



Consumer Satisfaction Services, Inc.

**Capital Region
1st Quarter 2022**

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.

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.

Individuals are given the opportunity to decline a survey and are free to end the survey at any point. They have the option to skip or refuse to answer any question if they choose. The confidentiality of each respondent 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=128) 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 128 (n=128) respondents from the Capital Region including 128 adult consumers (100.0%).
- Sample: Of the 128 adult consumers, 126 (98.4%) responded for themselves and 2 (1.6%) had a parent/guardian respond for them.
- Level of Care: In all, 2 treatment levels of care were utilized by respondents and are included in this reporting period, 68 (53.1%) Peer Support and 60 (46.9%) MAT (Medication Assisted Treatment) Coordination.
- Methods: Data was collected by 4 interviewers.
- Treatment Facility: Data was collected from 5 Treatment Providers that served members from the Capital Region.
- Type: Overall, of the 128 interviews, 60 (46.9%) were conducted in person and 68 (53.1%) were conducted by phone.

Services

The standard survey has 17 questions that asks respondents about their satisfaction with the services they receive. According to survey responses, individuals report some level of satisfaction with their services.

Respondents reported high levels of satisfaction (85% or greater satisfaction) for the following questions:

- 98.4% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 97.7% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 97.7% Your provider asks your permission before sharing your personal information Q20.
- 97.7% You are an important part of the treatment process Q26.
- 96.9% You feel comfortable in asking questions regarding your treatment Q18.
- 96.1% You trust your service provider Q22.
- 95.3% Your service provider explained the advantages of therapy or treatment Q27.
- 95.3% Overall, you are satisfied with the services received/are receiving Q29.
- 94.5% Your service provider spends adequate time with you Q19.
- 94.5% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 94.5% Your service provider explained the limitations of therapy or treatment Q28.
- 93.8% Your provider informed you who to call if you have questions about your mental health or substance abuse services Q13.

- 92.2% 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.
- 91.4% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.
- 89.8% You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training) Q14.

** You have the option to change your service provider should you choose to Q16. A high number of respondents reported that this question did not apply to them. With these cases removed, 91.0% agreed or strongly agreed, 6.0% neither agreed nor disagreed, and 3.0% disagreed or strongly disagreed. This is a more accurate representation of the data.*

** You feel safe at this facility Q23. A high number of respondents reported that this question did not apply to them. With these cases removed, 97.7% agreed or strongly agreed, 1.1% neither agreed nor disagreed, and 1.1% disagreed or strongly disagreed. This is a more accurate representation of the data.*

Outcomes

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

Respondents describe their lives as being better as a result of their services in a majority of cases. In total, 68.3% to 88.7% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 9.7% to 29.7% of responses reflect that no change has resulted from involvement in services. Finally, 0.0% to 3.9% of responses reflect things are worse as a result of services.

**Participating with school or work activities Q38. A high number of respondents reported that this question did not apply to them. With these cases removed, 88.7% reported this as better or much better, 9.7% reported no change, and 1.6% reported this as worse or much worse. This is a more accurate representation of the data.*

**Being involved in community activities Q37. A high number of respondents reported that this question did not apply to them. With these cases removed, 68.3% reported this as better or much better, 29.7% reported no change, and 2.0% 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 respondent 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 individual if they would like for the 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 2022.

* If at any point during the survey a respondent 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 individual declines the RFA, CSS records the event, and it is reported in the provider specific report within the comments.

Survey Information

- Sample: The survey represents 128 ($n=128$) respondents from the Capital Region including 128 adult consumers (100.0%).
- Sample: Of the 128 adult consumers, 126 (98.4%) responded for themselves and 2 (1.6%) had a parent/guardian respond for them.
- Level of Care: In all, 2 treatment levels of care were utilized by respondents and are included in this reporting period, 68 (53.1%) Peer Support and 60 (46.9%) MAT (Medication Assisted Treatment) Coordination.
- Methods: Data was collected by 4 interviewers.
- Treatment Facility: Data was collected from 5 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 128 interviews, 60 (46.9%) were conducted in person and 68 (53.1%) were conducted by phone.

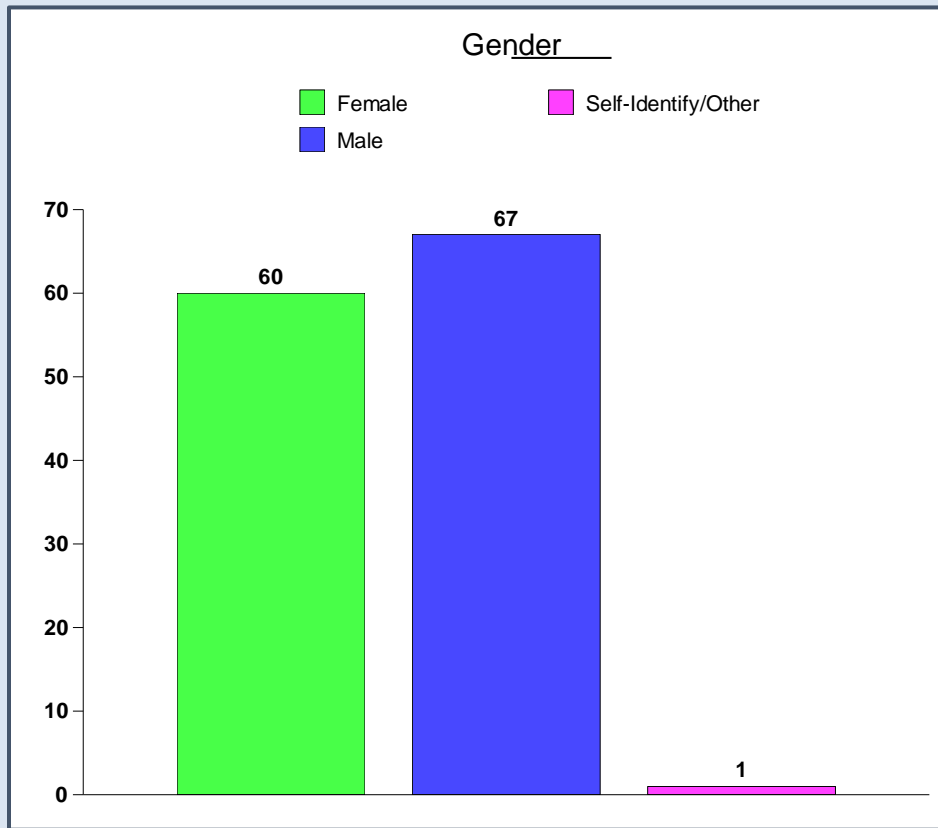
County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Dauphin (50.0%). The remaining respondents reported residence in Lancaster (38.3%), Lebanon (6.2%), Cumberland (4.7%), and Perry County (0.8%).

Total	County				
	Cumberland	Dauphin	Lancaster	Lebanon	Perry
128	6 4.70%	64 50.00%	49 38.30%	8 6.20%	1 0.80%

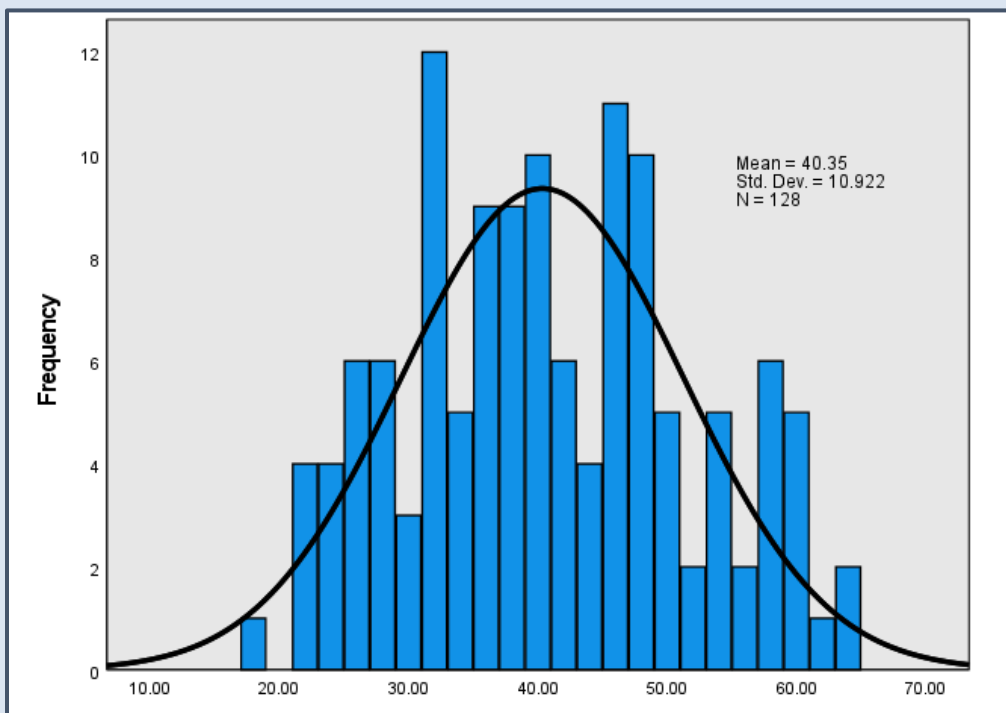
Demographic Information

Gender: Overall, the sample is 46.9% Female (60), 52.3% Male (67), and 0.8% Self-Identify Other (1).



Age: Age of all respondents ranged from 18-64 years, with a mean age of 40.35 (SD 10.922).

Age of All Respondents



Race: 94 respondents (73.4%) reported their race as White/Caucasian, 10 (7.8%) as African American, 9 (7.0%) as Multi-Racial, 9 (7.0%) as Hispanic/Latino, 4 (3.1%) Did not answer, 1 (.08%) as Other, and 1 (0.8%) as Asian/Pacific Islander.

Total	Race							
	African American	Asian/Pacific Islander	Hispanic/Latino	Native American/American Indian	White/Caucasian	Multi-Racial	Other	Did Not Answer
128	10 7.80%	1 0.80%	9 7.00%	0 0	94 73.40%	9 7.00%	1 0.80%	4 3.10%

Consumer Satisfaction

This section of the report looks at different dimensions of consumer satisfaction with 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, 80 of the 128 respondents (62.5%) reported they had been interviewed by their provider within the last year, 41 (32.0%) reported they had not been interviewed, and 7 (5.5%) 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
128	80 62.50%	41 32.00%	7 5.50%	0 0

Total Satisfaction Score			
Has your provider interviewed you on your satisfaction level with services during the last year?	N	Mean	Std. Deviation
Yes	80	119.9150	8.47956
No	41	115.8176	8.77316
Not sure	7	107.6549	7.75691
Total	128	117.9321	9.03070

Our analysis indicates that who were interviewed by their provider during the last year reported significantly higher total satisfaction than those who were not interviewed and those who were not sure if they were interviewed by their provider during the last year.

Service Delay:

- Of the 128 consumers, 9 (7.0%) reported that they experienced some delay before beginning treatment. 119 consumers (93.0%) reported no delay before beginning treatment.

Total	Q11 Were there delays before starting these services?		
	Yes	No	N/A
128	9 7.00%	119 93.00%	0 0

Emergency Treatment: 25 of the 128 respondents (19.5%) indicated they needed emergency mental health or substance abuse service during the past year; and 103 respondents (80.5%) reported that they did not need emergency service.

- 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 3.6 with standard deviation 1.118.

Total	Q42a If yes, how satisfied are you with the help you received?				
	Not At All	Somewhat	Neither	Satisfied	Very Satisfied
25	0 0	7 28.00%	1 4.00%	12 48.00%	5 20.00%

Race:

Total Satisfaction Score			
Race	N	Mean	Std. Deviation
African American	10	116.1229	6.81780
Asian/Pacific Islander	1	108.0000	0.0
Hispanic/Latino	9	117.0855	5.06530
White / Caucasian	94	118.8977	8.62976
Multi-Racial	9	118.9799	13.64364
Other	1	104.0000	0.0
Did Not Answer	4	105.2771	9.10097
Total	128	117.9321	9.03070

Our analysis indicates that consumers who reported their race as White/Caucasian reported significantly higher total satisfaction than those Did Not Answer this question.

Mean Satisfaction of Treatment Facilities

- Data was collected from 5 Treatment Providers 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.

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
RASE PROJECT	60	121.1800	8.48185
RECOVERY INSIGHT INC	24	116.4936	8.52947
WELLSPAN PHILHAVEN	20	115.7694	9.83916
STEVENS CENTER	4	115.4026	6.32723
KEYSTONE SERVICE SYSTEMS INC	20	112.5832	7.62959
Total	128	117.9321	9.03070

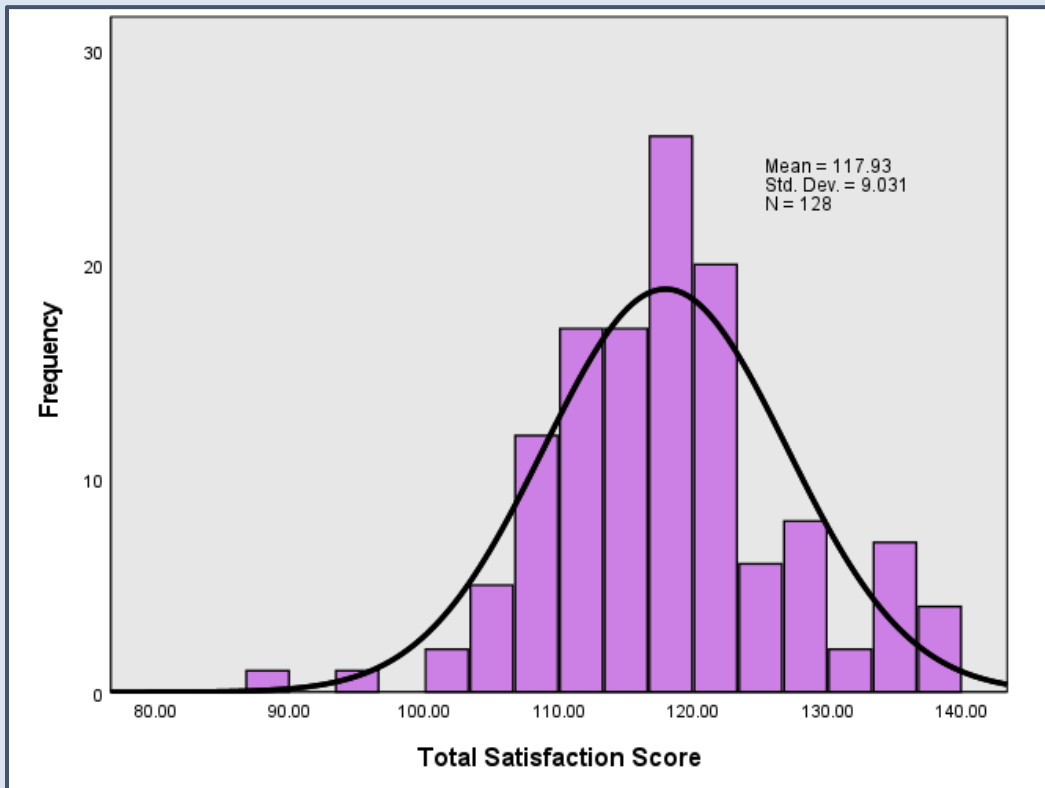
Mean Satisfaction Level of Care

Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
MAT (Medication Assisted Treatment) COORDINATION	60	121.1800	8.48185
PEER SUPPORT	68	115.0663	8.57044
Total	128	117.9321	9.03070

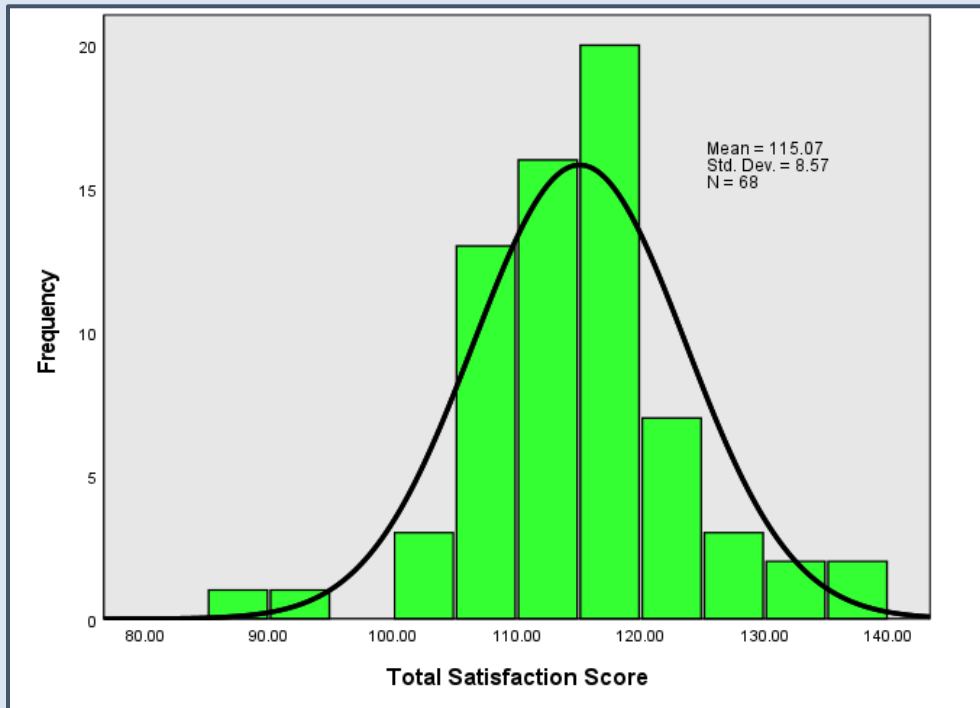
Total Satisfaction

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 117.93 with a standard deviation 9.031 indicating a high level of satisfaction. The TSS scores ranged from 87.66–139.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all Peer Support respondents for Total Satisfaction Score (TSS) was 115.07 with a standard deviation 8.57 indicating some level of satisfaction. The TSS scores ranged from 87.66–139.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for MAT Coordination respondents for Total Satisfaction Score (TSS) was 121.18 with a standard deviation 8.482 indicating some level of satisfaction. The TSS scores ranged from 101.0–138.5. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

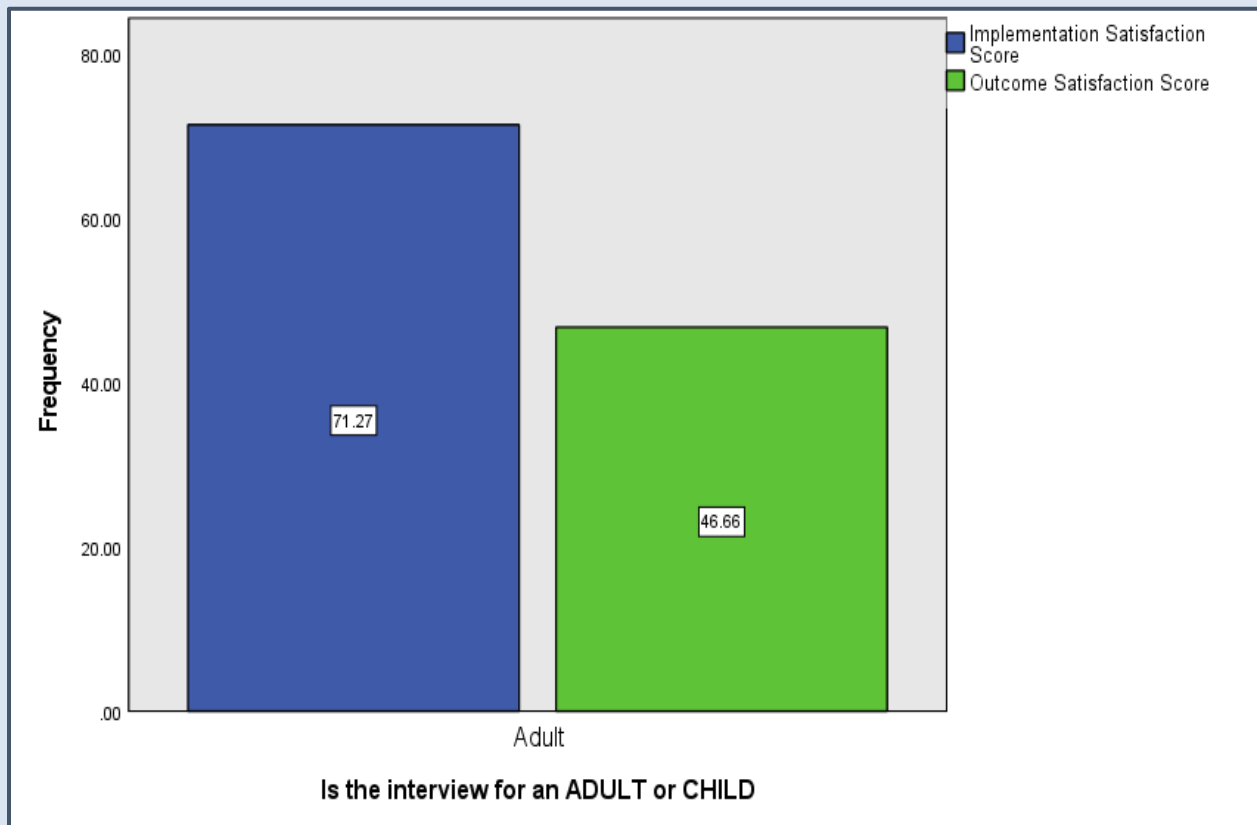


Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 17-85. Scores 68-85 indicate a high level of satisfaction, scores 51-67 indicate some level of satisfaction and scores below 50 indicate some level of dissatisfaction with services.

Outcomes of services scores ranged from 11-55. Scores 44-55 indicate a high level of satisfaction, scores 33-43 indicate some level of satisfaction and scores below 33 indicate some level of dissatisfaction with outcomes of services.

To try to understand what aspects of service were influencing satisfaction, the set of satisfaction items were sorted into items relating to services and items relating to outcome of services. The mean levels of satisfaction on these two sub-scales are presented below for reference.



Services

The standard survey has 17 questions that asks respondents about their satisfaction with the services they receive. According to survey responses, individuals report some level of satisfaction with their services.

Respondents reported high levels of satisfaction (85% or greater satisfaction) for the following questions:

- 98.4% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 97.7% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 97.7% Your provider asks your permission before sharing your personal information Q20.
- 97.7% You are an important part of the treatment process Q26.
- 96.9% You feel comfortable in asking questions regarding your treatment Q18.
- 96.1% You trust your service provider Q22.
- 95.3% Your service provider explained the advantages of therapy or treatment Q27.
- 95.3% Overall, you are satisfied with the services received/are receiving Q29.
- 94.5% Your service provider spends adequate time with you Q19.
- 94.5% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 94.5% Your service provider explained the limitations of therapy or treatment Q28.
- 93.8% Your provider informed you who to call if you have questions about your mental health or substance abuse services Q13.
- 92.2% 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.
- 91.4% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.
- 89.8% You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training) Q14.

** You have the option to change your service provider should you choose to Q16. A high number of respondents reported that this question did not apply to them. With these cases removed, 91.0% agreed or strongly agreed, 6.0% neither agreed nor disagreed, and 3.0% disagreed or strongly disagreed. This is a more accurate representation of the data.*

** You feel safe at this facility Q23. A high number of respondents reported that this question did not apply to them. With these cases removed, 97.7% agreed or strongly agreed, 1.1% neither agreed nor disagreed, and 1.1% disagreed or strongly disagreed. This is a more accurate representation of the data.*

Summary responses from the Total group of respondents (N=128) are presented in Table 1.

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=128	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.	93.8	1.6	2.9	0.3	0.0
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	89.8	3.1	2.9	0.6	1.6
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.).	92.2	0.8	2.9	0.3	0.0
16. You have the option to change your service provider should you choose to.	47.7	1.6	1.4	1.6	47.7
17. You were informed about your rights and responsibilities regarding the treatment you received.	97.7	1.6	3.0	0.3	0.0
18. You feel comfortable in asking questions regarding your treatment.	96.9	0.8	3.0	0.2	0.0
19. Your service provider spends adequate time with you.	94.5	1.6	2.9	0.3	0.0
20. Your provider asks your permission before sharing your personal information.	97.7	1.6	3.0	0.3	0.0
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	94.5	1.6	3.0	0.4	0.8
22. You trust your service provider.	96.1	0.8	3.0	0.4	1.6
23. You feel safe at this facility.	66.4	0.8	3.9	1.4	32.0
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	91.4	0.8	2.9	0.6	1.6
25. You are included in the development of your treatment/recovery plan and goals for recovery.	98.4	0.8	3.0	0.2	0.0
26. You are an important part of the treatment process.	97.7	1.6	3.0	0.3	0.0
27. Your service provider explained the advantages of therapy or treatment.	95.3	0.0	3.0	0.2	0.0
28. Your service provider explained the limitations of therapy or treatment.	94.5	0.8	2.9	0.3	0.0
29. Overall, you are satisfied with the services received/are receiving.	95.3	2.3	2.9	0.3	0.0

Outcomes

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

Respondents describe their lives as being better as a result of their services in a majority of cases. In total, 68.3% to 88.7% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 9.7% to 29.7% of responses reflect that no change has resulted from involvement in services. Finally, 0.0% to 3.9% of responses reflect things are worse as a result of services.

**Participating with school or work activities Q38. A high number of respondents reported that this question did not apply to them. With these cases removed, 88.7% reported this as better or much better, 9.7% reported no change, and 1.6% reported this as worse or much worse. This is a more accurate representation of the data.*

**Being involved in community activities Q37. A high number of respondents reported that this question did not apply to them. With these cases removed, 68.3% reported this as better or much better, 29.7% reported no change, and 2.0% 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=128) are presented in Table 2.

Table 2 – Total Satisfaction – Outcomes of Services Questions – All Respondents

Total N=128	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	88.3	10.9	0.8	2.9	0.4	0.0
31. Feeling in control of your life.	82.8	14.8	2.3	2.8	0.5	0.0
32. Coping with personal crisis.	75.8	18.8	1.6	2.9	0.8	3.9
33. How you feel about yourself.	83.6	13.3	3.1	2.8	0.5	0.0
34. Feeling good (hopeful) about the future.	88.3	11.7	0.0	2.9	0.3	0.0
35. Enjoying your free time.	86.7	12.5	0.8	2.9	0.4	0.0
36. Strengthening your social support network.	76.6	19.5	3.9	2.7	0.5	0.0
37. Being involved in community activities.	53.9	23.4	1.6	3.4	1.4	21.1
38. Participating with school or work activities.	43.0	4.7	0.8	4.5	1.6	51.6
39. Interacting with people in social situations.	78.9	20.3	0.8	2.8	0.4	0.0
40. Coping with the specific problems or issues that led you to seek services.	88.3	10.9	0.8	2.9	0.4	0.0

Satisfaction with the Managed Care Organization

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

- 50.0% of respondents (64 of the 128) reported that they had received a copy of the PerformCare member handbook, 37.5% (48) reported that they had not received a copy of the member handbook, 11.7% (15) were not sure, and 0.8% (1) reported that this question did not apply.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	128	64 50.00%	48 37.50%	15 11.70%	1 0.80%
County					
Cumberland	6	3 50.00%	3 50.00%	0 0	0 0
Dauphin	64	29 45.30%	26 40.60%	8 12.50%	1 1.60%
Lancaster	49	25 51.00%	17 34.70%	7 14.30%	0 0
Lebanon	8	6 75.00%	2 25.00%	0 0	0 0
Perry	1	1 100.00%	0 0	0 0	0 0

- 88.3% of respondents (113 of the 128) reported that they are aware of their right to file a complaint or grievance, 9.4% (12) reported that they are aware of their right to file a complaint or grievance, 1.6% (2) reported that they were not sure, and 0.8% (1) reported that this question did not apply.

	Total	Q2 Are you aware of your right to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
Total	128	113 88.30%	12 9.40%	2 1.60%	1 0.80%
County					
Cumberland	6	5 83.30%	0 0	0 0	1 16.70%
Dauphin	64	58 90.60%	5 7.80%	1 1.60%	0 0
Lancaster	49	43 87.80%	5 10.20%	1 2.00%	0 0
Lebanon	8	6 75.00%	2 25.00%	0 0	0 0
Perry	1	1 100.00%	0 0	0 0	0 0

- 64.1% of respondents (82 of the 128) reported that they knew who to call to file a complaint or grievance, 29.7% (38) reported that they did not know who to call, 5.5% (7) were not sure, and 0.8% (1) 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
Total	128	82 64.10%	38 29.70%	7 5.50%	1 0.80%
County					
Cumberland	6	3 50.00%	2 33.30%	0 0	1 16.70%
Dauphin	64	42 65.60%	20 31.20%	2 3.10%	0 0
Lancaster	49	28 57.10%	16 32.70%	5 10.20%	0 0
Lebanon	8	8 100.00%	0 0	0 0	0 0
Perry	1	1 100.00%	0 0	0 0	0 0

- 13.3% of respondents (17 of the 128) reported that they had called PerformCare in the last twelve months for information, 82.0% (105) reported that they had not called PerformCare within the last twelve months, 2.3% (3) were not sure, and 2.3% (3) reported this question did 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
Total	128	17 13.30%	105 82.00%	3 2.30%	3 2.30%
County					
Cumberland	6	0 0	4 66.70%	0 0	2 33.30%
Dauphin	64	7 10.90%	54 84.40%	3 4.70%	0 0
Lancaster	49	10 20.40%	38 77.60%	0 0	1 2.00%
Lebanon	8	0 0	8 100.00%	0 0	0 0
Perry	1	0 0	1 100.00%	0 0	0 0

- 100.0% of those that requested information from PerformCare (17 of the 17) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays.

	Total	Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?			
		Yes	No	Not Sure	Does Not Apply
Total	17	17 100.00%	0 0	0 0	0 0
County					
Cumberland	0	0 0	0 0	0 0	0 0
Dauphin	7	7 100.00%	0 0	0 0	0 0
Lancaster	10	10 100.00%	0 0	0 0	0 0
Lebanon	0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

**Respondents who answered NO for question 4 were not asked question 4a.*

- 50.0% of respondents (64 of 128) reported that they were given a choice of at least 2 providers regarding the type of service they were seeking, 38.3% (49) reported that they were not given a choice, 10.2% (13) were not sure, and 1.6% (2) 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
Total	128	64 50.00%	49 38.30%	13 10.20%	2 1.60%
County					
Cumberland	6	1 16.70%	3 50.00%	0 0	2 33.30%
Dauphin	64	26 40.60%	32 50.00%	6 9.40%	0 0
Lancaster	49	32 65.30%	10 20.40%	7 14.30%	0 0
Lebanon	8	5 62.50%	3 37.50%	0 0	0 0
Perry	1	0 0	1 100.00%	0 0	0 0

- 81.2% of respondents (104 of 128) reported that they were informed of the time approved for their services, 13.3% of respondents (17) were not informed of the time approved for services, 4.7% (6) were not sure, and 0.8% (1) 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
Total	128	104 81.20%	17 13.30%	6 4.70%	1 0.80%
County					
Cumberland	6	5 83.30%	0 0	0 0	1 16.70%
Dauphin	64	57 89.10%	6 9.40%	1 1.60%	0 0
Lancaster	49	33 67.30%	11 22.40%	5 10.20%	0 0
Lebanon	8	8 100.00%	0 0	0 0	0 0
Perry	1	1 100.00%	0 0	0 0	0 0

- 93.1% of respondents (81 of the 87) reported when they called PerformCare staff treats them courteously and with respect, 5.7% (5) reported when they called PerformCare staff did not treat them courteously and with respect, and 1.1% (1) was not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	87	81 93.10%	5 5.70%	1 1.10%
County				
Cumberland	3	3 100.00%	0 0	0 0
Dauphin	49	44 89.80%	5 10.20%	0 0
Lancaster	31	30 96.80%	0 0	1 3.20%
Lebanon	3	3 100.00%	0 0	0 0
Perry	1	1 100.00%	0 0	0 0

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

- 95.3% of respondents (122 of 128) report overall they are satisfied with their interactions with PerformCare and 4.7% (6) 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
Total	128	122 95.30%	0 0	0 0	6 4.70%
County					
Cumberland	6	3 50.00%	0 0	0 0	3 50.00%
Dauphin	64	62 96.90%	0 0	0 0	2 3.10%
Lancaster	49	48 98.00%	0 0	0 0	1 2.00%
Lebanon	8	8 100.00%	0 0	0 0	0 0
Perry	1	1 100.00%	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?

- **Surveyor: Provided respondent with PerformCare phone number.**
- **Not necessary.**

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

- **I do not think so.**

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

- **No comments.**

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

- **No, I was assigned to my provider, no paperwork.**
- **Only one option.**

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

- **They sent me a letter to inform me.**

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

- **Absolutely.**
- **Never needed too. My services through PerformCare are very good. Completely covered, no complaints.**

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

- **100%.**