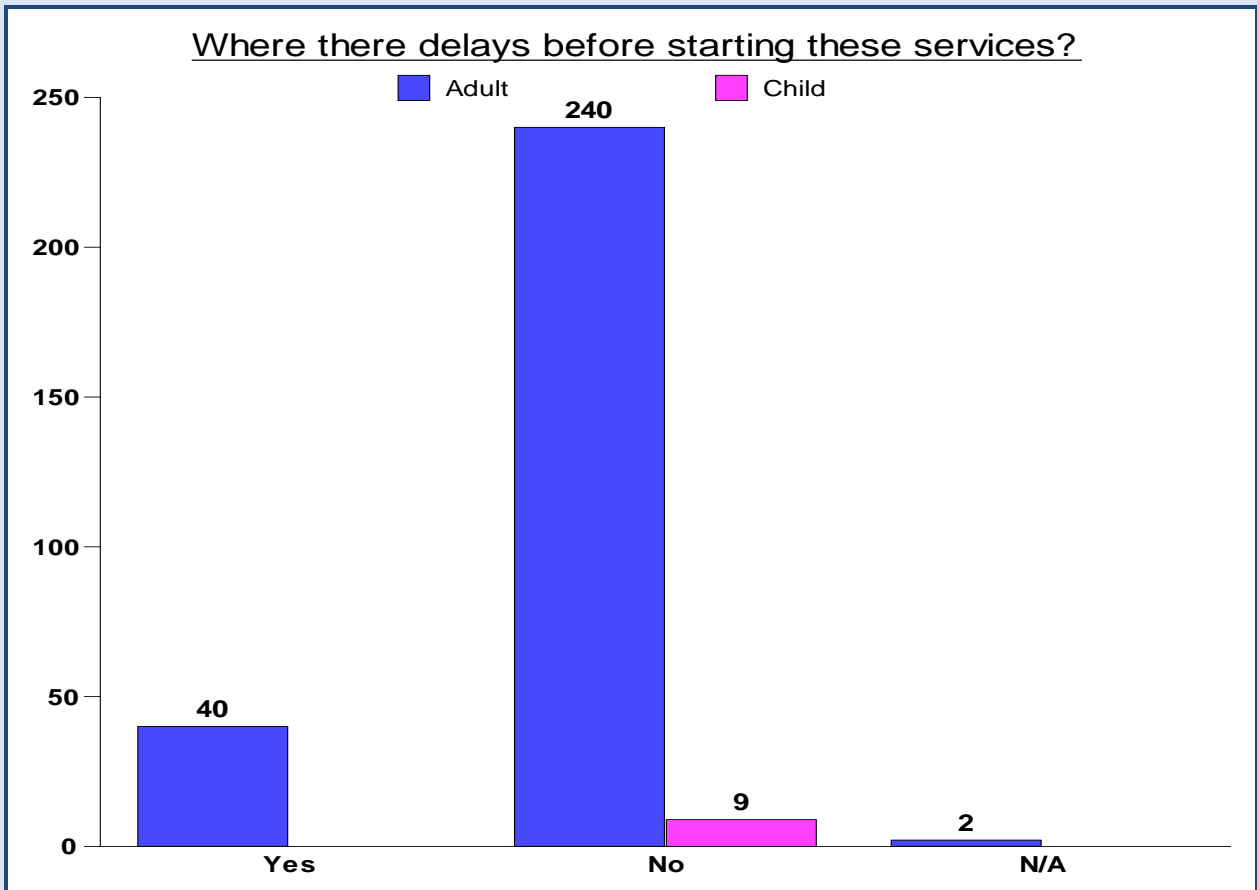


Our analysis indicated no significant differences in total satisfaction based on gender for both adult and child respondents.

Mean Satisfaction Levels of Respondents

Is the interview an ADULT or C		Total Satisfaction Score		
		Female	Male	Total
Adult	N	151	131	282
	Mean	118.0	118.8	118.4
	Std. Devia	15.6	12.4	14.2
Child	N	1	8	9
	Mean	106.7	109.1	108.9
	Std. Devia	.	16.7	15.7
Total	N	152	139	291
	Mean	117.9	118.2	118.1
	Std. Devia	15.6	12.8	14.3

- Service Delay: 40 consumers (13.7%) reported that they experienced some delay before beginning treatment. 249 consumers (85.6%) reported no delay before beginning treatment and 2 consumers (0.6%) reported that this question does not apply to them.

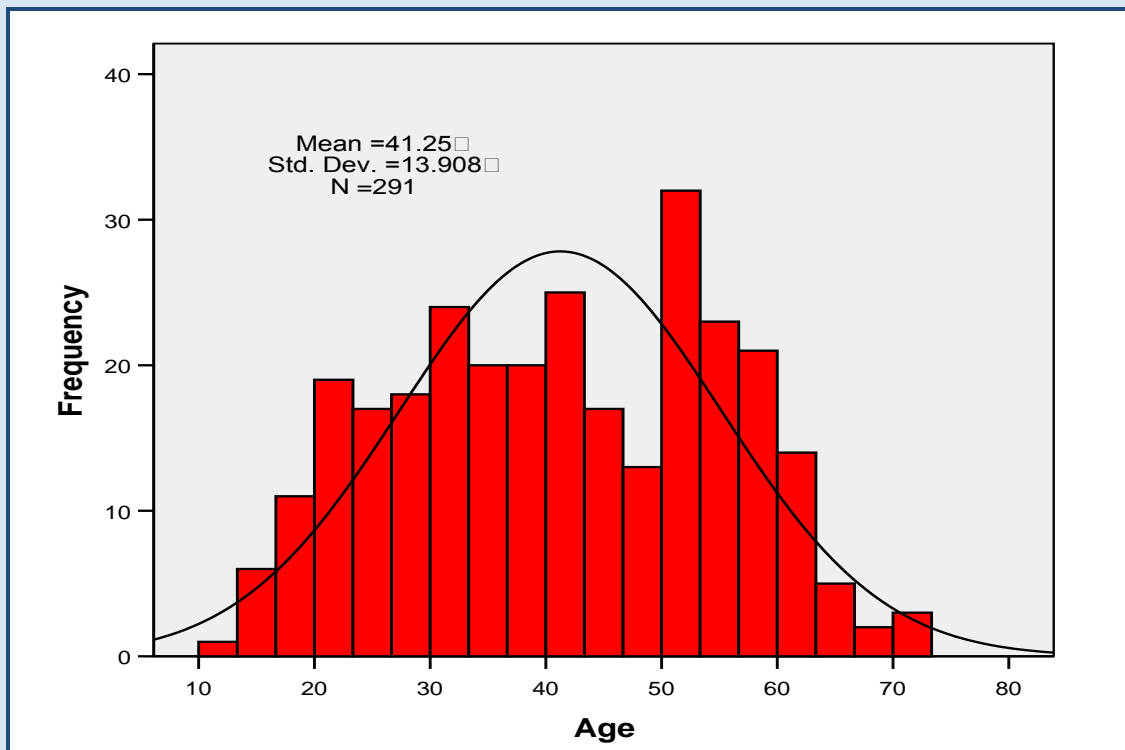


Our analysis identified significant difference in total satisfaction for adult consumers based on service delays. Those who reported that they did have delays before beginning services were significantly less satisfied than those who did not experience service delays.

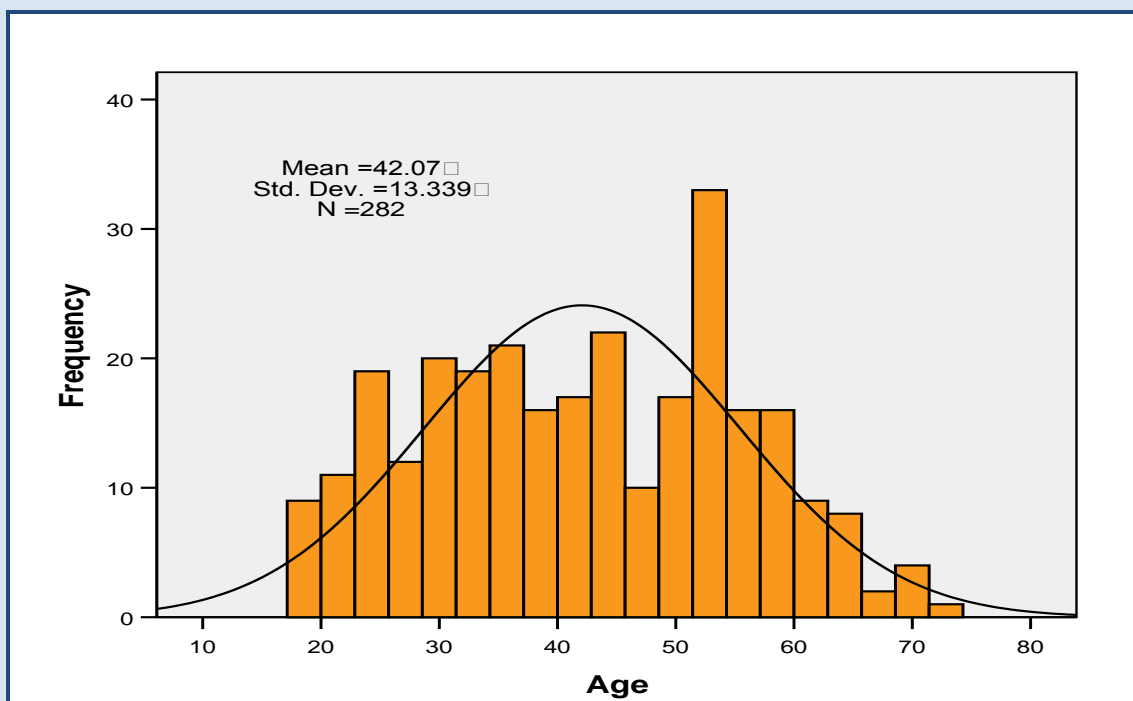
Is the interview for an ADULT or CHILD		Q11 Were there delays before starting these services?			
		Yes	No	N/A	Total
Adult	N	40	240	2	282
	Mean	112.61	119.44	112.55	118.42
	Std. Deviation	16.85	13.59	5.27	14.23
Child	N		9		9
	Mean		108.92		108.92
	Std. Deviation		15.71		15.71
Total	N	40	249	2	291
	Mean	112.61	119.06	112.55	118.13
	Std. Deviation	16.85	13.78	5.27	14.35

- Age: Age of all respondents ranged from 13-72 years, with a mean age of 41.25 (SD 13.908). Our analysis did not indicate significant differences in total satisfaction based on the respondent's age.

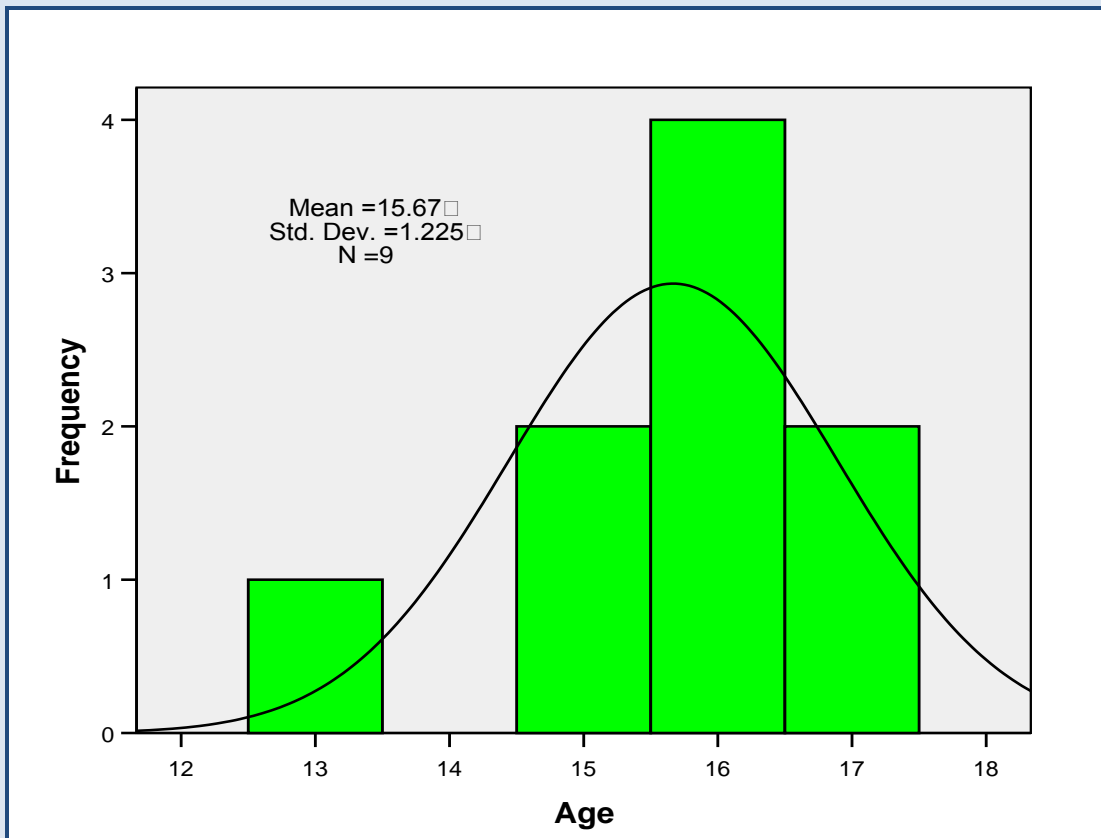
Age of All Adult and Child Respondents



Age of **Adult** respondents ranged from 18-72 years, with a mean age of 42.07 (SD= 13.339). Our analysis did not indicate significant differences in total satisfaction based on the respondent's age.



Age of **Child** respondents ranged from 13-17 years, with a mean age of 15.67 (SD= 1.225). Our analysis did not indicate significant differences in total satisfaction based on the respondent's age.



County of Residence:

The table below shows the county of residence in alphabetical order. The largest number of respondents report residence in Lancaster County (51.5%). The remaining respondents reported residence in Dauphin (25.1%), Lebanon (11.3%), Cumberland (10.0%), and Perry (2.1%).

	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	291	29 10.00%	73 25.10%	150 51.50%	33 11.30%	6 2.10%
Adult	282	29 10.30%	66 23.40%	150 53.20%	31 11.00%	6 2.10%
Child	9	0 0	7 77.80%	0 0	2 22.20%	0 0

Our analysis did not indicate significant differences in total satisfaction based on the respondent's county of residence.

Mean Satisfaction Score by County of Residence

Total Satisfaction Score		County of Residence					
		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Adult	N	29	66	150	31	6	282
	Mean	124.66	119.21	117.27	116.57	118.04	118.42
	Std. Deviation	11.73	14.37	13.49	15.80	26.77	14.23
Child	N		7		2		9
	Mean		107.14		115.15		108.92
	Std. Deviation		17.53		5.44		15.71

- Race: 211 respondents (72.5%) reported their race as White/Caucasian, 40 (13.7%) African American, 26 (8.9%) Hispanic/Latino, 7 (2.4%) Multi-Racial, 4 (1.4%) Native American/American Indian, and 1 (0.3%) Other. Our analysis indicated no significant differences in total satisfaction with regard to race for either adult or child services.

	Base	Race						
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American/American Indian	White/Caucasian	Multi-Racial	Other
Total	291	40 13.70%	4 1.40%	26 8.90%	2 0.70%	211 72.50%	7 2.40%	1 0.30%
Adult	282	36 12.80%	4 1.40%	26 9.20%	1 0.40%	209 74.10%	5 1.80%	1 0.40%
Child	9	4 44.40%	0 0	0 0	1 11.10%	2 22.20%	2 22.20%	0 0

- Treatment Facility: Data was collected from 20 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed separately for Adult and Child Services for each facility. To help with interpretation, scores 116-145 indicate a high level of satisfaction, scores 87-115 indicate some level of satisfaction and scores below 87 indicate some level of dissatisfaction.

Mean Satisfaction of Treatment Facilities Adult

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
CSG	7	114.74	20.01
Keystone	14	121.90	14.56
PA Counseling	11	124.37	11.00
Philhaven	33	109.48	18.64
Stevens Center	9	123.30	10.85
TW Ponessa	12	117.52	9.17
DiscoveryHouse	9	119.89	5.76
Gaudenzia Inc.	13	124.56	12.81
Mazzitti & Sullivan Coun Services	9	116.20	10.52
Naaman Center	8	118.05	7.45
Roxbury	7	123.83	11.35
Gaudenzia Elsie Shenk	7	121.38	23.38
HSA Counseling	33	117.92	9.75
Lancaster Clinical Counseling	6	123.84	12.42
Perry Human Services	3	130.09	2.76
Diakon Family Life Services	4	133.21	10.09
Wellness Counseling Associates	3	133.54	7.84
Recovery Insight	40	115.74	16.14
Behavioral Healthcare Corp	52	117.94	12.58
White Deer Run Harrisburg	2	129.50	21.92
Total	282	118.42	14.23

Mean Satisfaction of Treatment Facilities Child

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
PA Counseling	1	111.30	.
TW Ponessa	1	119.00	.
Mazzitti & Sullivan Coun Services	7	107.14	17.53
Total	9	108.92	15.71

- Level of Care: In all, 4 types of treatment were accessed by the respondents. 103 (35.4%) received Peer Support, 73 (25.1%) received D&A Outpatient, 63 (21.6%) received D&A Intensive Outpatient, and 52 (17.9%) received Mobile Psychiatric Nursing.

	Base	Level of Care			
		Peer Support	Mobile Psychiatric Nursing	Intensive Outpatient (IOP)	Outpatient (OP)
Total	291	103 35.40%	52 17.90%	63 21.60%	73 25.10%
Adult	282	103 36.50%	52 18.40%	57 20.20%	70 24.80%
Child	9	0 0	0 0	6 66.70%	3 33.30%

Our analysis indicated significant differences in total satisfaction with regard to level of care for adult consumers only. Those who received peer support services were significantly less satisfied than those who received outpatient services.

Total Satisfaction Score						
Is the interview for an ADULT or CHILD		Level of Care				
		Peer Support	Mobile Psychiatric Nursing	Intensive Outpatient (IOP)	Outpatient (OP)	Total
Adult	N	103	52	57	70	282
	Mean	115.16	117.94	120.15	122.17	118.42
	Std. Deviation	17.06	12.58	10.27	12.62	14.23
Child	N			6	3	9
	Mean			107.66	111.43	108.92
	Std. Deviation			19.15	7.50	15.71

Questions Regarding Perform Care

- 31.6% of respondents (92 of the 291) reported that they had received a copy of the Perform Care member handbook. 44.0% (128) did not feel this was the case, 24.1% (70) were not sure, and 0.3% (1) did not feel that this question applied.

	Base	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	291	92 31.60%	128 44.00%	70 24.10%	1 0.30%
Adult	282	92 32.60%	123 43.60%	66 23.40%	1 0.40%
Child	9	0 0	5 55.60%	4 44.40%	0 0

	Base	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	291	92 31.60%	128 44.00%	70 24.10%	1 0.30%
Cumberland	29	7 24.10%	11 37.90%	11 37.90%	0 0
Dauphin	73	20 27.40%	41 56.20%	12 16.40%	0 0
Lancaster	150	51 34.00%	59 39.30%	39 26.00%	1 0.70%
Lebanon	33	13 39.40%	14 42.40%	6 18.20%	0 0
Perry	6	1 16.70%	3 50.00%	2 33.30%	0 0

- 84.2% of respondents (245 of the 291) reported that they were aware of their right to file a complaint or grievance. 12.0% (35) did not feel this was the case, 1.4% (4) were not sure, and 2.4% (7) did not feel that this question applied.

	Base	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	291	245 84.20%	35 12.00%	4 1.40%	7 2.40%
Adult	282	238 84.40%	33 11.70%	4 1.40%	7 2.50%
Child	9	7 77.80%	2 22.20%	0 0	0 0

	Base	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	291	245 84.20%	35 12.00%	4 1.40%	7 2.40%
Cumberland	29	22 75.90%	5 17.20%	0 0	2 6.90%
Dauphin	73	59 80.80%	11 15.10%	1 1.40%	2 2.70%
Lancaster	150	130 86.70%	15 10.00%	2 1.30%	3 2.00%
Lebanon	33	28 84.80%	4 12.10%	1 3.00%	0 0
Perry	6	6 100.00%	0 0	0 0	0 0

- 60.5% of respondents (176 of the 291) reported that they knew who to call to file a complaint or grievance. 30.6% (89) did not feel this was the case, 6.5% (19) were not sure, and 2.4% (7) did not feel that this question applied.

	Base	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	291	176 60.50%	89 30.60%	19 6.50%	7 2.40%
Adult	282	174 61.70%	83 29.40%	18 6.40%	7 2.50%
Child	9	2 22.20%	6 66.70%	1 11.10%	0 0

	Base	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	291	176 60.50%	89 30.60%	19 6.50%	7 2.40%
Cumberland	29	14 48.30%	11 37.90%	2 6.90%	2 6.90%
Dauphin	73	41 56.20%	27 37.00%	5 6.80%	0 0
Lancaster	150	93 62.00%	42 28.00%	11 7.30%	4 2.70%
Lebanon	33	24 72.70%	7 21.20%	1 3.00%	1 3.00%
Perry	6	4 66.70%	2 33.30%	0 0	0 0

- 17.5% of respondents (51 of the 291) reported that they had called Perform Care in the last twelve months for information. 80.1% (233) did not call Perform Care within the last twelve months, 0.7% (2) were not sure, and 1.7% (5) did not feel that this question applied.

	Base	Q4 In the last twelve months, did you call member services at Perform Care to get information? (example: help for counseling, treatment or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	291	51 17.50%	233 80.10%	2 0.70%	5 1.70%
Adult	282	51 18.10%	225 79.80%	2 0.70%	4 1.40%
Child	9	0 0	8 88.90%	0 0	1 11.10%

	Base	Q4 In the last twelve months, did you call member services at Perform Care to get information? (example: help for counseling, treatment or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	291	51 17.50%	233 80.10%	2 0.70%	5 1.70%
Cumberland	29	5 17.20%	22 75.90%	0 0	2 6.90%
Dauphin	73	13 17.80%	58 79.50%	1 1.40%	1 1.40%
Lancaster	150	30 20.00%	118 78.70%	1 0.70%	1 0.70%
Lebanon	33	3 9.10%	29 87.90%	0 0	1 3.00%
Perry	6	0 0	6 100.00%	0 0	0 0

- 81.8% of those that requested information from Perform Care (45 of the 55) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 14.5% respondents (8) did not feel this was the case, 3.6% (2) were not sure. 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. However, for completeness, the entire table is presented.

	Base	Q4A I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.			
		Yes	No	Not Sure	Does Not Apply
Total	291	45 15.50%	8 2.70%	2 0.70%	236 81.10%
Adult	282	45 16.00%	8 2.80%	1 0.40%	228 80.90%
Child	9	0 0	0 0	1 11.10%	8 88.90%

	Base	Q4A I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.			
		Yes	No	Not Sure	Does Not Apply
Total	291	45 15.50%	8 2.70%	2 0.70%	236 81.10%
Cumberland	29	5 17.20%	0 0	0 0	24 82.80%
Dauphin	73	9 12.30%	5 6.80%	0 0	59 80.80%
Lancaster	150	28 18.70%	1 0.70%	1 0.70%	120 80.00%
Lebanon	33	3 9.10%	2 6.10%	1 3.00%	27 81.80%
Perry	6	0 0	0 0	0 0	6 100.00%

- 48.1% of respondents (140 of 291) felt they were given a choice of at least 2 providers regarding the type of service they were seeking. 35.7% of respondents (104) did not feel this was the case, and 12.7% (37) were not sure, and 3.4% (10) consumers felt 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	291	140 48.10%	104 35.70%	37 12.70%	10 3.40%
Adult	282	140 49.60%	99 35.10%	34 12.10%	9 3.20%
Child	9	0 0	5 55.60%	3 33.30%	1 11.10%

	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	291	140 48.10%	104 35.70%	37 12.70%	10 3.40%
Cumberland	29	16 55.20%	9 31.00%	1 3.40%	3 10.30%
Dauphin	73	31 42.50%	29 39.70%	11 15.10%	2 2.70%
Lancaster	150	76 50.70%	49 32.70%	20 13.30%	5 3.30%
Lebanon	33	13 39.40%	15 45.50%	5 15.20%	0 0
Perry	6	4 66.70%	2 33.30%	0 0	0 0

- 53.6% of respondents who had called Perform Care staff (156 of 291) felt they were informed of the time approved for their services. 35.4% of respondents (103) did not feel this was the case, 8.2% (24) were not sure, and 2.7% (8) consumers felt 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	291	156 53.60%	103 35.40%	24 8.20%	8 2.70%
Adult	282	151 53.50%	101 35.80%	22 7.80%	8 2.80%
Child	9	5 55.60%	2 22.20%	2 22.20%	0 0

	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	291	156 53.60%	103 35.40%	24 8.20%	8 2.70%
Cumberland	29	16 55.20%	9 31.00%	2 6.90%	2 6.90%
Dauphin	73	37 50.70%	26 35.60%	8 11.00%	2 2.70%
Lancaster	150	85 56.70%	48 32.00%	13 8.70%	4 2.70%
Lebanon	33	16 48.50%	17 51.50%	0 0	0 0
Perry	6	2 33.30%	3 50.00%	1 16.70%	0 0

- 79.7% of respondents (59 of the 74) report when they call Perform Care staff treats them courteously and with respect. 8.1% respondents (6) did not feel this was the case, 12.2% (9) were not sure. 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. However, for completeness, the entire table is presented.

	Base	Q7 When I call Perform Care staff treats me courteously and with respect.			
		Yes	No	Not Sure	Does Not Apply
Total	291	59 20.30%	6 2.10%	9 3.10%	217 74.60%
Adult	282	59 20.90%	6 2.10%	8 2.80%	209 74.10%
Child	9	0 0	0 0	1 11.10%	8 88.90%

	Base	Q7 When I call Perform Care staff treats me courteously and with respect.			
		Yes	No	Not Sure	Does Not Apply
Total	291	59 20.30%	6 2.10%	9 3.10%	217 74.60%
Cumberland	29	5 17.20%	0 0	0 0	24 82.80%
Dauphin	73	14 19.20%	4 5.50%	4 5.50%	51 69.90%
Lancaster	150	34 22.70%	2 1.30%	4 2.70%	110 73.30%
Lebanon	33	6 18.20%	0 0	1 3.00%	26 78.80%
Perry	6	0 0	0 0	0 0	6 100.00%

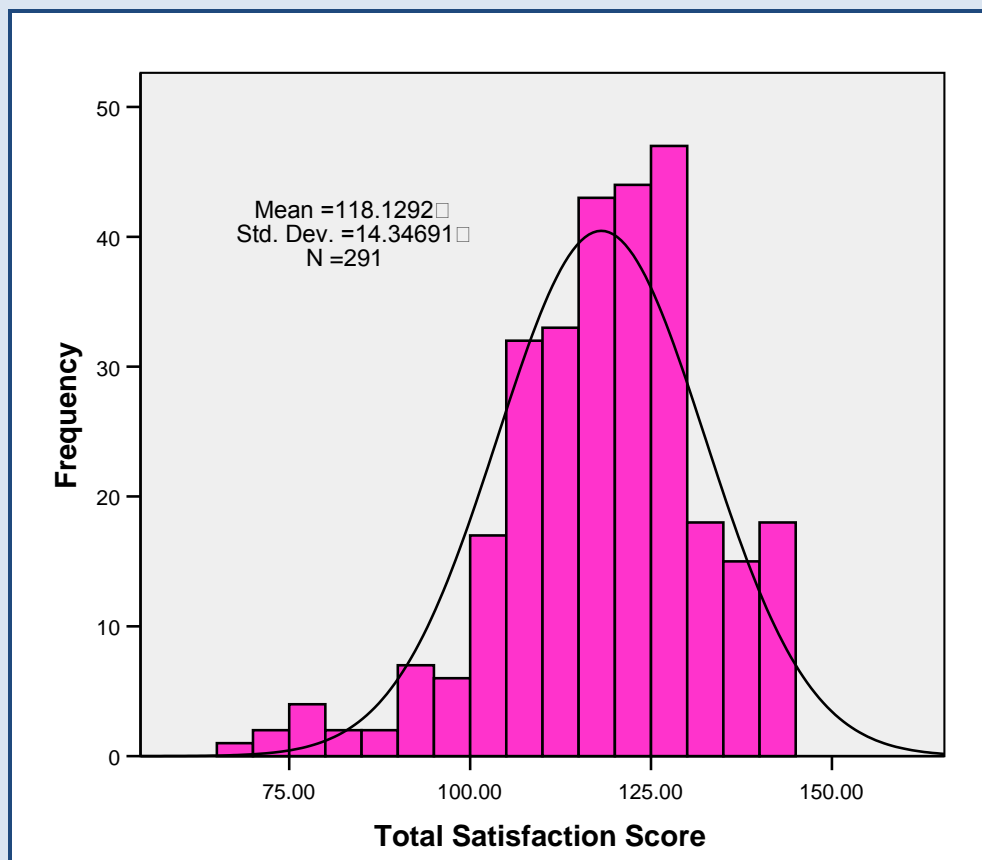
- 73.5% of respondents (214 of 291) report they are satisfied with their interactions with Perform Care. 4.8% of respondents (14) did not feel this was the case, and 2.4% (7) were not sure, and 19.2% (56) consumers felt that this question did not apply.

	Base	Q8 Overall, I am satisfied with the interactions I have had with Perform Care.			
		Yes	No	Not Sure	Does Not Apply
Total	291	214 73.50%	14 4.80%	7 2.40%	56 19.20%
Adult	282	208 73.80%	14 5.00%	5 1.80%	55 19.50%
Child	9	6 66.70%	0 0	2 22.20%	1 11.10%

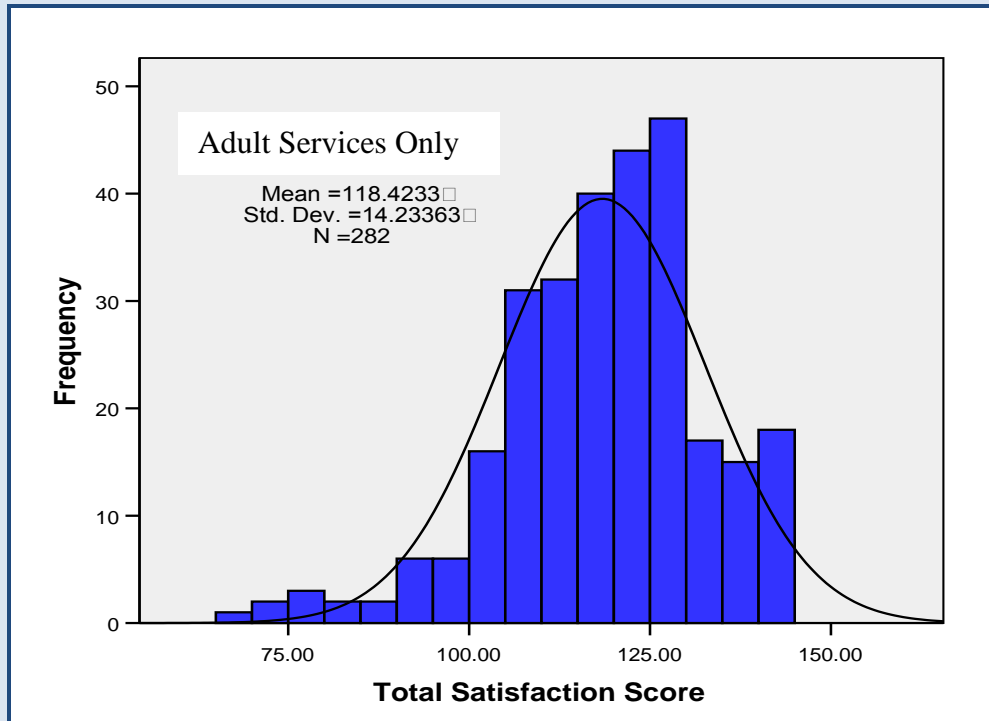
	Base	Q8 Overall, I am satisfied with the interactions I have had with Perform Care.			
		Yes	No	Not Sure	Does Not Apply
Total	291	214 73.50%	14 4.80%	7 2.40%	56 19.20%
Cumberland	29	16 55.20%	1 3.40%	0 0	12 41.40%
Dauphin	73	54 74.00%	5 6.80%	4 5.50%	10 13.70%
Lancaster	150	117 78.00%	8 5.30%	2 1.30%	23 15.30%
Lebanon	33	25 75.80%	0 0	1 3.00%	7 21.20%
Perry	6	2 33.30%	0 0	0 0	4 66.70%

Satisfaction

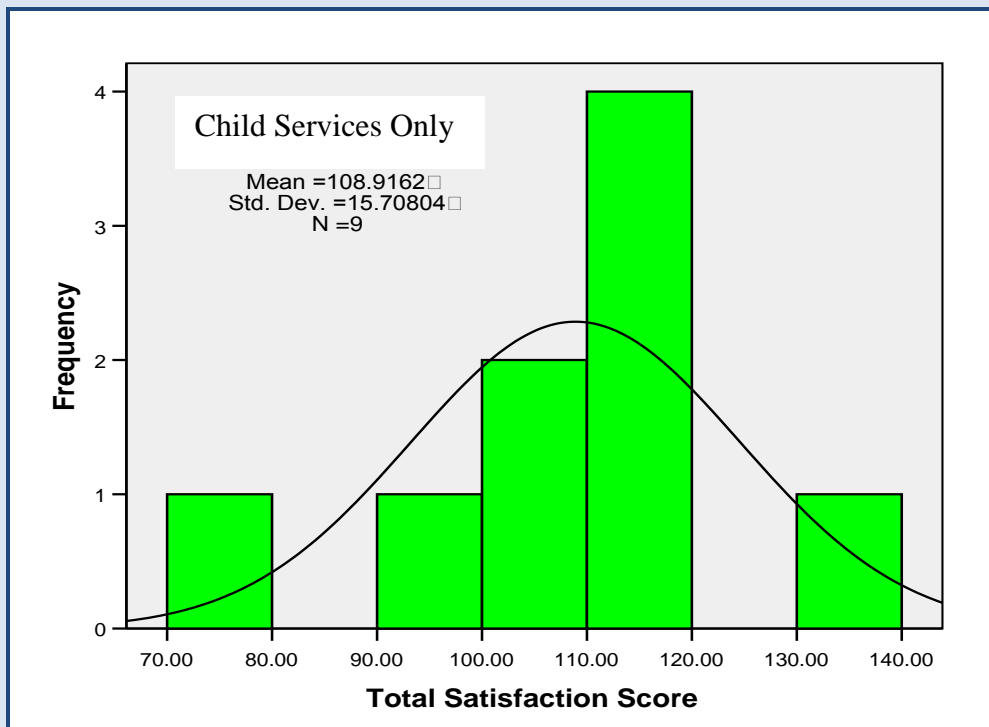
- **Overall Satisfaction:** All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 29 items that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale had a possible range of 29 - 145. Scores 116 -145 indicate a high level of satisfaction, scores 87-115 indicate some level of satisfaction and scores below 87 indicate some level of dissatisfaction.
 - The overall mean for all respondents for Total Satisfaction Score (TSS) was 118.1292 with a standard deviation 14.34691. The TSS scores ranged from 65.29 – 145. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.
 - According to survey responses, consumers report some level of satisfaction with their services. This is reflected in a 81.5% satisfaction rate (Mean Satisfaction Level/Highest Possible Score).



- The overall mean for Total Satisfaction Score (TSS) for respondents who received adult services was 118.4233 with a standard deviation 14.23363. The TSS scores ranged from 65.29 – 145. Again, with a 5 point scale and 29 questions, scores above TSS= 87 (29*3) indicate satisfaction on some level.



- The overall mean for Total Satisfaction Score (TSS) for respondents who received child services was 108.9162 with a standard deviation 15.70804. The TSS scores ranged from 78.25 – 132. Again, with a 5 point scale and 29 questions, scores above TSS= 87 (29*3) indicate satisfaction on some level.



Implementation

According to survey responses, consumers report some level of satisfaction with their services. This is reflected in consumer responses to Question# 30, "Overall, I am satisfied with the services..." with 93.5% agreement (Responses of 4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 93.6% overall satisfaction and consumers of child services reporting high overall satisfaction 88.9%.

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

- 94.8% I am an important part of the treatment process Q27.
- 93.8% I feel comfortable in asking questions regarding my treatment Q19.
- 93.5% My service provider spends adequate time with me Q20.
- 93.5% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q22.
- 91.8% I was informed about my rights and responsibilities regarding the treatment I have received Q18.
- 91.1% I trust my service provider Q23.
- 90.7% I am included in the development of my treatment/recovery plan and goals for recovery Q26.
- 87.3% My service provider explained the advantages of my therapy or treatment Q28.
- 85.9% My provider asks my permission before sharing my personal information Q21.

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

- 38.5% I had a choice when selecting my service provider Q16.
- 17.4% I was given information on how to get other services that I needed Q14.
- 17.2% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q25.
- 15.5% I have the option to change my service provider should I choose to Q17.

Summary responses from the Total group of respondents from this fiscal year (N=291) are presented in Table 1. Summary responses from just the respondents who received Adult services (N=282) are presented in Table 2. Summary responses from the respondents who received Child services (N=9) are presented in Table 3.

Table 1 – Total Satisfaction – Implementation All Adult and Child Services

N=291	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	78.4	14.8	2.7	0.8	1.0
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	71.5	17.5	2.7	1.1	4.8
15. When I came to this program I was given information on all the services that were available to me.	78.7	14.8	2.7	0.8	0.3
16. I had a choice when selecting my service provider.	54.0	38.5	2.2	1.1	1.4
17. I have the option to change my service provider should I choose to.	76.6	15.5	2.7	0.9	1.7
18. I was informed about my rights and responsibilities regarding the treatment I have received.	91.8	5.2	2.9	0.5	0.0
19. I feel comfortable in asking questions regarding my treatment.	93.8	5.5	2.9	0.5	0.3
20. My service provider spends adequate time with me.	93.5	4.5	2.9	0.5	0.7
21. My provider asks my permission before sharing my personal information.	85.9	4.1	2.9	0.7	3.1
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	93.5	3.1	3.0	0.6	3.1
23. I trust my service provider.	91.1	5.8	2.9	0.6	1.0
24. I feel safe at this facility.	78.0	1.0	3.5	1.2	18.6
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	71.8	17.2	2.7	1.1	4.8
26. I am included in the development of my treatment/recovery plan and goals for recovery.	90.7	4.5	2.9	0.5	0.0
27. I am an important part of the treatment process.	94.8	3.8	2.9	0.4	0.0
28. My service provider explained the advantages of my therapy or treatment.	87.3	7.2	2.8	0.6	0.7
29. My service provider explained the limitations of my therapy or treatment.	83.2	9.3	2.8	0.7	0.7
30. Overall, I am satisfied with the services I am receiving.	93.5	4.1	2.9	0.5	1.0

Table 2 – Total Satisfaction – Implementation Adult Services

N=282	% 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.	79.1	14.2	2.7	0.8	0.7
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	73.0	17.0	2.7	1.0	3.9
15. When I came to this program I was given information on all the services that were available to me.	79.1	14.9	2.7	0.8	0.4
16. I had a choice when selecting my service provider.	54.6	38.7	2.2	1.0	1.1
17. I have the option to change my service provider should I choose to.	78.0	14.5	2.7	0.8	1.4
18. I was informed about my rights and responsibilities regarding the treatment I have received.	92.6	4.6	2.9	0.4	0.0
19. I feel comfortable in asking questions regarding my treatment.	93.6	5.7	2.9	0.5	0.4
20. My service provider spends adequate time with me.	93.6	4.6	2.9	0.5	0.4
21. My provider asks my permission before sharing my personal information.	86.5	3.5	2.9	0.7	2.8
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	94.0	2.5	3.0	0.6	3.2
23. I trust my service provider. (Facility as a whole)	92.2	5.0	2.9	0.6	1.1
24. I feel safe at this facility.	77.7	1.1	3.5	1.2	19.1
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	72.7	16.3	2.7	1.0	4.6
26. I am included in the development of my treatment/recovery plan and goals for recovery.	91.5	3.9	2.9	0.4	0.0
27. I am an important part of the treatment process.	95.0	3.5	2.9	0.4	0.0
28. My service provider explained the advantages of my therapy or treatment.	87.9	6.4	2.8	0.6	0.7
29. My service provider explained the limitations of my therapy or treatment.	83.7	8.5	2.8	0.7	0.7
30. Overall, I am satisfied with the services I am receiving.	93.6	3.9	2.9	0.5	1.1

Table 3 – Total Satisfaction – Implementation Child Services

N=9	% 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.	55.6	33.3	2.7	1.6	11.1
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	22.2	33.3	3.2	2.2	33.3
15. When I came to this program I was given information on all the services that were available to me.	66.7	11.1	2.6	0.7	0.0
16. I had a choice when selecting my service provider.	33.3	33.3	2.4	1.6	11.1
17. I have the option to change my service provider should I choose to.	33.3	44.4	2.3	1.7	11.1
18. I was informed about my rights and responsibilities regarding the treatment I have received.	66.7	22.2	2.4	0.9	0.0
19. I feel comfortable in asking questions regarding my treatment.	100.0	0.0	3.0	0.0	0.0
20. My service provider spends adequate time with me.	88.9	0.0	3.3	1.0	11.1
21. My provider asks my permission before sharing my personal information.	66.7	22.2	2.9	1.5	11.1
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	77.8	22.2	2.6	0.9	0.0
23. I trust my service provider. (Facility as a whole)	55.6	33.3	2.2	1.0	0.0
24. I feel safe at this facility.	88.9	11.1	2.9	0.3	0.0
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	44.4	44.4	2.4	1.7	11.1
26. I am included in the development of my treatment/recovery plan and goals for recovery.	66.7	22.2	2.4	0.9	0.0
27. I am an important part of the treatment process.	88.9	11.1	2.8	0.7	0.0
28. My service provider explained the advantages of my therapy or treatment.	66.7	33.3	2.3	1.0	0.0
29. My service provider explained the limitations of my therapy or treatment.	66.7	33.3	2.3	1.0	0.0
30. Overall, I am satisfied with the services I am receiving.	88.9	11.1	2.8	0.7	0.0

Outcomes

Consumers also describe their lives as being better as a result of their services in a majority of cases. In total, 35.4% to 81.1% of consumers believe services have improved their lives in each outcome area. Additionally 11.7% to 29.2% of consumers believe that no change has resulted from their services. Only 2.4% to 8.2% believes that things are worse as a result of services.

Summary responses from the Total group of respondents from this fiscal year (N=291) are presented in Table 4. Summary responses from just the consumers who received Adult services (N=282) are presented in Table 5. Summary responses from the consumers who received Child services (N=9) are presented in Table 6.

Table 4 – Total Satisfaction – Outcome Questions All Adult and Child Services

Total N=291	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
31. Managing daily problems.	81.1	14.8	3.4	2.8	0.6	0.7
32. Feeling in control of my life.	76.3	17.2	5.8	2.7	0.6	0.7
33. Coping with personal crisis.	72.2	18.9	6.9	2.7	0.8	2.1
34. How I feel about myself.	78.0	14.4	7.2	2.7	0.6	0.3
35. Feeling good (hopeful) about the future.	79.0	13.4	6.9	2.7	0.6	0.7
36. Enjoying my free time.	77.3	15.8	4.8	2.8	0.7	2.1
37. Strengthening my social support network.	73.2	20.3	5.8	2.7	0.6	0.7
38. Being involved in community activities.	56.7	29.2	8.2	2.7	1.0	5.8
39. Participating with school or work activities.	35.4	11.7	2.4	4.4	1.7	50.5
40. Interacting with people in social situations.	70.8	22.3	6.5	2.7	0.6	0.3
41. Coping with specific problems or issue that led to seek services.	81.8	14.4	3.4	2.8	0.5	0.3

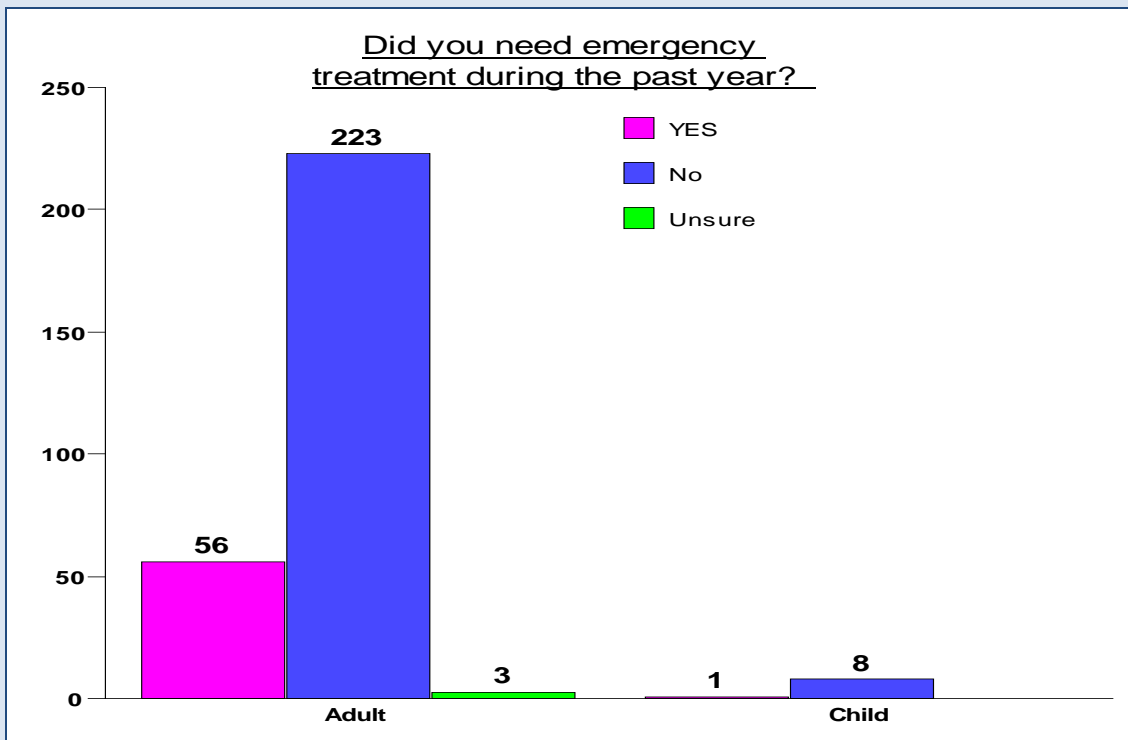
Table 5 – Total Satisfaction – Outcome Questions Adult Services

Total N=282	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
31. Managing daily problems.	81.2	14.9	3.5	2.8	0.5	0.4
32. Feeling in control of my life.	76.2	17.7	5.7	2.7	0.6	0.4
33. Coping with personal crisis.	72.3	18.4	7.1	2.7	0.8	2.1
34. How I feel about myself.	79.1	13.5	7.1	2.7	0.6	0.4
35. Feeling good (hopeful) about the future.	79.1	13.5	6.7	2.8	0.6	0.7
36. Enjoying my free time.	78.0	16.0	4.6	2.8	0.7	1.4
37. Strengthening my social support network.	73.4	19.9	6.0	2.7	0.6	0.7
38. Being involved in community activities.	56.0	29.4	8.5	2.7	1.0	6.0
39. Participating with school or work activities.	34.4	11.0	2.5	4.4	1.7	52.1
40. Interacting with people in social situations.	70.6	22.3	6.7	2.7	0.6	0.4
41. Coping with specific problems or issue that led to seek services.	81.9	14.2	3.5	2.8	0.5	0.4

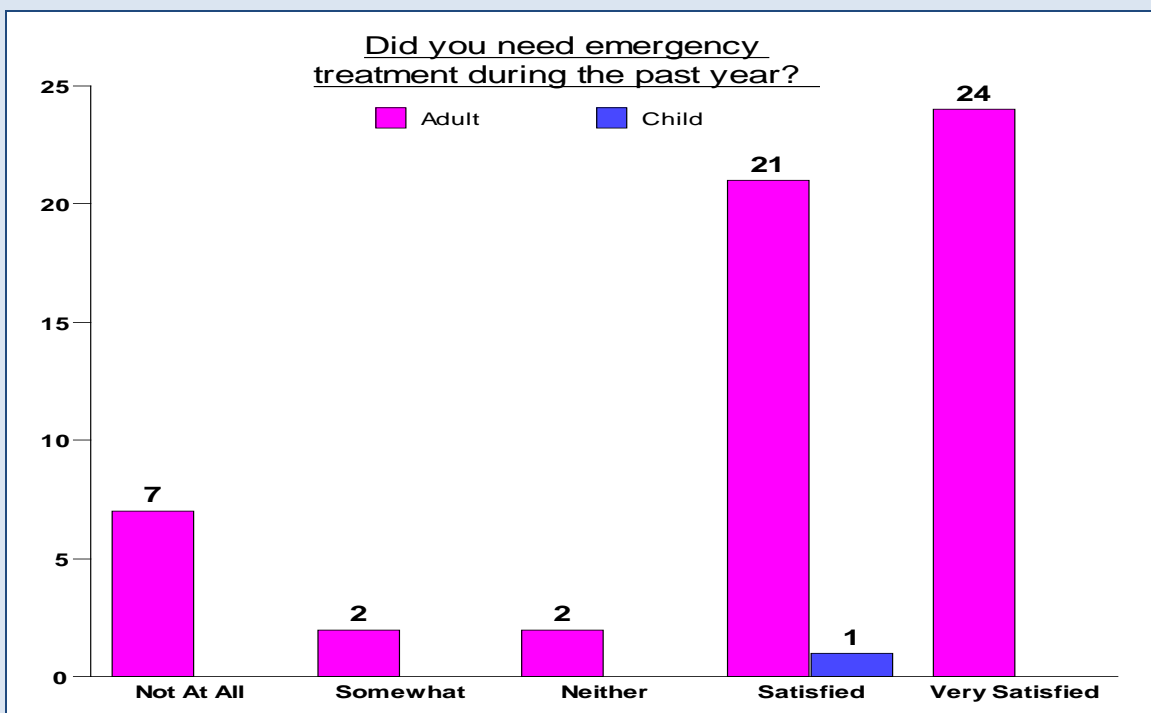
Table 6 – Total Satisfaction – Outcome Questions Child Services

Total N=9	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
31. Managing daily problems.	77.8	11.1	0.0	2.8	0.5	11.1
32. Feeling in control of my life.	77.8	11.1	0.0	2.7	0.6	11.1
33. Coping with personal crisis.	66.7	33.3	0.0	2.7	0.8	0.0
34. How I feel about myself.	44.4	44.4	11.1	2.7	0.6	0.0
35. Feeling good (hopeful) about the future.	77.8	11.1	11.1	2.8	0.6	0.0
36. Enjoying my free time.	55.6	11.1	11.1	2.8	0.7	22.2
37. Strengthening my social support network.	66.7	33.3	0.0	2.7	0.6	0.0
38. Being involved in community activities.	77.8	22.2	0.0	2.7	1.0	0.0
39. Participating with school or work activities.	66.7	33.3	0.0	4.4	1.7	0.0
40. Interacting with people in social situations.	77.8	22.2	0.0	2.7	0.6	0.0
41. Coping with specific problems or issue that led to seek services.	77.8	22.2	0.0	2.8	0.5	0.0

Emergency Treatment: 57 of the 291 respondents (19.6%) indicated they needed emergency mental health or substance abuse service during the past year. 231 (79.4%) consumers reported they did not need emergency service during the past year, and 3 (1.0%) were unsure.



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 3.95 with standard deviation 1.315. Of the consumers who felt that this question pertained to them 80.7% (46 of the 57) reported they were either Very Satisfied, or Satisfied, 15.8% (9 of 57), reported Somewhat or Not at all Satisfied.



Questions Regarding Treatment Environment

Comfort of Facility: 59.1% of all respondents rated the comfort of their treatment facility as Excellent or Good. 7.9% of all respondents rated the comfort of their treatment facility as Fair or Poor. 33.0% of consumers felt this question did not apply to them.

	Base	Q42A Rate: Comfort of Facility.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	291	1 0.30%	22 7.60%	85 29.20%	87 29.90%	96 33.00%
Adult	282	1 0.40%	20 7.10%	79 28.00%	86 30.50%	96 34.00%
Child	9	0 0	2 22.20%	6 66.70%	1 11.10%	0 0

Cleanliness of Facility: 59.8% of all respondents reported the cleanliness of their treatment facility as Excellent or Good. 7.6% of respondents reported the cleanliness of their treatment facility as Fair or Poor. 32.6% of consumers felt that this question did not apply to them.

	Base	Q42B Rate: Cleanliness of Facility.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	291	4 1.40%	18 6.20%	80 27.50%	94 32.30%	95 32.60%
Adult	282	4 1.40%	16 5.70%	77 27.30%	90 31.90%	95 33.70%
Child	9	0 0	2 22.20%	3 33.30%	4 44.40%	0 0

Friendliness of Staff: 79.4% of all respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 7.9% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor. 12.7% of consumers felt that this question did not apply to them.

	Base	Q42C Rate: Friendliness of Staff.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	291	3 1.00%	20 6.90%	90 30.90%	141 48.50%	37 12.70%
Adult	282	3 1.10%	18 6.40%	87 30.90%	137 48.60%	37 13.10%
Child	9	0 0	2 22.20%	3 33.30%	4 44.40%	0 0

Attentiveness of Staff: 80.4% of all respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 6.8% of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor. 12.7% of consumers felt that this question did not apply to them.

	Base	Q42D Rate: Attentiveness of Staff.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	291	3 1.00%	17 5.80%	94 32.30%	140 48.10%	37 12.70%
Adult	282	3 1.10%	16 5.70%	90 31.90%	136 48.20%	37 13.10%
Child	9	0 0	1 11.10%	4 44.40%	4 44.40%	0 0

Survey Tables by County of Residence and Age Group

The following tables show the Cross tabulation of the 29 questions by Age Group and County of residence for all respondents (N=291).

	Base	Q13 I know whom to call if I have questions about MH or SA services.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	6 2.10%	37 12.70%	17 5.80%	138 47.40%	90 30.90%	3 1.00%
Adult							
Cumberland	29	2 6.90%	0 0	2 6.90%	16 55.20%	9 31.00%	0 0
Dauphin	66	0 0	9 13.60%	2 3.00%	28 42.40%	27 40.90%	0 0
Lancaster	150	3 2.00%	19 12.70%	11 7.30%	74 49.30%	41 27.30%	2 1.30%
Lebanon	31	0 0	6 19.40%	2 6.50%	13 41.90%	10 32.30%	0 0
Perry	6	1 16.70%	0 0	0 0	3 50.00%	2 33.30%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	2 28.60%	0 0	3 42.90%	1 14.30%	1 14.30%
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	1 50.00%	0 0	1 50.00%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q14 I was given information on how to get other services that I needed (example: transportation, child care, employment training).					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	12 4.10%	39 13.40%	18 6.20%	139 47.80%	69 23.70%	14 4.80%
Adult							
Cumberland	29	2 6.90%	0 0	0 0	15 51.70%	10 34.50%	2 6.90%
Dauphin	66	2 3.00%	9 13.60%	4 6.10%	28 42.40%	22 33.30%	1 1.50%
Lancaster	150	6 4.00%	20 13.30%	9 6.00%	80 53.30%	29 19.30%	6 4.00%
Lebanon	31	1 3.20%	7 22.60%	4 12.90%	11 35.50%	6 19.40%	2 6.50%
Perry	6	1 16.70%	0 0	0 0	3 50.00%	2 33.30%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	2 28.60%	1 14.30%	1 14.30%	0 0	3 42.90%
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	1 50.00%	0 0	1 50.00%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q15 When I came to this program I was given information on all the services that were available to me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	5 1.70%	38 13.10%	18 6.20%	144 49.50%	85 29.20%	1 0.30%
Adult							
Cumberland	29	1 3.40%	1 3.40%	0 0	15 51.70%	12 41.40%	0 0
Dauphin	66	0 0	9 13.60%	2 3.00%	32 48.50%	23 34.80%	0 0
Lancaster	150	1 0.70%	23 15.30%	11 7.30%	78 52.00%	36 24.00%	1 0.70%
Lebanon	31	1 3.20%	5 16.10%	3 9.70%	13 41.90%	9 29.00%	0 0
Perry	6	1 16.70%	0 0	0 0	2 33.30%	3 50.00%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	1 14.30%	0 0	2 28.60%	3 42.90%	1 14.30%	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	0 0	1 50.00%	1 50.00%	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q16 I had a choice when selecting my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	13 4.50%	99 34.00%	18 6.20%	108 37.10%	49 16.80%	4 1.40%
Adult							
Cumberland	29	2 6.90%	8 27.60%	1 3.40%	12 41.40%	6 20.70%	0 0
Dauphin	66	3 4.50%	19 28.80%	3 4.50%	27 40.90%	13 19.70%	1 1.50%
Lancaster	150	6 4.00%	58 38.70%	10 6.70%	54 36.00%	21 14.00%	1 0.70%
Lebanon	31	1 3.20%	11 35.50%	2 6.50%	9 29.00%	8 25.80%	0 0
Perry	6	1 16.70%	0 0	0 0	3 50.00%	1 16.70%	1 16.70%
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	2 28.60%	2 28.60%	2 28.60%	0 0	1 14.30%
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	1 50.00%	0 0	1 50.00%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q17 I have the option to change my service provider should I choose to.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	7 2.40%	38 13.10%	18 6.20%	154 52.90%	69 23.70%	5 1.70%
Adult							
Cumberland	29	1 3.40%	1 3.40%	2 6.90%	17 58.60%	8 27.60%	0 0
Dauphin	66	2 3.00%	8 12.10%	4 6.10%	32 48.50%	20 30.30%	0 0
Lancaster	150	3 2.00%	21 14.00%	9 6.00%	84 56.00%	29 19.30%	4 2.70%
Lebanon	31	0 0	4 12.90%	2 6.50%	16 51.60%	9 29.00%	0 0
Perry	6	1 16.70%	0 0	0 0	3 50.00%	2 33.30%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	3 42.90%	1 14.30%	1 14.30%	1 14.30%	1 14.30%
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	1 50.00%	0 0	1 50.00%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q18 I was informed about my rights and responsibilities regarding treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	6 2.10%	9 3.10%	9 3.10%	176 60.50%	91 31.30%	0 0
Adult							
Cumberland	29	1 3.40%	0 0	0 0	17 58.60%	11 37.90%	0 0
Dauphin	66	2 3.00%	1 1.50%	2 3.00%	39 59.10%	22 33.30%	0 0
Lancaster	150	2 1.30%	4 2.70%	6 4.00%	94 62.70%	44 29.30%	0 0
Lebanon	31	0 0	2 6.50%	0 0	18 58.10%	11 35.50%	0 0
Perry	6	0 0	1 16.70%	0 0	3 50.00%	2 33.30%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	1 14.30%	0 0	1 14.30%	4 57.10%	1 14.30%	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	1 50.00%	0 0	1 50.00%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q19 I feel comfortable in asking questions regarding my treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	1 0.30%	15 5.20%	1 0.30%	167 57.40%	106 36.40%	1 0.30%
Adult							
Cumberland	29	0 0	1 3.40%	0 0	15 51.70%	13 44.80%	0 0
Dauphin	66	0 0	5 7.60%	0 0	36 54.50%	25 37.90%	0 0
Lancaster	150	1 0.70%	7 4.70%	0 0	96 64.00%	45 30.00%	1 0.70%
Lebanon	31	0 0	2 6.50%	1 3.20%	11 35.50%	17 54.80%	0 0
Perry	6	0 0	0 0	0 0	3 50.00%	3 50.00%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	0 0	0 0	5 71.40%	2 28.60%	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	0 0	1 50.00%	1 50.00%	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q20 My service provider spends adequate time with me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	3 1.00%	10 3.40%	4 1.40%	158 54.30%	114 39.20%	2 0.70%
Adult							
Cumberland	29	0 0	0 0	1 3.40%	13 44.80%	15 51.70%	0 0
Dauphin	66	1 1.50%	1 1.50%	1 1.50%	37 56.10%	26 39.40%	0 0
Lancaster	150	1 0.70%	6 4.00%	1 0.70%	89 59.30%	52 34.70%	1 0.70%
Lebanon	31	0 0	3 9.70%	1 3.20%	11 35.50%	16 51.60%	0 0
Perry	6	1 16.70%	0 0	0 0	2 33.30%	3 50.00%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	0 0	0 0	5 71.40%	1 14.30%	1 14.30%
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	0 0	1 50.00%	1 50.00%	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q21 My provider does not share my personal MH and/or SA information with others without my permission.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	4 1.40%	8 2.70%	20 6.90%	149 51.20%	101 34.70%	9 3.10%
Adult							
Cumberland	29	0 0	0 0	1 3.40%	16 55.20%	11 37.90%	1 3.40%
Dauphin	66	0 0	1 1.50%	2 3.00%	31 47.00%	28 42.40%	4 6.10%
Lancaster	150	2 1.30%	3 2.00%	14 9.30%	87 58.00%	42 28.00%	2 1.30%
Lebanon	31	1 3.20%	2 6.50%	3 9.70%	10 32.30%	14 45.20%	1 3.20%
Perry	6	1 16.70%	0 0	0 0	2 33.30%	3 50.00%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	2 28.60%	0 0	3 42.90%	1 14.30%	1 14.30%
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	0 0	0 0	2 100.00%	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q22 Program staff respects the role of my ethnic, cultural, religious background.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	5 1.70%	4 1.40%	1 0.30%	170 58.40%	102 35.10%	9 3.10%
Adult							
Cumberland	29	0 0	0 0	0 0	17 58.60%	12 41.40%	0 0
Dauphin	66	1 1.50%	0 0	0 0	38 57.60%	25 37.90%	2 3.00%
Lancaster	150	2 1.30%	3 2.00%	1 0.70%	95 63.30%	47 31.30%	2 1.30%
Lebanon	31	1 3.20%	0 0	0 0	12 38.70%	15 48.40%	3 9.70%
Perry	6	0 0	0 0	0 0	3 50.00%	1 16.70%	2 33.30%
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	1 14.30%	1 14.30%	0 0	5 71.40%	0 0	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	0 0	0 0	2 100.00%	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q23 I trust my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	6 2.10%	11 3.80%	6 2.10%	158 54.30%	107 36.80%	3 1.00%
Adult							
Cumberland	29	0 0	0 0	1 3.40%	13 44.80%	15 51.70%	0 0
Dauphin	66	1 1.50%	4 6.10%	1 1.50%	38 57.60%	22 33.30%	0 0
Lancaster	150	3 2.00%	4 2.70%	3 2.00%	89 59.30%	48 32.00%	3 2.00%
Lebanon	31	2 6.50%	0 0	0 0	13 41.90%	16 51.60%	0 0
Perry	6	0 0	0 0	0 0	2 33.30%	4 66.70%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	3 42.90%	1 14.30%	3 42.90%	0 0	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	0 0	0 0	2 100.00%	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q24 I feel safe at this facility.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	2 0.70%	1 0.30%	7 2.40%	133 45.70%	94 32.30%	54 18.60%
Adult							
Cumberland	29	0 0	0 0	0 0	12 41.40%	15 51.70%	2 6.90%
Dauphin	66	1 1.50%	0 0	1 1.50%	36 54.50%	20 30.30%	8 12.10%
Lancaster	150	1 0.70%	1 0.70%	5 3.30%	64 42.70%	40 26.70%	39 26.00%
Lebanon	31	0 0	0 0	0 0	14 45.20%	13 41.90%	4 12.90%
Perry	6	0 0	0 0	0 0	1 16.70%	4 66.70%	1 16.70%
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	0 0	1 14.30%	6 85.70%	0 0	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	0 0	0 0	2 100.00%	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q25 My service provider offered me the opportunity to involve my family, significant others and friends.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	10 3.40%	40 13.70%	18 6.20%	132 45.40%	77 26.50%	14 4.80%
Adult							
Cumberland	29	2 6.90%	2 6.90%	2 6.90%	15 51.70%	7 24.10%	1 3.40%
Dauphin	66	3 4.50%	13 19.70%	3 4.50%	27 40.90%	18 27.30%	2 3.00%
Lancaster	150	4 2.70%	18 12.00%	13 8.70%	72 48.00%	36 24.00%	7 4.70%
Lebanon	31	0 0	3 9.70%	0 0	14 45.20%	11 35.50%	3 9.70%
Perry	6	1 16.70%	0 0	0 0	2 33.30%	3 50.00%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	4 57.10%	0 0	2 28.60%	0 0	1 14.30%
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	0 0	0 0	2 100.00%	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q26 I am included in all meetings regarding my treatment plan & goals for recovery.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	6 2.10%	7 2.40%	14 4.80%	162 55.70%	102 35.10%	0 0
Adult							
Cumberland	29	0 0	0 0	1 3.40%	17 58.60%	11 37.90%	0 0
Dauphin	66	2 3.00%	2 3.00%	1 1.50%	36 54.50%	25 37.90%	0 0
Lancaster	150	2 1.30%	3 2.00%	10 6.70%	86 57.30%	49 32.70%	0 0
Lebanon	31	1 3.20%	1 3.20%	1 3.20%	15 48.40%	13 41.90%	0 0
Perry	6	0 0	0 0	0 0	3 50.00%	3 50.00%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	1 14.30%	0 0	1 14.30%	4 57.10%	1 14.30%	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	1 50.00%	0 0	1 50.00%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q27 I am an important part of the treatment process.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	6 2.10%	5 1.70%	4 1.40%	161 55.30%	115 39.50%	0 0
Adult							
Cumberland	29	0 0	0 0	0 0	15 51.70%	14 48.30%	0 0
Dauphin	66	2 3.00%	1 1.50%	2 3.00%	35 53.00%	26 39.40%	0 0
Lancaster	150	1 0.70%	3 2.00%	2 1.30%	89 59.30%	55 36.70%	0 0
Lebanon	31	1 3.20%	1 3.20%	0 0	13 41.90%	16 51.60%	0 0
Perry	6	1 16.70%	0 0	0 0	2 33.30%	3 50.00%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	1 14.30%	0 0	0 0	5 71.40%	1 14.30%	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	0 0	2 100.00%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q28 My service provider explained the advantages of my therapy or treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	5 1.70%	16 5.50%	14 4.80%	169 58.10%	85 29.20%	2 0.70%
Adult							
Cumberland	29	0 0	2 6.90%	1 3.40%	15 51.70%	11 37.90%	0 0
Dauphin	66	1 1.50%	2 3.00%	1 1.50%	43 65.20%	18 27.30%	1 1.50%
Lancaster	150	2 1.30%	7 4.70%	10 6.70%	93 62.00%	37 24.70%	1 0.70%
Lebanon	31	0 0	3 9.70%	2 6.50%	12 38.70%	14 45.20%	0 0
Perry	6	1 16.70%	0 0	0 0	3 50.00%	2 33.30%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	1 14.30%	2 28.60%	0 0	3 42.90%	1 14.30%	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	0 0	0 0	2 100.00%	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q29 My service provider explained the limitations of my therapy or treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	6 2.10%	21 7.20%	20 6.90%	164 56.40%	78 26.80%	2 0.70%
Adult							
Cumberland	29	0 0	4 13.80%	3 10.30%	13 44.80%	9 31.00%	0 0
Dauphin	66	1 1.50%	3 4.50%	4 6.10%	39 59.10%	19 28.80%	0 0
Lancaster	150	3 2.00%	8 5.30%	10 6.70%	92 61.30%	36 24.00%	1 0.70%
Lebanon	31	0 0	4 12.90%	3 9.70%	12 38.70%	11 35.50%	1 3.20%
Perry	6	1 16.70%	0 0	0 0	4 66.70%	1 16.70%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	1 14.30%	2 28.60%	0 0	3 42.90%	1 14.30%	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	0 0	1 50.00%	1 50.00%	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q30 Overall, I am satisfied with the services I am receiving.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	5 1.70%	7 2.40%	4 1.40%	144 49.50%	128 44.00%	3 1.00%
Adult							
Cumberland	29	0 0	0 0	0 0	15 51.70%	14 48.30%	0 0
Dauphin	66	1 1.50%	1 1.50%	0 0	31 47.00%	33 50.00%	0 0
Lancaster	150	2 1.30%	4 2.70%	4 2.70%	75 50.00%	62 41.30%	3 2.00%
Lebanon	31	1 3.20%	1 3.20%	0 0	16 51.60%	13 41.90%	0 0
Perry	6	1 16.70%	0 0	0 0	1 16.70%	4 66.70%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	1 14.30%	0 0	6 85.70%	0 0	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	0 0	0 0	2 100.00%	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q31 Managing daily problems.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	291	3 1.00%	7 2.40%	43 14.80%	107 36.80%	129 44.30%	2 0.70%
Adult							
Cumberland	29	0 0	0 0	2 6.90%	7 24.10%	20 69.00%	0 0
Dauphin	66	0 0	3 4.50%	8 12.10%	21 31.80%	34 51.50%	0 0
Lancaster	150	3 2.00%	3 2.00%	27 18.00%	55 36.70%	61 40.70%	1 0.70%
Lebanon	31	0 0	1 3.20%	4 12.90%	18 58.10%	8 25.80%	0 0
Perry	6	0 0	0 0	1 16.70%	1 16.70%	4 66.70%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	0 0	1 14.30%	4 57.10%	2 28.60%	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	0 0	1 50.00%	0 0	1 50.00%
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q32 Feeling in control of my life.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	291	6 2.10%	11 3.80%	50 17.20%	102 35.10%	120 41.20%	2 0.70%
Adult							
Cumberland	29	0 0	0 0	2 6.90%	10 34.50%	17 58.60%	0 0
Dauphin	66	1 1.50%	3 4.50%	13 19.70%	17 25.80%	32 48.50%	0 0
Lancaster	150	4 2.70%	6 4.00%	29 19.30%	54 36.00%	56 37.30%	1 0.70%
Lebanon	31	1 3.20%	1 3.20%	6 19.40%	12 38.70%	11 35.50%	0 0
Perry	6	0 0	0 0	0 0	3 50.00%	3 50.00%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	1 14.30%	0 0	5 71.40%	1 14.30%	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	0 0	1 50.00%	0 0	1 50.00%
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q33 Coping with personal crisis (example: relapse, serious health problems, death or illness of a loved one or friend, job loss, accident, etc.)					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	291	8 2.70%	12 4.10%	55 18.90%	103 35.40%	107 36.80%	6 2.10%
Adult							
Cumberland	29	0 0	0 0	1 3.40%	11 37.90%	15 51.70%	2 6.90%
Dauphin	66	1 1.50%	3 4.50%	13 19.70%	24 36.40%	25 37.90%	0 0
Lancaster	150	5 3.30%	7 4.70%	30 20.00%	52 34.70%	52 34.70%	4 2.70%
Lebanon	31	1 3.20%	2 6.50%	8 25.80%	13 41.90%	7 22.60%	0 0
Perry	6	1 16.70%	0 0	0 0	0 0	5 83.30%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	0 0	3 42.90%	2 28.60%	2 28.60%	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	0 0	1 50.00%	1 50.00%	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q34 How I feel about myself.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	291	7 2.40%	14 4.80%	42 14.40%	96 33.00%	131 45.00%	1 0.30%
Adult							
Cumberland	29	1 3.40%	0 0	3 10.30%	8 27.60%	17 58.60%	0 0
Dauphin	66	2 3.00%	3 4.50%	9 13.60%	22 33.30%	30 45.50%	0 0
Lancaster	150	3 2.00%	8 5.30%	20 13.30%	53 35.30%	65 43.30%	1 0.70%
Lebanon	31	1 3.20%	2 6.50%	5 16.10%	9 29.00%	14 45.20%	0 0
Perry	6	0 0	0 0	1 16.70%	3 50.00%	2 33.30%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	1 14.30%	2 28.60%	1 14.30%	3 42.90%	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	2 100.00%	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q35 Feeling good (hopeful) about the future.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	291	6 2.10%	14 4.80%	39 13.40%	90 30.90%	140 48.10%	2 0.70%
Adult							
Cumberland	29	0 0	0 0	3 10.30%	6 20.70%	20 69.00%	0 0
Dauphin	66	2 3.00%	4 6.10%	10 15.20%	20 30.30%	29 43.90%	1 1.50%
Lancaster	150	2 1.30%	7 4.70%	21 14.00%	52 34.70%	67 44.70%	1 0.70%
Lebanon	31	1 3.20%	2 6.50%	3 9.70%	7 22.60%	18 58.10%	0 0
Perry	6	1 16.70%	0 0	1 16.70%	2 33.30%	2 33.30%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	1 14.30%	0 0	2 28.60%	4 57.10%	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	1 50.00%	1 50.00%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q36 Enjoying my free time.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	291	6 2.10%	8 2.70%	46 15.80%	91 31.30%	134 46.00%	6 2.10%
Adult							
Cumberland	29	0 0	1 3.40%	7 24.10%	4 13.80%	17 58.60%	0 0
Dauphin	66	2 3.00%	1 1.50%	8 12.10%	26 39.40%	29 43.90%	0 0
Lancaster	150	2 1.30%	4 2.70%	23 15.30%	50 33.30%	68 45.30%	3 2.00%
Lebanon	31	1 3.20%	2 6.50%	5 16.10%	8 25.80%	14 45.20%	1 3.20%
Perry	6	0 0	0 0	2 33.30%	1 16.70%	3 50.00%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	1 14.30%	0 0	0 0	1 14.30%	3 42.90%	2 28.60%
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	1 50.00%	1 50.00%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q37 Strengthening my social support network.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	291	5 1.70%	12 4.10%	59 20.30%	90 30.90%	123 42.30%	2 0.70%
Adult							
Cumberland	29	0 0	0 0	4 13.80%	6 20.70%	19 65.50%	0 0
Dauphin	66	1 1.50%	1 1.50%	13 19.70%	23 34.80%	28 42.40%	0 0
Lancaster	150	2 1.30%	7 4.70%	28 18.70%	48 32.00%	63 42.00%	2 1.30%
Lebanon	31	1 3.20%	4 12.90%	10 32.30%	7 22.60%	9 29.00%	0 0
Perry	6	1 16.70%	0 0	1 16.70%	4 66.70%	0 0	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	0 0	2 28.60%	2 28.60%	3 42.90%	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	1 50.00%	0 0	1 50.00%	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q38 Being involved in the community or in organizations outside of MH or SA activities.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	291	10 3.40%	14 4.80%	85 29.20%	78 26.80%	87 29.90%	17 5.80%
Adult							
Cumberland	29	1 3.40%	1 3.40%	6 20.70%	6 20.70%	14 48.30%	1 3.40%
Dauphin	66	3 4.50%	4 6.10%	21 31.80%	17 25.80%	18 27.30%	3 4.50%
Lancaster	150	2 1.30%	7 4.70%	39 26.00%	45 30.00%	44 29.30%	13 8.70%
Lebanon	31	3 9.70%	2 6.50%	15 48.40%	3 9.70%	8 25.80%	0 0
Perry	6	1 16.70%	0 0	2 33.30%	2 33.30%	1 16.70%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	0 0	1 14.30%	4 57.10%	2 28.60%	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	1 50.00%	1 50.00%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q39 Participation in school and/or work activities.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	291	2 0.70%	5 1.70%	34 11.70%	53 18.20%	50 17.20%	147 50.50%
Adult							
Cumberland	29	0 0	0 0	4 13.80%	5 17.20%	8 27.60%	12 41.40%
Dauphin	66	1 1.50%	1 1.50%	4 6.10%	17 25.80%	11 16.70%	32 48.50%
Lancaster	150	0 0	3 2.00%	15 10.00%	25 16.70%	22 14.70%	85 56.70%
Lebanon	31	1 3.20%	1 3.20%	7 22.60%	2 6.50%	6 19.40%	14 45.20%
Perry	6	0 0	0 0	1 16.70%	1 16.70%	0 0	4 66.70%
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	0 0	1 14.30%	3 42.90%	3 42.90%	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	2 100.00%	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q40 Interacting with people in social situations.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	291	5 1.70%	14 4.80%	65 22.30%	99 34.00%	107 36.80%	1 0.30%
Adult							
Cumberland	29	0 0	0 0	4 13.80%	10 34.50%	15 51.70%	0 0
Dauphin	66	1 1.50%	3 4.50%	16 24.20%	19 28.80%	27 40.90%	0 0
Lancaster	150	3 2.00%	6 4.00%	34 22.70%	53 35.30%	53 35.30%	1 0.70%
Lebanon	31	1 3.20%	5 16.10%	9 29.00%	10 32.30%	6 19.40%	0 0
Perry	6	0 0	0 0	0 0	3 50.00%	3 50.00%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	0 0	1 14.30%	3 42.90%	3 42.90%	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	1 50.00%	1 50.00%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

	Base	Q41 Dealing with specific problems or issues that led me to seek services.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	291	5 1.70%	5 1.70%	42 14.40%	98 33.70%	140 48.10%	1 0.30%
Adult							
Cumberland	29	0 0	0 0	2 6.90%	7 24.10%	20 69.00%	0 0
Dauphin	66	1 1.50%	0 0	11 16.70%	19 28.80%	35 53.00%	0 0
Lancaster	150	4 2.70%	5 3.30%	19 12.70%	53 35.30%	68 45.30%	1 0.70%
Lebanon	31	0 0	0 0	7 22.60%	11 35.50%	13 41.90%	0 0
Perry	6	0 0	0 0	1 16.70%	2 33.30%	3 50.00%	0 0
Child							
Cumberland	0	0 0	0 0	0 0	0 0	0 0	0 0
Dauphin	7	0 0	0 0	1 14.30%	5 71.40%	1 14.30%	0 0
Lancaster	0	0 0	0 0	0 0	0 0	0 0	0 0
Lebanon	2	0 0	0 0	1 50.00%	1 50.00%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0	0 0	0 0

Perform Care Comments

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

- Could have gone to counselor.
- I have a case mgr who calls me.
- I haven't had them long.

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

- When in hospital at Philhaven it was like a dictatorship.

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

- I'll talk to my care mgr.
- I always called my insurance company.
- Provided Consumer with number.

Q4 In the last 12 months, did you call member services at Perform Care to get information?

- Didn't need to.

Q4a I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.

- I had to file an appeal to get healthy plus plan for insurance.

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

- Family member suggested Mazzitti and Sullivan.
- I graduated from peer support.
- I was in rehab and got insurance choice. I chose here because I've been here before.
- I was in rehab and was familiar with pa counseling and my counselor.
- My case manager recommended someone. Everyone on my team is really doing their job.
- Not that I know of.
- Not too many options.
- Was court ordered to this program.

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

- As long as I needed it.
- From what I read in my packet for insurance it is all covered.
- I saw it somewhere though.
- Not sure just got insurance.
- They reevaluate regularly.
- Told me they would cover everything I needed.

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

- Whenever consumer calls can't get through. Needs his medical numbers.

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

- But there are times I'm not.
- I don't like how they don't approve some medications. They need an approval and more information after my doctor writes a script.
- I am never able to get answers.
- Never knew who they were. Was given the list of numbers.

- Was denied services for mental health.

Additional Perform Care Comments

- Called Perform Care to see why services dropped, no one could answer. They told me to call welfare.
- They helped me a lot.
- Wasn't aware of who Perform Care was.