



# **Consumer Satisfaction Services, Inc.**

**Capital Region  
1st Quarter 2021**

**PREPARED FOR:**

**Capital Area Behavioral Health Collaborative (CABHC)**

**Prepared By  
Consumer Satisfaction Services**

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# **Consumer Satisfaction Services, Inc.**

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**Consumer Satisfaction Services, Inc. (CSS) is a non-profit, tax exempt organization recognized by the Internal Revenue Service under Section 501 (C) (3) of the United States Tax Code.**

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# Executive Summary

## Survey Protocol

Consumer Satisfaction Services (CSS) is a consumer operated non-profit organization. CSS gives a voice to consumers, by giving them the opportunity to express their opinion of services received as well as their treatment wants and needs. CSS also helps to identify trends and institute change for future consumers. Half of the CSS Board of Directors and all staff are self-identified as being in mental health and/or substance abuse recovery or identify as a family member.

All Consumer/Family Satisfaction Team (C/FST) surveyors have their criminal background check, child abuse history clearances and confidentiality statements updated on an annual basis and FBI clearances updated every 5 years.

Typically, surveyors are present at the CSS office to schedule face-to-face appointments and occasional telephonic interviews. The surveyors schedule appointments using the consumer names provided by Capital Area Behavioral Health Collaborative. In order to keep staff and respondents safe, CSS continues to survey individuals over the phone rather than visit in person for face to face interviews. CSS continues to develop guidelines regarding the process of completing surveys with recipients of services in order to obtain that valuable feedback and was able to work in collaboration with CSG Psychiatric Rehabilitation in Lebanon County to safely conduct surveys with recipients at that physical location.

The survey consists of 45 questions that cover topics including satisfaction with PerformCare, satisfaction with services being received, and the impact of services on over-all life improvement.

Consumers are given the opportunity to decline a survey and are free to end the survey at any point. Consumers have the option to skip or refuse to answer any question if they choose. The confidentiality of each consumer is protected, and any identifying information will be removed to ensure that protection.

## Statistical Analysis

Consumer Satisfaction Services utilizes the data analysis programs SNAP and SPSS. The Mean Satisfaction Score is calculated for each individual based on responses to 28 of the survey questions. These 28 questions focus on satisfaction with services received and the perceived effects (outcomes) of services.

Each question has 5 possible responses that are included in the Mean Satisfaction Score. The responses range from 1 (Strongly Disagree) to 5 (Strongly Agree), this is called a Likert Scale. Higher scores represent higher satisfaction. All of these numbers are combined (added up) and that number is divided by the total number of questions (28) and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score is 140 (5\*28) and the lowest possible score is 28 (1\*28). The mean scores of each survey are then combined to find the Total Satisfaction Score or the average score based on all responses.

Total Satisfaction Score is compared with other demographic information in an attempt to identify statistically significant differences.

The use of the word 'significant' in this document indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05. A significant trend indicates a probability level which approaches significance i.e., the probability level is between .05 and 1.0. Significance at 5% (.05) level means that there is a 95% confidence level that it can be repeated with a different population or that there is a 5% chance that the findings are due to chance.

CSS has set a benchmark for consumer responses in the Services and Outcomes of Services sections of this report. Strongly Agree and Agree scores of 85% or above indicate high satisfaction, and Strongly Disagree and Disagree scores of 15% or above indicate low levels of satisfaction requiring further exploration.

Frequencies may not sum to total (n=317) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.

## Survey Information

- Sample: The survey represents 317 (n=317) respondents from the Capital Region including 192 adult consumers (60.6%) and 125 child/adolescents (39.4%).
- Sample: Of the 192 adult consumers, 188 (97.9%) responded for themselves, 2 (1.0%) had a parent/guardian respond for them, and 2 (1.0%) responded for themselves with the additional input of a parent/guardian. Of the 125 child/adolescent consumers, 1 (0.8%) responded for themselves, 117 (93.6%) had a parent/guardian respond for them, and 7 (5.6%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 3 treatment levels of care were utilized by respondents and are included in this reporting period, 201 (63.4%) Partial Hospitalization Program, 67 (21.1%) Psychiatric Rehabilitation, and 49 (15.5%) Mobile Psychiatric Nursing services.
- Methods: Data was collected by 6 interviewers.
- Treatment Facility: Data was collected from 9 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 317 interviews 299 (94.3%) were conducted by phone, and 18 (5.7%) were conducted face to face.

## Services

The standard 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:

- 97.5% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 97.2% You are an important part of the treatment process Q26.
- 96.5% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 96.2% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 95.0% You feel comfortable in asking questions regarding your treatment Q18.
- 95.0% Your provider asks your permission before sharing your personal information Q20.
- 92.7% Your service provider spends adequate time with you Q19.
- 92.7% You trust your service provider Q22.
- 92.7% Your service provider explained the advantages of your therapy or treatment Q27.
- 91.8% Your provider informed you who to call if you have questions about your mental health/crisis or substance abuse services Q13.

- 91.2% Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.) Q15.
- 90.2% Overall, you are satisfied with the services you received/are receiving Q29.
- 89.6% Your service provider explained the limitations of your therapy or treatment Q28.
- 89.0% You have the option to change your service provider should you choose to Q16.
- 88.6% You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training) Q14.
- 86.1% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.

## **Outcomes**

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

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 61.8% to 79.5% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 15.5% to 27.4% of responses reflect that no change has resulted from involvement in services. Finally, 4.1% to 8.8% of responses reflect that things are worse as a result of services.

*\* Involved in the community or in organizations outside of mental health/substance abuse activities Q37. A high number of consumers reported that this question did not apply to them. With these cases removed, 63.3% reported that participation in community activities is better or much better, 32.8% reported no change, and 4.0% reported this as worse or much worse. This is a more accurate representation of the data.*

*\*Participating with school or work activities Q38. A high number of consumers reported that this question did not apply to them. With these cases removed, 63.4% reported that participating with school or work is better or much better, 29.6% reported no change, and 7.0% reported this as worse or much worse. This is a more accurate representation of the data.*

**We welcome questions, comments and suggestions. Please contact:**

**Abby Robinson**  
**C/FST Manager**  
**4775 Linglestown Road**  
**Harrisburg PA, 17112**  
**(717) 651-1070**

## **Request for Assistance**

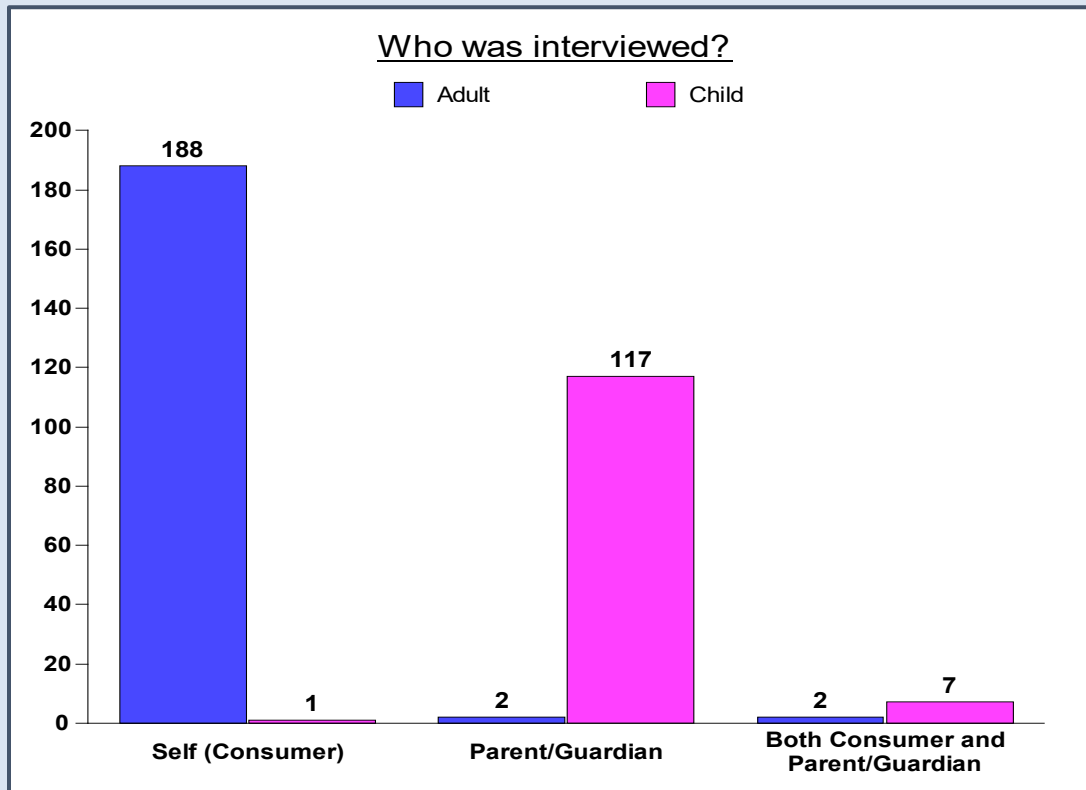
During the interview, if a consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), PerformCare or any other part of the behavioral health system that can reasonably be addressed, the surveyor will ask the consumer if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

- CSS had no Requests for Assistance for the 1st Quarter 2021.

\* If at any point during the survey a consumer reports an event or situation where they felt that they were mistreated by their provider, CSS automatically offers to conduct a Request for Assistance. If the consumer declines the RFA, CSS records the event, and it is reported in the provider specific report within the consumer comments.

## Survey Information

- Sample: The survey represents 317 ( $n=317$ ) respondents from the Capital Region including 192 adult consumers (60.6%) and 125 child/adolescents (39.4%).
- Sample: Of the 192 adult consumers, 188 (97.9%) responded for themselves, 2 (1.0%) had a parent/guardian respond for them, and 2 (1.0%) responded for themselves with the additional input of a parent/guardian. Of the 125 child/adolescent consumers, 1 (0.8%) responded for themselves, 117 (93.6%) had a parent/guardian respond for them, and 7 (5.6%) responded for themselves with the additional input of a parent/guardian.



- Level of Care: In all, 3 treatment levels of care were utilized by respondents and are included in this reporting period, 201 (63.4%) Partial Hospitalization Program, 67 (21.1%) Psychiatric Rehabilitation, and 49 (15.5%) Mobile Psychiatric Nursing services.
- Methods: Data was collected by 6 interviewers.
- Treatment Facility: Data was collected from 9 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 317 interviews 299 (94.3%) were conducted by phone, and 18 (5.7%) were conducted face to face.



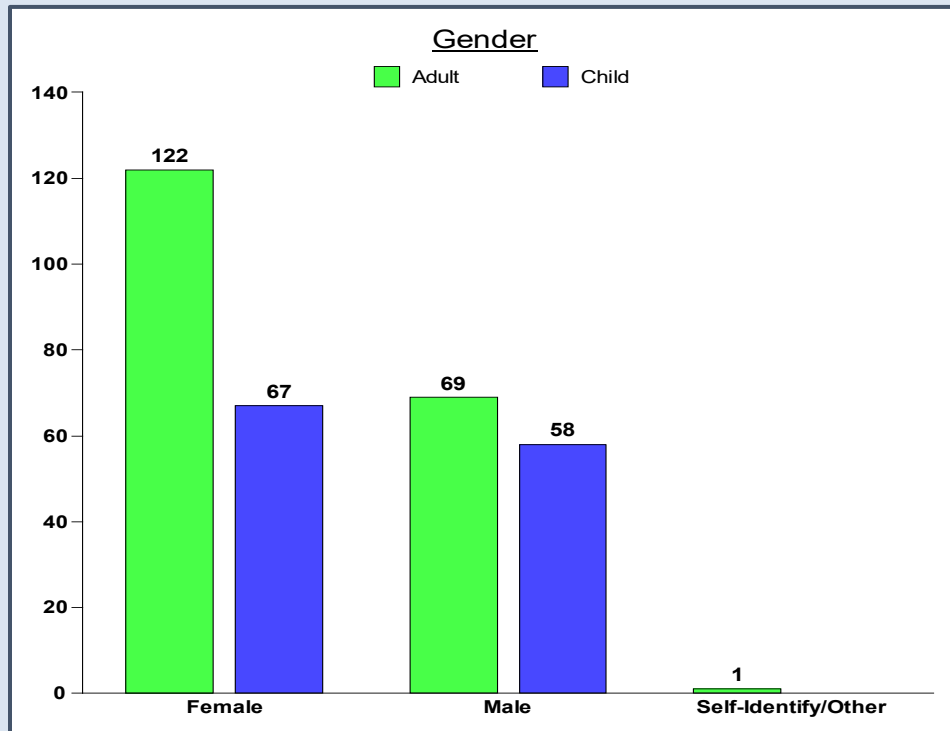
**County of Residence:**

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster (38.5%). The remaining respondents reported residence in Dauphin (27.1%), Lebanon (18.9%), Cumberland (13.2%), and Perry County (2.2%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
<b>Total</b>	<b>317</b>	<b>42</b> <b>13.20%</b>	<b>86</b> <b>27.10%</b>	<b>122</b> <b>38.50%</b>	<b>60</b> <b>18.90%</b>	<b>7</b> <b>2.20%</b>
<b>Age Type</b>						
<b>Adult</b>	192	34 17.70%	52 27.10%	60 31.30%	42 21.90%	4 2.10%
<b>Child</b>	125	8 6.40%	34 27.20%	62 49.60%	18 14.40%	3 2.40%

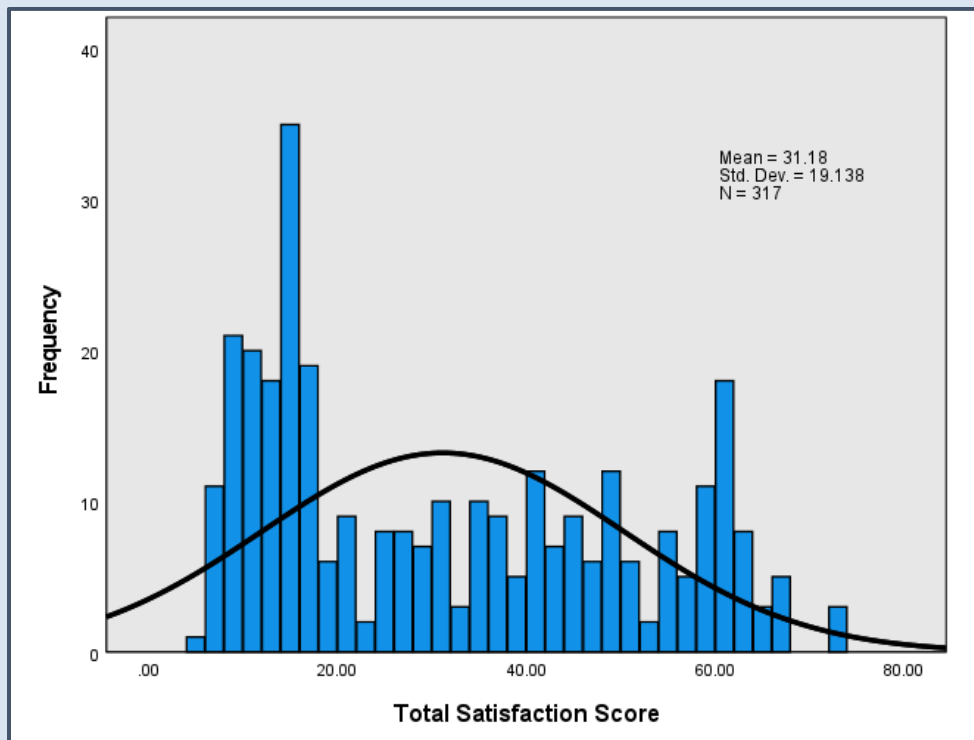
## Demographic Information

**Gender:** Overall, the sample is 59.6% Female (189), 40.1% Male (127), and 0.3% Self-Identify/Other (1). Of the 192 adult consumers, 63.5% Female (122), 35.9% Male (69), and 0.5% Self Identify/Other (1). Of the 125 child/adolescent consumers, 53.6% Female (67), and 46.4% Male (58).



**Age:** Age of all respondents ranged from 5-72 years, with a mean age of 31.18 (SD 19.138).

### Age of All Respondents



**Race:** 195 respondents (61.5%) reported their race as White/Caucasian, 44 (13.9%) as African American, 35 (11.0%) as Multi-Racial, 30 (9.5%) as Hispanic/Latino, 6 (1.9%) as Other, 4 (1.3%) as Asian/Pacific Islander, 2 (0.6%) did not answer this question, and 1 (0.3%) as Native American/American Indian.

	Total	Age Type	
		Adult	Child
<b>Total</b>	<b>317</b>	<b>192</b> <b>60.60%</b>	<b>125</b> <b>39.40%</b>
<b>Race</b>			
<b>African American</b>	44	26 59.10%	18 40.90%
<b>Asian/Pacific Islander</b>	4	3 75.00%	1 25.00%
<b>Hispanic/Latino</b>	30	11 36.70%	19 63.30%
<b>Native American/American Indian</b>	1	1 100.00%	0
<b>White/Caucasian</b>	195	129 66.20%	66 33.80%
<b>Multi-Racial</b>	35	15 42.90%	20 57.10%
<b>Other</b>	6	5 83.30%	1 16.70%
<b>Did Not Answer</b>	2	2 100.00%	0

## Consumer Satisfaction

This section of the report looks at different dimensions of consumer satisfaction with Partial Hospitalization, Psychiatric Rehabilitation and Mobile Psychiatric Nursing services and also reports on any statistically significant differences 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/Much Worse) to 5 (Strongly Agree/Much Better), 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. Significance at 5% (.05) level means that there is a 95% confidence level that it can be repeated with a different population or that there is a 5% chance that the findings are due to chance.

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

**Survey Information:** Overall, 317 of the 173 respondents (54.6%) reported they had been interviewed by their provider within the last year, 111 (35.0%) reported they had not been interviewed, and 33 (10.4%) were not sure.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
<b>Total</b>	<b>317</b>	<b>173</b> <b>54.60%</b>	<b>111</b> <b>35.00%</b>	<b>33</b> <b>10.40%</b>	<b>0</b> <b>0</b>
<b>Age Type</b>					
<b>Adult</b>	192	109 56.80%	59 30.70%	24 12.50%	0 0
<b>Child</b>	125	64 51.20%	52 41.60%	9 7.20%	0 0

**Service Delay:**

- Of the 317 consumers, 13 (4.1%) reported that they experienced some delay before beginning treatment. 234 consumers (73.8%) reported no delay before beginning treatment, and 70 (22.1%) consumers felt that this question did not apply to them.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
<b>Total</b>	<b>317</b>	<b>13</b> 4.10%	<b>234</b> 73.80%	<b>70</b> 22.10%
<b>Age Type</b>				
<b>Adult</b>	192	4 2.10%	146 76.00%	42 21.90%
<b>Child</b>	125	9 7.20%	88 70.40%	28 22.40%

**Emergency Treatment:** 80 of the 317 respondents (25.2%) indicated they needed emergency mental health or substance abuse service during the past year; 236 respondents (74.4%) reported that they did not need emergency service and 1 (0.3%) reported that they were not sure.

- Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 4.29 with standard deviation 1.127.

	Total	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
<b>Total</b>	<b>80</b>	<b>6</b> 7.50%	<b>1</b> 1.30%	<b>3</b> 3.80%	<b>24</b> 30.00%	<b>46</b> 57.50%
<b>Age Type</b>						
<b>Adult</b>	40	4 10.00%	1 2.50%	2 5.00%	16 40.00%	17 42.50%
<b>Child</b>	40	2 5.00%	0 0	1 2.50%	8 20.00%	29 72.50%

## Mean Satisfaction of Treatment Facilities

- Data was collected from 9 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. To help with interpretation, scores highlighted in **Green** (113-140) indicate a high level of satisfaction, scores highlighted in **Yellow** (85-112) indicate some level of satisfaction and scores highlighted in **Red** (below 84) indicate some level of dissatisfaction.

<b>Total Satisfaction Score</b>			
Name of Treatment Facility	N	Mean	Std. Deviation
COMMUNITY SERVICES GROUP	55	115.55	11.17
WELLSPAN PHILHAVEN	92	114.91	11.26
KEYSTONE SERVICE SYSTEMS INC	13	114.90	12.16
MERAKEY	26	114.75	8.34
HOLY SPIRIT HOSPITAL	7	114.07	10.86
T W PONESSA & ASSOCIATES COUNSELING SERVICES INC	23	113.97	10.07
STEVENS CENTER	26	112.17	9.34
BEHAVIORAL HEALTHCARE CORPORATION	37	112.00	12.34
PENNSYLVANIA PSYCHIATRIC INSTITUTE	38	111.50	11.39
<b>Total</b>	<b>317</b>	<b>113.95</b>	<b>10.95</b>

<b>Adult</b>			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
WELLSPAN PHILHAVEN	27	115.82	11.04
COMMUNITY SERVICES GROUP	55	115.55	11.17
KEYSTONE SERVICE SYSTEMS INC	13	114.90	12.16
MERAKEY	26	114.75	8.34
HOLY SPIRIT HOSPITAL	7	114.07	10.86
PENNSYLVANIA PSYCHIATRIC INSTITUTE	1	113.89	0.00
STEVENS CENTER	26	112.17	9.34
BEHAVIORAL HEALTHCARE CORPORATION	37	112.00	12.34
<b>Total</b>	<b>192</b>	<b>114.23</b>	<b>10.79</b>

<b>Child/Adolescent</b>			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
WELLSPAN PHILHAVEN	65	114.54	11.42
T W PONESSA & ASSOCIATES COUNSELING SERVICES INC	23	113.97	10.07
PENNSYLVANIA PSYCHIATRIC INSTITUTE	37	111.44	11.54
<b>Total</b>	<b>125</b>	<b>113.52</b>	<b>11.22</b>

## Mean Satisfaction Level of Care

<b>Total Satisfaction Score</b>			
Level of Care	N	Mean	Std. Deviation
PSYCH REHABILITATION	67	115.86	10.58
PARTIAL HOSPITALIZATION	201	113.70	10.82
MOBILE PSYCH NURSING	49	112.37	11.82
<b>Total</b>	<b>317</b>	<b>113.95</b>	<b>10.95</b>

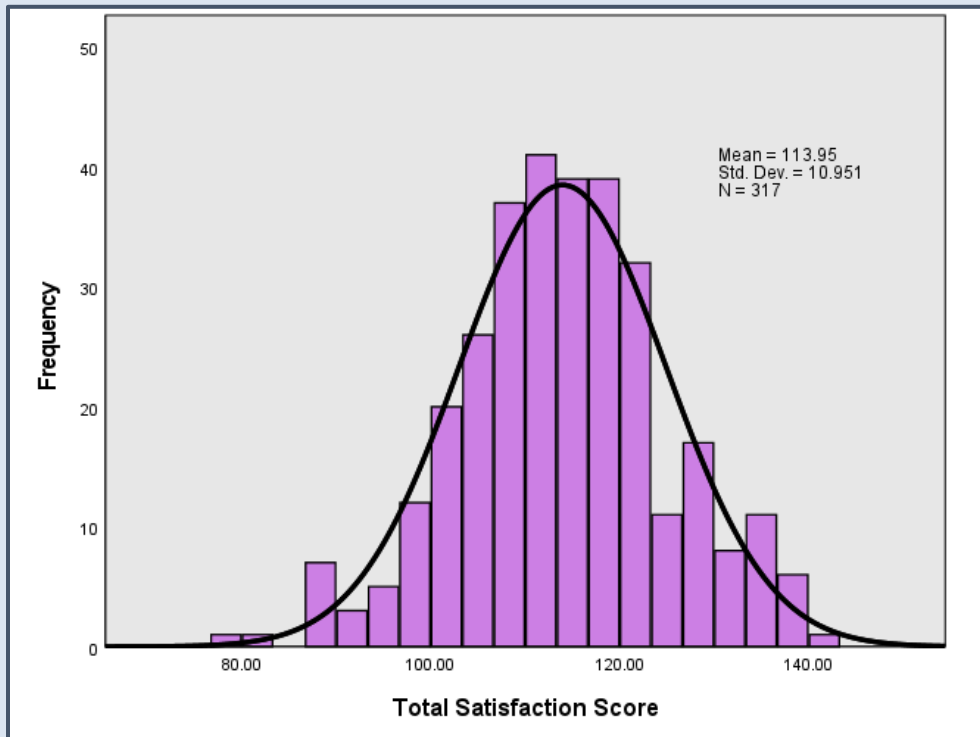
<b>Adult</b>			
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
PSYCH REHABILITATION	67	115.86	10.58
PARTIAL HOSPITALIZATION	76	114.00	10.20
MOBILE PSYCH NURSING	49	112.37	11.82
<b>Total</b>	<b>192</b>	<b>114.23</b>	<b>10.79</b>

<b>Child/Adolescent</b>			
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
PARTIAL HOSPITALIZATION	125	113.5158	11.21709
<b>Total</b>	<b>125</b>	<b>113.5158</b>	<b>11.21709</b>

## Total Satisfaction

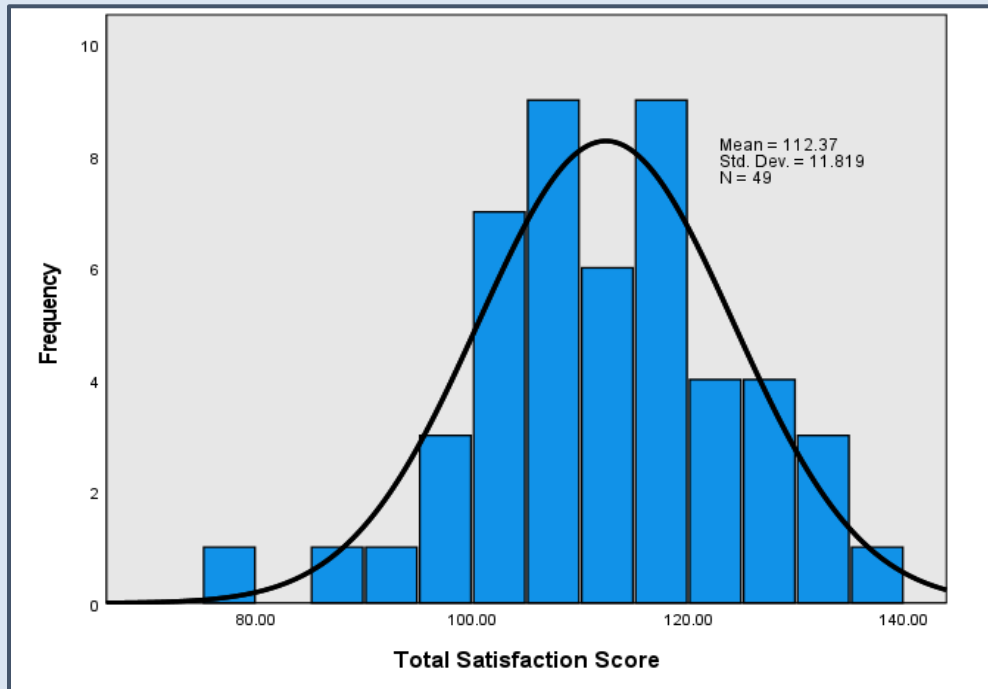
**Overall Satisfaction:** CSS includes 28 questions in the Total Satisfaction Score (TSS). These are questions 13-40 on the standard survey. Each question has 5 possible responses that are figured into the score. The responses ranged from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better). Higher scores on questions represent higher satisfaction. The scale has a range of 28-140. Scores 113-140 indicate a high level of satisfaction, scores 85-112 indicate some level of satisfaction and scores below 84 indicate some level of dissatisfaction.

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 113.95 with a standard deviation 10.951 indicating a high level of satisfaction. The TSS scores ranged from 40.38–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.





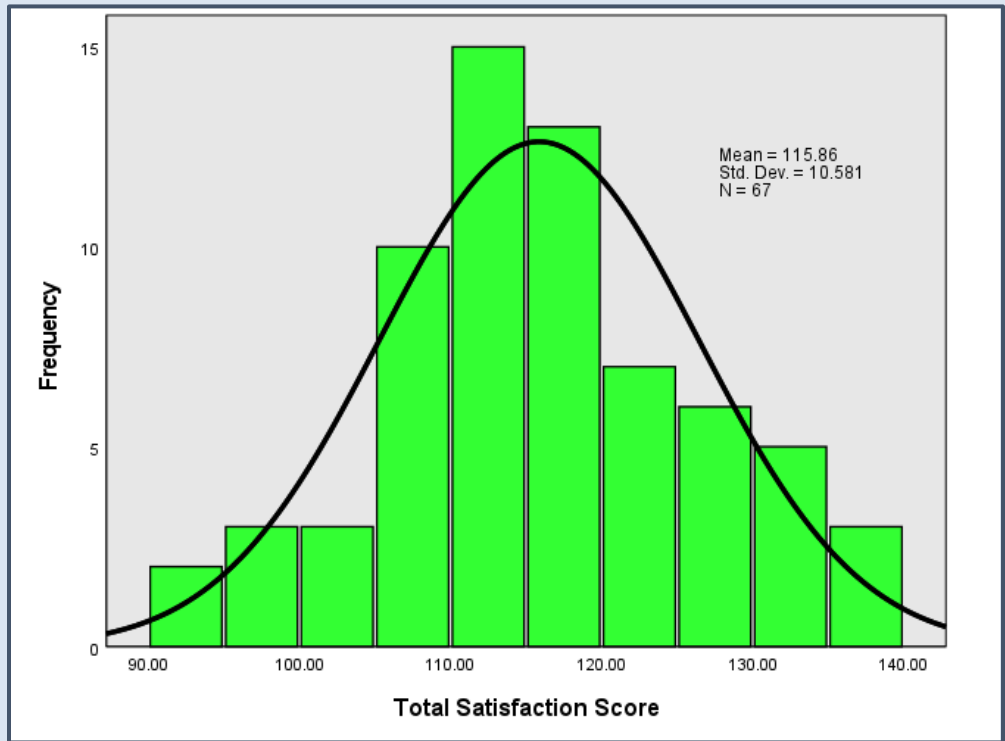
- The overall mean for all Mobile Psychiatric Nursing respondents for Total Satisfaction Score (TSS) was 112.37 with a standard deviation 12.643 indicating a high level of satisfaction. The TSS scores ranged from 79.97–138.05. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for Partial Hospitalization Program respondents for Total Satisfaction Score (TSS) was 113.70 with a standard deviation 10.827 indicating some level of satisfaction. The TSS scores ranged from 82.10–140.00. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for Psychiatric Rehabilitation respondents for Total Satisfaction Score (TSS) was 115.86 with a standard deviation 10.58 indicating a high level of satisfaction. The TSS scores ranged from 93.32–138.89. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

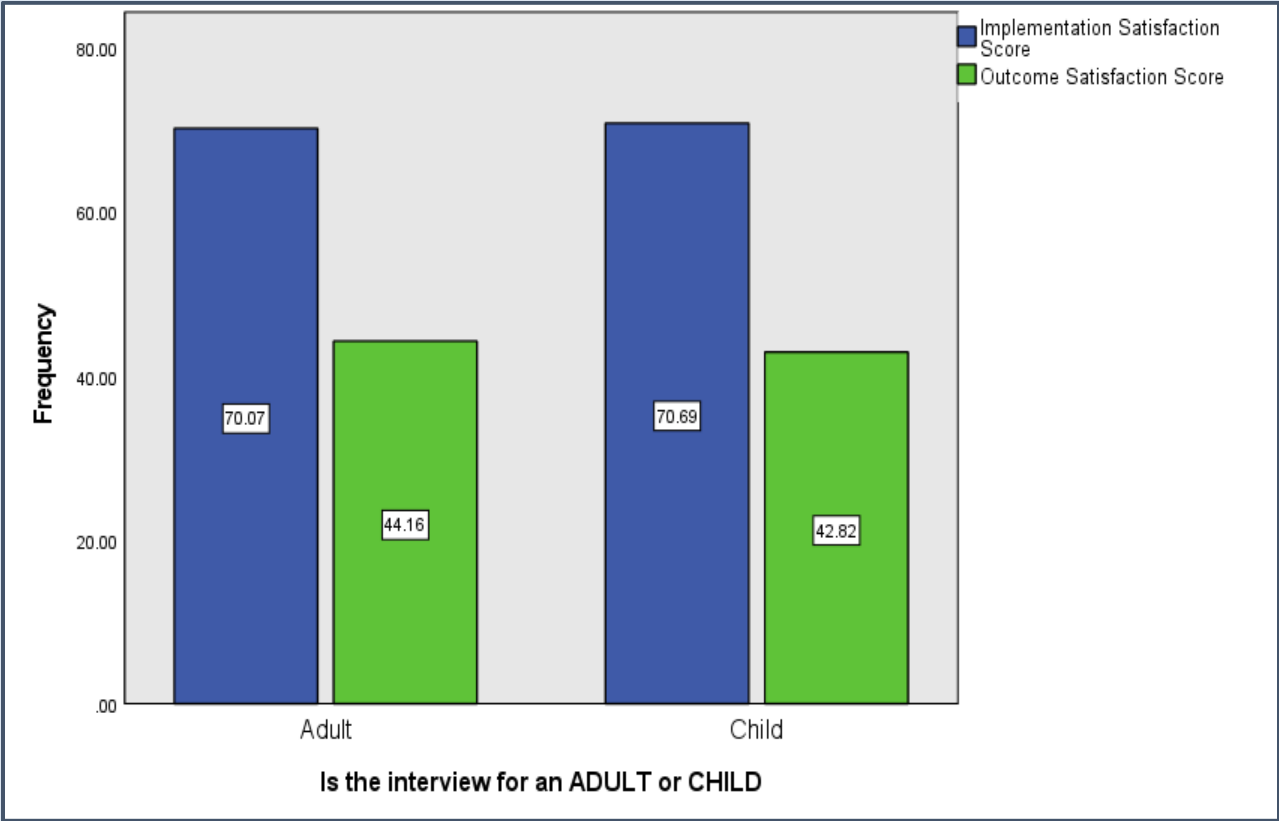


### Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 43.24-85. 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 19.86-55. 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 standard 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:

- 97.5% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 97.2% You are an important part of the treatment process Q26.
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- 96.2% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 95.0% You feel comfortable in asking questions regarding your treatment Q18.
- 95.0% Your provider asks your permission before sharing your personal information Q20.
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- 92.7% You trust your service provider Q22.
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- 89.0% You have the option to change your service provider should you choose to Q16.
- 88.6% You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training) Q14.
- 86.1% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.

***Summary responses from the Total group of respondents (N=317) are presented in Table 1.***

***Summary responses from the Total group Adult respondents (N=192) are presented in Table 2.***

***Summary responses from the Total group Child/Adolescent of respondents (N=125) are presented in Table 3.***

**Table 1 – Total Satisfaction – Services Questions – All Respondents**

N=317	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
13. Your provider informed you who to call if you have questions about your mental health or substance abuse services.	91.8	5.0	2.9	0.5	0.3
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	88.6	6.0	2.9	0.7	1.9
15. Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.).	91.2	6.0	2.9	0.6	0.6
16. You have the option to change your service provider should you choose to.	89.0	6.0	2.9	0.6	0.6
17. You were informed about your rights and responsibilities regarding the treatment you received.	97.5	1.6	3.0	0.3	1.6
18. You feel comfortable in asking questions regarding your treatment.	95.0	3.5	2.9	0.4	3.5
19. Your service provider spends adequate time with you.	92.7	5.4	2.9	0.5	5.4
20. Your provider asks your permission before sharing your personal information.	95.0	0.6	3.0	0.3	0.6
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	96.5	0.9	3.0	0.4	0.9
22. You trust your service provider.	92.7	4.1	2.9	0.5	4.1
23. You feel safe at this facility.	80.8	2.8	3.3	1.1	2.8
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	86.1	6.3	2.9	0.7	6.3
25. You are included in the development of your treatment/recovery plan and goals for recovery.	96.2	1.9	3.0	0.3	1.9
26. You are an important part of the treatment process.	97.2	1.9	3.0	0.3	1.9
27. Your service provider explained the advantages of therapy or treatment.	92.7	2.8	2.9	0.4	2.8
28. Your service provider explained the limitations of therapy or treatment.	89.6	3.8	2.9	0.5	3.8
29. Overall, you are satisfied with the services received/are receiving.	90.2	6.0	2.8	0.5	6.0

**Table 2 – Total Satisfaction – Services Questions – Adult**

N=192	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
13. Your provider informed you who to call if you have questions about your mental health or substance abuse services.	89.1	6.3	2.8	0.6	0.5
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	87.5	5.7	2.9	0.7	3.1
15. Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.).	90.6	6.3	2.9	0.6	1.0
16. You have the option to change your service provider should you choose to.	85.9	8.9	2.8	0.6	0.5
17. You were informed about your rights and responsibilities regarding the treatment you have received.	96.4	2.6	2.9	0.3	0.0
18. You feel comfortable in asking questions regarding your treatment.	94.8	4.2	2.9	0.4	0.0
19. Your service provider spends adequate time with you.	94.3	3.6	2.9	0.4	0.0
20. Your provider asks your permission before sharing your personal information.	94.3	1.0	3.0	0.4	0.5
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	96.9	1.0	3.0	0.4	1.6
22. You trust your service provider.	93.2	4.2	2.9	0.5	0.5
23. You feel safe at this facility.	76.0	2.1	3.5	1.3	19.3
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	82.8	6.8	2.9	0.8	4.2
25. You are included in the development of your treatment/recovery plan and goals for recovery.	96.4	1.0	3.0	0.3	0.5
26. You are an important part of the treatment process.	96.9	2.1	2.9	0.3	0.0
27. Your service provider explained the advantages of therapy or treatment.	91.1	3.6	2.9	0.5	0.5
28. Your service provider explained the limitations of therapy or treatment.	87.5	5.2	2.8	0.5	0.5
29. Overall, you are satisfied with the services you received/are receiving.	92.7	4.2	2.9	0.4	0.0

**Table 3 – Total Satisfaction – Services Questions – Child/Adolescent**

N=125	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
13. Your provider informed you who to call if you have questions about your mental health or substance abuse services.	96.0	3.2	2.9	0.4	0.0
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	90.4	6.4	2.8	0.5	0.0
15. Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.).	92.0	5.6	2.9	0.5	0.0
16. You have the option to change your service provider should you choose to.	93.6	1.6	3.0	0.4	0.8
17. You were informed about your rights and responsibilities regarding the treatment you have received.	99.2	0.0	3.0	0.1	0.0
18. You feel comfortable in asking questions regarding your treatment.	95.2	2.4	2.9	0.3	0.0
19. Your service provider spends adequate time with you.	90.4	8.0	2.8	0.6	0.0
20. Your provider asks your permission before sharing your personal information.	96.0	0.0	3.0	0.3	0.8
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	96.0	0.8	3.0	0.4	1.6
22. You trust your service provider.	92.0	4.0	2.9	0.4	0.0
23. You feel safe at this facility.	88.0	4.0	3.0	0.7	3.2
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	91.2	3.2	2.9	0.6	0.8
25. You are included in the development of your treatment/recovery plan and goals for recovery.	96.0	3.2	2.9	0.4	0.0
26. You are an important part of the treatment process.	97.6	1.6	3.0	0.3	0.0
27. Your service provider explained the advantages of therapy or treatment.	95.2	1.6	2.9	0.3	0.0
28. Your service provider explained the limitations of therapy or treatment.	92.8	1.6	2.9	0.3	0.0
29. Overall, you are satisfied with the services you received/are receiving.	86.4	8.8	2.8	0.6	0.0

## Outcomes

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

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 61.8% to 79.5% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 15.5% to 27.4% of responses reflect that no change has resulted from involvement in services. Finally, 4.1% to 8.8% of responses reflect that things are worse as a result of services.

*\* Involved in the community or in organizations outside of mental health/substance abuse activities Q37. A high number of consumers reported that this question did not apply to them. With these cases removed, 63.3% reported that participation in community activities is better or much better, 32.8% reported no change, and 4.0% reported this as worse or much worse. This is a more accurate representation of the data.*

*\*Participating with school or work activities Q38. A high number of consumers reported that this question did not apply to them. With these cases removed, 63.4% reported that participating with school or work is better or much better, 29.6% reported no change, and 7.0% reported this as worse or much worse. This is a more accurate representation of the data.*

***Summary responses from the Total group of respondents (N=317) are presented in Table 4.***

***Summary responses from the Total group Adult respondents (N=192) are presented in Table 5.***

***Summary responses from the Total group Child/ Adolescent of respondents (N=125) are presented in Table 6.***



**Table 4 – Total Satisfaction – Outcomes of Services Questions – All Respondents**

Total N=317	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	70.7	20.2	8.2	2.7	0.7	0.9
31. Feeling in control of your life.	69.4	22.1	7.3	2.7	0.7	1.3
32. Coping with personal crisis.	63.4	23.0	8.8	2.7	1.0	4.7
33. How you feel about yourself.	73.2	20.5	6.0	2.7	0.6	0.3
34. Feeling good (hopeful) about the future.	72.9	20.8	5.4	2.7	0.7	0.9
35. Enjoying your free time.	79.5	15.5	4.1	2.8	0.6	0.9
36. Strengthening your social support network.	66.6	25.6	4.4	2.8	0.8	3.5
37. Being involved in community activities.	35.3	18.3	2.2	4.1	1.7	44.2
38. Participating with school or work activities.	42.6	19.9	4.7	3.7	1.7	32.8
39. Interacting with people in social situations.	61.8	27.4	6.3	2.7	0.9	4.4
40. Coping with the specific problems or issues that led you to seek services.	75.1	18.6	5.4	2.7	0.6	0.9

**Table 5 – Total Satisfaction – Outcomes of Services Questions – Adult**

Total N=192	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	75.0	18.2	6.3	2.7	0.6	0.5
31. Feeling in control of your life.	74.0	18.8	7.2	2.7	0.6	0.0
32. Coping with personal crisis.	69.3	19.8	9.9	2.6	0.7	1.0
33. How you feel about yourself.	77.6	16.7	5.7	2.7	0.6	0.0
34. Feeling good (hopeful) about the future.	74.0	20.3	5.2	2.7	0.6	0.5
35. Enjoying your free time.	76.0	18.2	5.7	2.7	0.6	0.0
36. Strengthening your social support network.	71.9	20.8	4.2	2.8	0.8	3.1
37. Being involved in community activities.	33.9	20.3	2.6	4.0	1.8	43.2
38. Participating with school or work activities.	32.8	17.2	2.1	4.2	1.8	47.9
39. Interacting with people in social situations.	65.1	23.4	6.3	2.8	1.0	5.2
40. Coping with the specific problems or issues that led you to seek services.	78.1	17.7	3.6	2.8	0.6	0.5

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

Total N=125	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	64.0	23.2	11.2	2.6	0.8	1.6
31. Feeling in control of your life.	62.4	27.2	7.2	2.7	0.9	3.2
32. Coping with personal crisis.	54.4	28.0	7.2	2.9	1.2	10.4
33. How you feel about yourself.	66.4	26.4	6.4	2.6	0.7	0.8
34. Feeling good (hopeful) about the future.	71.2	21.6	5.6	2.7	0.7	1.6
35. Enjoying your free time.	84.8	11.2	1.6	2.9	0.6	2.4
36. Strengthening your social support network.	58.4	32.8	4.8	2.7	0.9	4.0
37. Being involved in community activities.	37.6	15.2	1.6	4.2	1.7	45.6
38. Participating with school or work activities.	57.6	24.0	8.8	2.9	1.2	9.6
39. Interacting with people in social situations.	56.8	33.6	6.4	2.6	0.9	3.2
40. Coping with the specific problems or issues that led you to seek services.	70.4	20.0	8.0	2.7	0.8	1.6

## Satisfaction with the Managed Care Organization

There are nine survey questions that assess consumer satisfaction with the MCO, PerformCare.

- 61.2% of respondents (194 of the 317) reported that they had received a copy of the PerformCare member handbook, 20.8% (66) reported that they had not received a copy of the member handbook, 17.7% (56) were not sure, and 0.3% (1) reported that this question did not apply to them.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>317</b>	<b>194</b> <b>61.20%</b>	<b>66</b> <b>20.80%</b>	<b>56</b> <b>17.70%</b>	<b>1</b> <b>0.30%</b>
<b>Adult</b>					
<b>Cumberland</b>	34	17 50.00%	14 41.20%	3 8.80%	0 0
<b>Dauphin</b>	52	29 55.80%	14 26.90%	9 17.30%	0 0
<b>Lancaster</b>	60	25 41.70%	17 28.30%	18 30.00%	0 0
<b>Lebanon</b>	42	26 61.90%	7 16.70%	8 19.00%	1 2.40%
<b>Perry</b>	4	2 50.00%	2 50.00%	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	8	5 62.50%	0 0	3 37.50%	0 0
<b>Dauphin</b>	34	32 94.10%	2 5.90%	0 0	0 0
<b>Lancaster</b>	62	43 69.40%	5 8.10%	14 22.60%	0 0
<b>Lebanon</b>	18	12 66.70%	5 27.80%	1 5.60%	0 0
<b>Perry</b>	3	3 100.00%	0 0	0 0	0 0

- 92.4% of respondents (293 of the 317) reported that they are aware of their right to file a complaint or grievance, 6.3% (20) reported that they are not aware of their right to file a complaint or grievance, 0.6% (2) reported that they were not sure, and 0.6% (2) reported that this question did not apply.

	Total	Q2 Are you aware of your right to file a complaint or grievance? If Does Not Apply, you must add a comment!			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>317</b>	<b>293</b> <b>92.40%</b>	<b>20</b> <b>6.30%</b>	<b>2</b> <b>0.60%</b>	<b>2</b> <b>0.60%</b>
<b>Adult</b>					
<b>Cumberland</b>	34	32 94.10%	1 2.90%	1 2.90%	0 0
<b>Dauphin</b>	52	49 94.20%	3 5.80%	0 0	0 0
<b>Lancaster</b>	60	54 90.00%	5 8.30%	1 1.70%	0 0
<b>Lebanon</b>	42	36 85.70%	4 9.50%	0 0	2 4.80%
<b>Perry</b>	4	4 100.00%	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	8	7 87.50%	1 12.50%	0 0	0 0
<b>Dauphin</b>	34	33 97.10%	1 2.90%	0 0	0 0
<b>Lancaster</b>	62	60 96.80%	2 3.20%	0 0	0 0
<b>Lebanon</b>	18	15 83.30%	3 16.70%	0 0	0 0
<b>Perry</b>	3	3 100.00%	0 0	0 0	0 0

- 65.9% of respondents (209 of the 317) reported that they knew who to call to file a complaint or grievance, 27.1% (86) reported that they did not know who to call, 4.4% (14) were not sure, and 2.5% (8) reported that this question did not apply.

	Total	Q3 Do you know who to call to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>317</b>	<b>209</b> <b>65.90%</b>	<b>86</b> <b>27.10%</b>	<b>14</b> <b>4.40%</b>	<b>8</b> <b>2.50%</b>
<b>Adult</b>					
<b>Cumberland</b>	34	28 82.40%	4 11.80%	1 2.90%	1 2.90%
<b>Dauphin</b>	52	41 78.80%	8 15.40%	1 1.90%	2 3.80%
<b>Lancaster</b>	60	25 41.70%	27 45.00%	5 8.30%	3 5.00%
<b>Lebanon</b>	42	20 47.60%	18 42.90%	2 4.80%	2 4.80%
<b>Perry</b>	4	3 75.00%	1 25.00%	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	8	8 100.00%	0 0	0 0	0 0
<b>Dauphin</b>	34	32 94.10%	2 5.90%	0 0	0 0
<b>Lancaster</b>	62	39 62.90%	18 29.00%	5 8.10%	0 0
<b>Lebanon</b>	18	10 55.60%	8 44.40%	0 0	0 0
<b>Perry</b>	3	3 100.00%	0 0	0 0	0 0

- 16.4% of respondents (52 of the 317) reported that they had called PerformCare in the last twelve months for information, 80.8% (256) did not call PerformCare within the last twelve months, 0.6% (2) were not sure, and 2.2% (7) reported that this does not apply.

	Total	Q4 In the last twelve months, did you call member services at PerformCare to get information? (example: help for counseling, treatment, or other services)			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>317</b>	<b>52</b> <b>16.40%</b>	<b>256</b> <b>80.80%</b>	<b>2</b> <b>0.60%</b>	<b>7</b> <b>2.20%</b>
<b>Adult</b>					
<b>Cumberland</b>	34	3 8.80%	26 76.50%	0 0	5 14.70%
<b>Dauphin</b>	52	8 15.40%	44 84.60%	0 0	0 0
<b>Lancaster</b>	60	7 11.70%	53 88.30%	0 0	0 0
<b>Lebanon</b>	42	4 9.50%	35 83.30%	1 2.40%	2 4.80%
<b>Perry</b>	4	1 25.00%	3 75.00%	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	8	2 25.00%	6 75.00%	0 0	0 0
<b>Dauphin</b>	34	11 32.40%	23 67.60%	0 0	0 0
<b>Lancaster</b>	62	10 16.10%	51 82.30%	1 1.60%	0 0
<b>Lebanon</b>	18	5 27.80%	13 72.20%	0 0	0 0
<b>Perry</b>	3	1 33.30%	2 66.70%	0 0	0 0

- 87.7% of those that requested information from PerformCare (50 of the 57) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 10.5% (6) reported that they were not able to obtain information without unnecessary delays, and 1.8% (1) was not sure.

	Total	Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?		
		Yes	No	Not Sure
<b>Total</b>	<b>57</b>	<b>50</b> <b>87.70%</b>	<b>6</b> <b>10.50%</b>	<b>1</b> <b>1.80%</b>
<b>Adult</b>				
<b>Cumberland</b>	5	3 60.00%	2 40.00%	0 0
<b>Dauphin</b>	8	8 100.00%	0 0	0 0
<b>Lancaster</b>	7	6 85.70%	1 14.30%	0 0
<b>Lebanon</b>	6	6 100.00%	0 0	0 0
<b>Perry</b>	1	1 100.00%	0 0	0 0
<b>Child</b>				
<b>Cumberland</b>	2	1 50.00%	1 50.00%	0 0
<b>Dauphin</b>	11	11 100.00%	0 0	0 0
<b>Lancaster</b>	12	9 75.00%	2 16.70%	1 8.30%
<b>Lebanon</b>	4	4 100.00%	0 0	0 0
<b>Perry</b>	1	1 100.00%	0 0	0 0

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

- 64.0% of respondents (203 of 317) were given a choice of at least 2 providers regarding the type of service they were seeking, 17.4% of respondents (55) reported that they were not given a choice, 14.8% (47) were not sure, and 3.8% (12) reported that this question did not apply.

	Total	Q5 Were you given a choice of at least two (2) Providers from PerformCare regarding the type of service you were seeking?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>317</b>	<b>203</b> <b>64.00%</b>	<b>55</b> <b>17.40%</b>	<b>47</b> <b>14.80%</b>	<b>12</b> <b>3.80%</b>
<b>Adult</b>					
<b>Cumberland</b>	34	10 29.40%	11 32.40%	7 20.60%	6 17.60%
<b>Dauphin</b>	52	41 78.80%	5 9.60%	6 11.50%	0 0
<b>Lancaster</b>	60	32 53.30%	11 18.30%	17 28.30%	0 0
<b>Lebanon</b>	42	25 59.50%	9 21.40%	6 14.30%	2 4.80%
<b>Perry</b>	4	0 0	2 50.00%	2 50.00%	0 0
<b>Child</b>					
<b>Cumberland</b>	8	5 62.50%	1 12.50%	1 12.50%	1 12.50%
<b>Dauphin</b>	34	29 85.30%	4 11.80%	1 2.90%	0 0
<b>Lancaster</b>	62	46 74.20%	10 16.10%	5 8.10%	1 1.60%
<b>Lebanon</b>	18	13 72.20%	1 5.60%	2 11.10%	2 11.10%
<b>Perry</b>	3	2 66.70%	1 33.30%	0 0	0 0



- 72.6% of respondents (230 of 317) were informed of the time approved for their services, 11.7% of respondents (37) were not informed of the time approved for services, 13.6% (43) were not sure, and 2.2% (7) reported that this question did not apply.

	Total	Q6 Were you informed of the time approved for your services? (Example: BHRS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>317</b>	<b>230</b> <b>72.60%</b>	<b>37</b> <b>11.70%</b>	<b>43</b> <b>13.60%</b>	<b>7</b> <b>2.20%</b>
<b>Adult</b>					
<b>Cumberland</b>	34	17 50.00%	8 23.50%	4 11.80%	5 14.70%
<b>Dauphin</b>	52	45 86.50%	5 9.60%	2 3.80%	0 0
<b>Lancaster</b>	60	27 45.00%	9 15.00%	24 40.00%	0 0
<b>Lebanon</b>	42	32 76.20%	6 14.30%	3 7.10%	1 2.40%
<b>Perry</b>	4	2 50.00%	2 50.00%	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	8	7 87.50%	0 0	0 0	1 12.50%
<b>Dauphin</b>	34	34 100.00%	0 0	0 0	0 0
<b>Lancaster</b>	62	46 74.20%	7 11.30%	9 14.50%	0 0
<b>Lebanon</b>	18	17 94.40%	0 0	1 5.60%	0 0
<b>Perry</b>	3	3 100.00%	0 0	0 0	0 0

- 95.2% of respondents (199 of the 209) report when they call PerformCare staff treats them courteously and with respect, 3.3% (7) report when they call PerformCare staff do not treat them courteously and with respect, and 1.4% (3) were not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
<b>Total</b>	<b>209</b>	<b>199</b> 95.20%	<b>7</b> 3.30%	<b>3</b> 1.40%
<b>Adult</b>				
<b>Cumberland</b>	14	12 85.70%	2 14.30%	0 0
<b>Dauphin</b>	47	44 93.60%	1 2.10%	2 4.30%
<b>Lancaster</b>	44	43 97.70%	0 0	1 2.30%
<b>Lebanon</b>	8	7 87.50%	1 12.50%	0 0
<b>Perry</b>	3	2 66.70%	1 33.30%	0 0
<b>Child</b>				
<b>Cumberland</b>	5	5 100.00%	0 0	0 0
<b>Dauphin</b>	33	31 93.90%	2 6.10%	0 0
<b>Lancaster</b>	49	49 100.00%	0 0	0 0
<b>Lebanon</b>	4	4 100.00%	0 0	0 0
<b>Perry</b>	2	2 100.00%	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.*

- 83.6% of respondents (265 of 317) report overall they are satisfied with their interactions with PerformCare, 1.6% (5) were not sure, 0.6% (2) were not sure, and 14.2% (45) reported that this question did not apply.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>317</b>	<b>265</b> <b>83.60%</b>	<b>5</b> <b>1.60%</b>	<b>2</b> <b>0.60%</b>	<b>45</b> <b>14.20%</b>
<b>Adult</b>					
<b>Cumberland</b>	34	13 38.20%	1 2.90%	0 0	20 58.80%
<b>Dauphin</b>	52	50 96.20%	1 1.90%	1 1.90%	0 0
<b>Lancaster</b>	60	48 80.00%	0 0	0 0	12 20.00%
<b>Lebanon</b>	42	37 88.10%	1 2.40%	1 2.40%	3 7.10%
<b>Perry</b>	4	4 100.00%	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	8	4 50.00%	2 25.00%	0 0	2 25.00%
<b>Dauphin</b>	34	33 97.10%	0 0	0 0	1 2.90%
<b>Lancaster</b>	62	55 88.70%	0 0	0 0	7 11.30%
<b>Lebanon</b>	18	18 100.00%	0 0	0 0	0 0
<b>Perry</b>	3	3 100.00%	0 0	0 0	0 0

**PerformCare Comments:**

**Q1 Have you received a copy of the Member Handbook from PerformCare?**

- No comments.

**Q2 Are you aware of your right to file a complaint or grievance?**

- No comments.

**Q3 Do you know who to call to file a complaint or grievance?**

- I do now.
- My husband usually calls.

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

- They called me once.
- I called PerformCare. I had to leave a message, but they never returned my call.

**Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?**

- They could not find the program I wanted.

**Q5 Were you given a choice of at least two (2) Providers from PerformCare regarding the type of service you were seeking?**

- Went with the more affordable service.
- Provider recommended by therapist.
- Not always.

**Q6 Were you informed of the time approved for your services? (Example: BHRS hours, treatment sessions).**

- Indefinite period. It makes me feel trapped.

**Q7 When you call PerformCare do staff treat you courteously and with respect.**

- When they call me, yes.
- They were rude to me when I called to ask about an ACT team and who would pay for it.
- Not respectful.

**Q8 Overall, are you satisfied with the interactions you have had with PerformCare?**

- No because they did not return my call.
- No not at all.
- Always.