



Consumer Satisfaction Services, Inc.

**Capital Region
1st Quarter
2019/2020**

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.

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.

The survey consists of 45 questions that cover topics including satisfaction with Perform Care, 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=62) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.

Please note: A small number of surveys were completed during this reporting quarter. This is due to CSS' ongoing initiative to reach more consumers in the large levels of care. As such, large levels of care will be surveyed over multiple quarters and will be reported as a whole at the completion of the final quarter.

Survey Information

- Sample: The survey represents 62 (n=62) respondents from the Capital Region including 7 adult consumers (11.3%) and 55 child/adolescents (88.7%).
- Sample: Of the 7 adult consumers, 6 (85.7%) had a parent/guardian respond for them, and 1 (14.3%) responded for themselves with the additional input of a parent/guardian. Of the 55 child/adolescent consumers, 1 (1.8%) responded for themselves, 52 (94.5%) had a parent/guardian respond for them, and 2 (3.6%) 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, 11 (17.7%) CRR (Community Residential Rehabilitation) Host Homes, 22 (35.5%) EIBS (Educationally-Integrated Behavioral Support Program, and 29 (46.8%) RTF (Residential Treatment Facility).
- Methods: Data was collected by 6 interviewers.
- Treatment Facility: Data was collected from 18 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 62 interviews 24 (38.7%) were face-to-face and 38 (61.3%) were conducted by phone.

Services

The survey has 17 questions that ask the consumer about their satisfaction with the services they receive. According to survey responses, consumers report some level of satisfaction with their services.

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

- 93.5% You were informed about your rights and responsibilities regarding the treatment you have received Q17.
- 93.5% Your provider asks your permission before sharing your personal information Q20.
- 88.7% Your provider informed you who to call if you have questions about your mental health or substance abuse services Q13.
- 87.1% You feel comfortable in asking questions regarding your treatment Q18.
- 85.5% Program staff respects your ethnic, cultural and religious background in your recovery/treatment Q21.

- 85.5% Your service provider offered you the opportunity to involve family, significant others or friends into your treatment process Q24.
- 85.5% You are included in the development of your treatment/recovery plan and goals for recovery Q25.

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

- 19.4% You feel safe at this facility Q23.
- 16.1% You have the option to change your service provider should you choose to Q16.
- 16.1% Your service provider explained the limitations of therapy or treatment Q28.
- 16.1% Overall, you are satisfied with the services you are receiving Q29.

Outcomes of Services

The 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, 33.9% to 74.2% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 11.3% to 29% of responses reflect that no change has resulted from involvement in services. Finally, 9.7% to 19.4% 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, 45.7% reported that participation in community activities is better or much better, 37.0% reported no change, and 17.4% reported this as worse or much worse. This is a more accurate representation of the data.

* Strengthening your social support network Q36. A high number of consumers reported that this question did not apply to them. With these cases removed, 54.9% reported that participation in school or work activities is better or much better, 23.5% reported no change, and 21.6% reported this as worse or much worse. This is a more accurate representation of the data.

* Feeling good (hopeful) about the future Q34. A high number of consumers reported that this question did not apply to them. With these cases removed, 54.0% reported that participation in school or work activities is better or much better, 32.0% reported no change, and 14.0% reported this as worse or much worse. This is a more accurate representation of the data.

* Coping with personal crisis Q32. A high number of consumers reported that this question did not apply to them. With these cases removed, 57.7% reported that participation in school or work activities is better or much better, 26.9% reported no change, and 15.4% reported this as worse or much worse. This is a more accurate representation of the data.

* Feeling in control of your life Q31. A high number of consumers reported that this question did not apply to them. With these cases removed, 58.8% reported that participation in school or work

activities is better or much better, 17.6% reported no change, and 23.6% 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

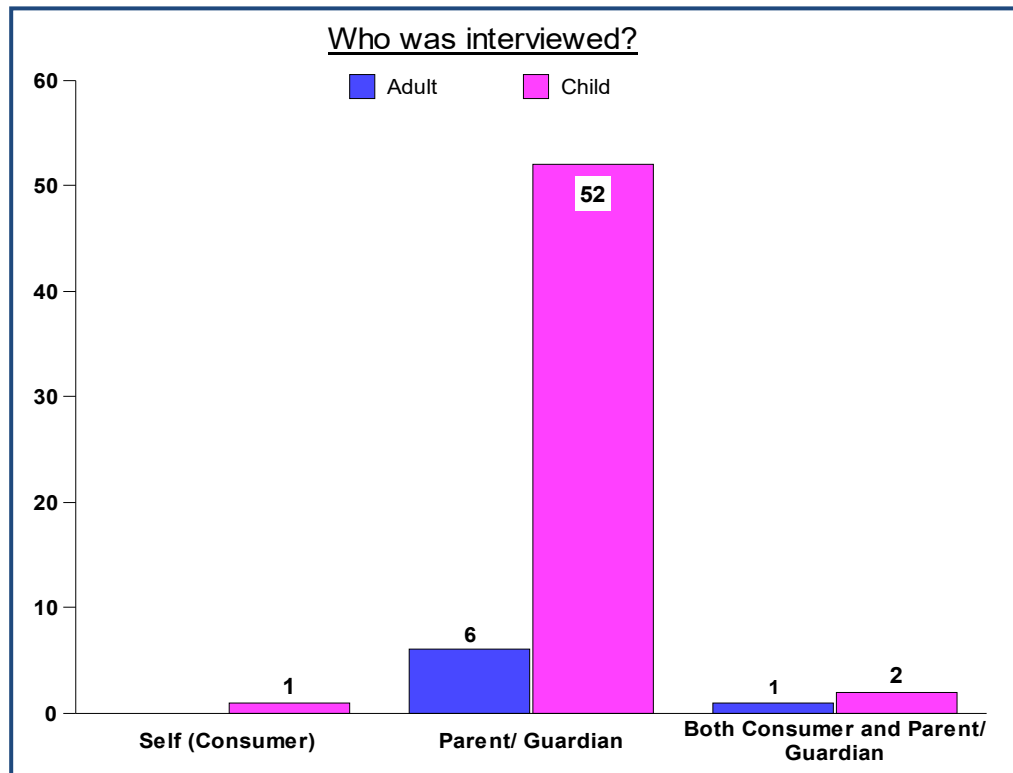
During the interview, if a consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), Perform Care or any other part of the behavioral health system that can reasonably be addressed, the surveyor will ask the consumer if 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 19-20.

* 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 62 ($n=62$) respondents from the Capital Region including 7 adult consumers (11.3%) and 55 child/adolescents (88.7%).
- Sample: Of the 7 adult consumers, 6 (85.7%) had a parent/guardian respond for them, and 1 (14.3%) responded for themselves with the additional input of a parent/guardian. Of the 55 child/adolescent consumers, 1 (1.8%) responded for themselves, 52 (94.5%) had a parent/guardian respond for them, and 2 (3.6%) 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, 11 (17.7%) CRR (Community Residential Rehabilitation) Host Homes, 22 (35.5%) EIBS (Educationally-Integrated Behavioral Support Program, and 29 (46.8%) RTF (Residential Treatment Facility).
- Methods: Data was collected by 6 interviewers.
- Treatment Facility: Data was collected from 18 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 62 interviews 24 (38.7%) were face-to-face and 38 (61.3%) were conducted by phone.

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

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	62	15 24.20%	16 25.80%	11 17.70%	19 30.60%	1 1.60%
Adult						
In Person	4	0 0	0 0	0 0	3 75.00%	1 25.00%
Phone	3	2 66.70%	1 33.30%	0 0	0 0	0 0
Child/ Adolescent						
In Person	20	8 40.00%	5 25.00%	3 15.00%	4 20.00%	0 0
Phone	35	5 14.30%	10 28.60%	8 22.90%	12 34.30%	0 0

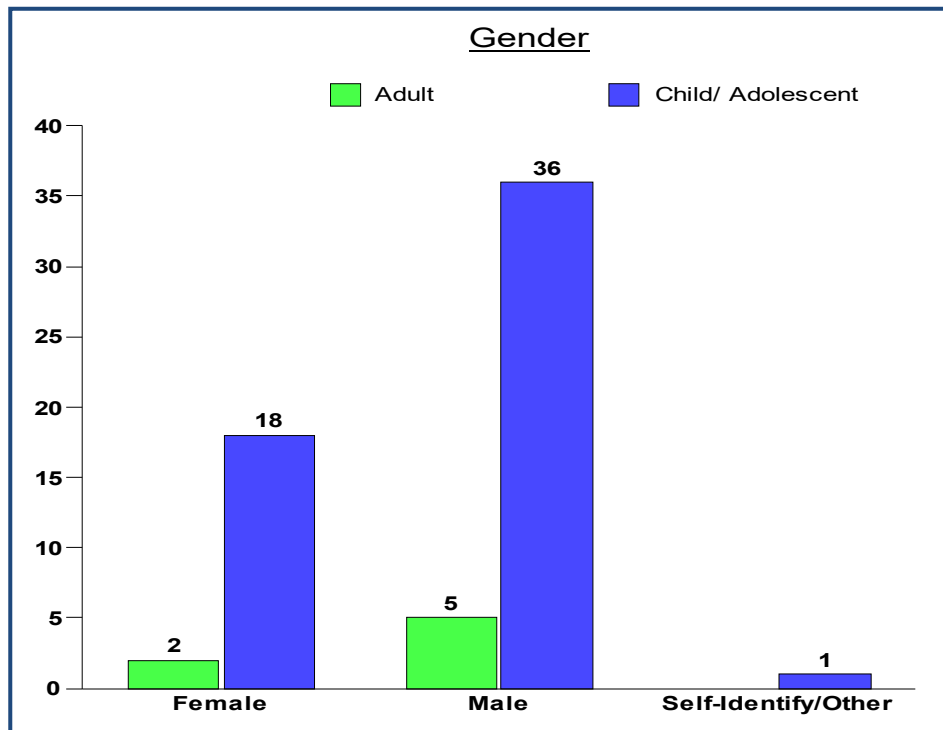
County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Lebanon County (30.6%). The remaining respondents reported residence in Dauphin (25.8%), Cumberland (24.2%), Lancaster (17.7%), and Perry (1.6%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	62	15 24.20%	16 25.80%	11 17.70%	19 30.60%	1 1.60%
In Person	24	8 33.30%	5 20.80%	3 12.50%	7 29.20%	1 4.20%
Phone	38	7 18.40%	11 28.90%	8 21.10%	12 31.60%	0 0

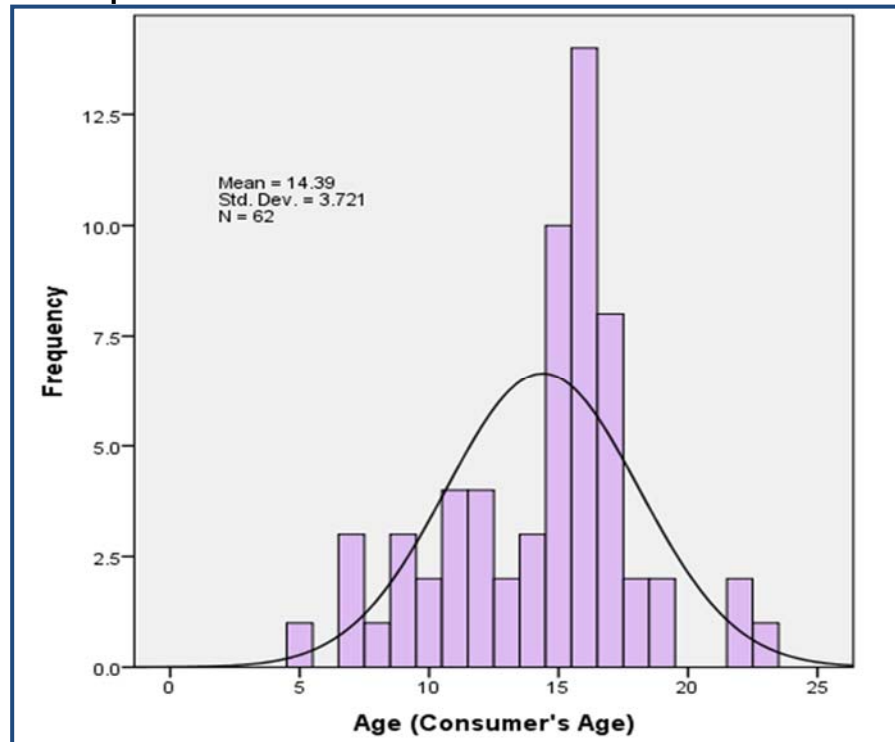
Demographic Information

Gender: Overall, the sample is 32.3% Female (20), 66.1% Male (41), and 1.6% Self-Identify/Other (1). Of the 7 adult consumers, 28.6% Female (2), and 71.4% Male (5). Of the 55 child/adolescent consumers, 32.7% Female (18), 65.5% Male (36), and 1.8% Self-Identify/Other (1).



Age: Age of all respondents ranged from 5-23 years, with a mean age of 14.39 (SD 3.721).

Age of All Respondents



Race: 35 respondents (56.5%) reported their race as White/Caucasian, 10 (16.1%) as African American, 9 (14.5%) as Hispanic/Latino, 3 (4.8%) as Multi-Racial, 3 (4.8%) as Asian/Pacific Islander, 1 (1.6%) as Other, and 1 (1.6%) did not answer this question.

	Total	Is the interview for an ADULT or CHILD	
		Adult	Child/ Adolescent
Total	62	7 11.30%	55 88.70%
Race			
African American	10	0 0	10 100.00%
Asian/ Pacific Islander	3	0 0	3 100.00%
Hispanic/ Latino	9	0 0	9 100.00%
Native American/ American Indian	0	0 0	0 0
White/ Caucasian	35	6 17.10%	29 82.90%
Multi-Racial	3	0 0	3 100.00%
Other	1	1 100.00%	0 0
Did Not Answer	1	0 0	1 100.00%

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) 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.

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

Survey Information: Overall, 20 of the 62 respondents (32.3%) reported they had been interviewed by their provider within the last year, 36 (58.1%) reported they had not been interviewed, 5 (8.1%) were not sure, and 1 (1.6%) reported that this question did not apply to them.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	62	20 32.30%	36 58.10%	5 8.10%	1 1.60%
Adult	7	3 42.90%	3 42.90%	0 0	1 14.30%
Child/ Adolescent	55	17 30.90%	33 60.00%	5 9.10%	0 0

Total Satisfaction Score				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Deviation
Adult	Yes	3	119.28	16.72
	No	3	97.39	8.58
	Not sure			
	N/A	1	134.13	.
	Total	7	112.02	18.24
Child	Yes	17	115.07	14.05
	No	33	100.07	21.96
	Not sure	5	116.09	15.87
	N/A			
	Total	55	106.16	20.49

Our analysis indicates that child/adolescent consumers who were not interviewed by their provider during the last year reported significantly lower total satisfaction than those who were interviewed by their provider during last year.

Service Delay:

- Of the 62 consumers, 13 (21.0%) reported that they experienced some delay before beginning treatment. 37 consumers (59.7%) reported no delay before beginning treatment, and 12 (19.4%) consumers felt that this question did not apply to them.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	62	13 21.00%	37 59.70%	12 19.40%
Adult	7	0 0	4 57.10%	3 42.90%
Child/ Adolescent	55	13 23.60%	33 60.00%	9 16.40%

Total Satisfaction Score				
Q11 Were there delays before starting these services?		N	Mean	Std. Deviation
Adult	Yes			
	No	4	123.00	15.54
	N/A	3	97.39	8.58
	Total	7	112.02	18.24
Child	Yes	13	101.65	17.57
	No	33	111.88	19.19
	N/A	9	91.72	22.22
	Total	55	106.16	20.49

Our analysis indicates that child/adolescent consumers who responded that this question did not apply to them reported significantly lower total satisfaction than those who did not experience a delay.

Emergency Treatment: 25 of the 62 respondents (40.3%) indicated they needed emergency mental health or substance abuse service during the past year; 35 respondents (56.5%) reported that they did not need emergency service and 2 (3.2%) 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 3.16 with standard deviation 1.434.

	Total	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
Total	25	5 20.00%	4 16.00%	2 8.00%	10 40.00%	4 16.00%
Adult	2	0 0	0 0	1 50.00%	1 50.00%	0 0
Child/ Adolescent	23	5 21.70%	4 17.40%	1 4.30%	9 39.10%	4 17.40%

Mean Satisfaction of Treatment Facilities

- Data was collected from 49 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.

Adult			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
VISTA SCHOOL	5	119.63	15.42
DEVEREUX FOUNDATION	1	97.00	.
PRESBYTERIAN CHILDRNS VLLGE SERVICES	1	89.00	.
Total	7	112.02	18.24

Child/Adolescent			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
THE BRADLEY CENTER NORTH	4	123.35	11.79
DEVEREUX FOUNDATION	5	120.42	15.33
SARAH A. REED CHILDRENS CENTER	1	116.00	.
PERSEUS HOUSE INC	1	115.00	.
VISTA SCHOOL	17	114.83	13.11
HOFFMAN HOMES-RTF	1	110.00	.
HARBORCREEK YOUTH SERVICES-ST JOSEPH HOUSE	2	105.98	11.34
PHILHAVEN	2	105.50	10.61
COMMUNITY SERVICES GROUP INC	1	105.00	.
CHILDREN'S SERVICE CENTER	1	105.00	.
SILVER SPRINGS MARTIN LUTHER-RTF	2	104.59	23.21
PRESSLEY RIDGE SCHOOLS	2	104.00	5.66
KIDSPEACE NATIONAL CENTERS INC	2	103.97	14.18
CHILDRENS HOME OF YORK, INC	1	97.11	.
GEORGE JUNIOR REPUBLIC IN PA - HOWARD WALKER	1	97.00	.
MERAKEY CAPITAL	6	88.59	28.18
CHOR YOUTH & FAMILY SERVICES INC	3	81.18	21.27
PRESBYTERIAN CHILDRNS VLLGE SERVICES	3	74.35	32.00
Total	55	106.16	20.49

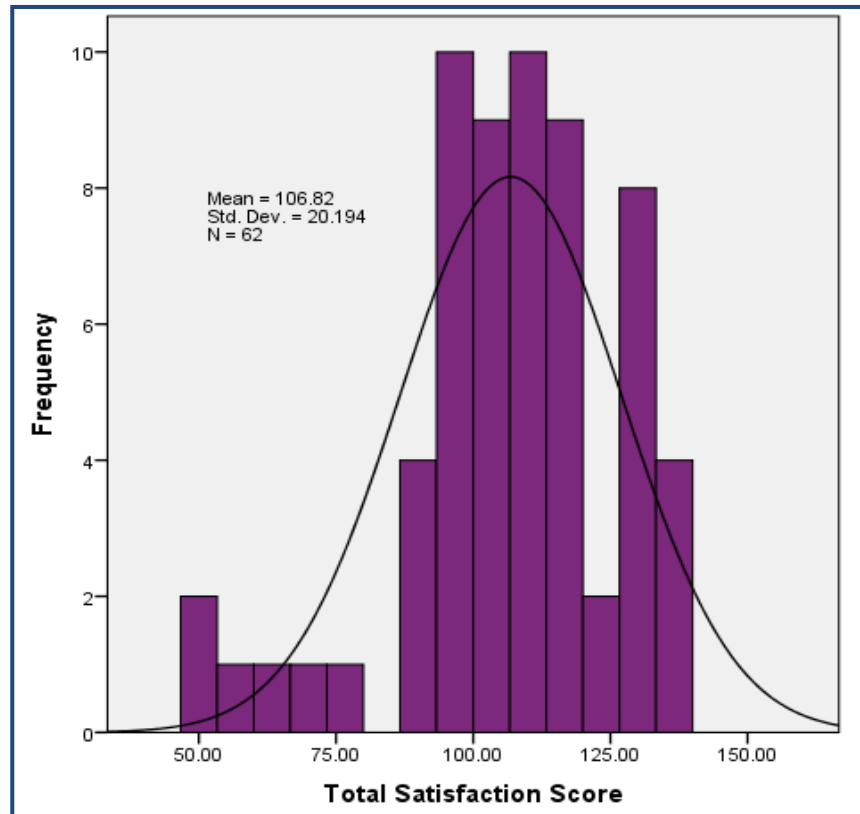
Mean Satisfaction Level of Care

Total Satisfaction Score				
Level of Care		N	Mean	Std. Deviation
Adult	EIBS	5	119.63	15.42
	RTF	2	93.00	5.66
	CRR HOST HOMES	0	0	0
	Total	7	112.02	18.24
Child/ Adolescent	EIBS	17	114.83	13.11
	RTF	27	104.56	22.05
	CRR HOST HOMES	11	96.68	22.23
	Total	55	106.16	20.49

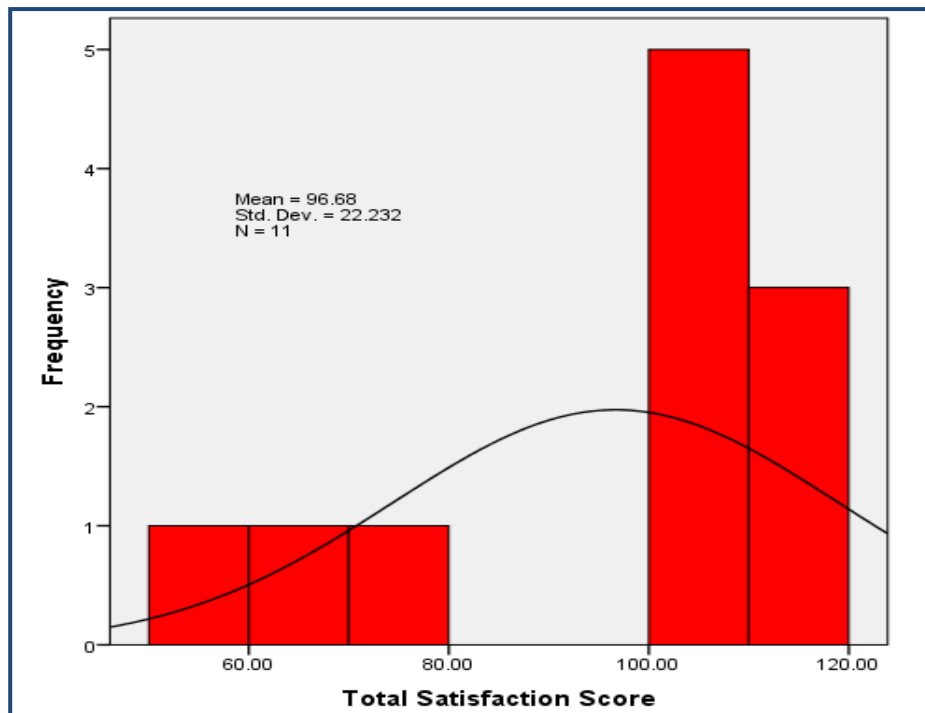
Total Satisfaction

Overall Satisfaction: CSS includes 28 questions in the Total Satisfaction Score (TSS). These are questions 13-40 on the survey. Each question has 5 possible responses that are figured into the score. The responses ranged from 1 (Strongly Disagree/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.

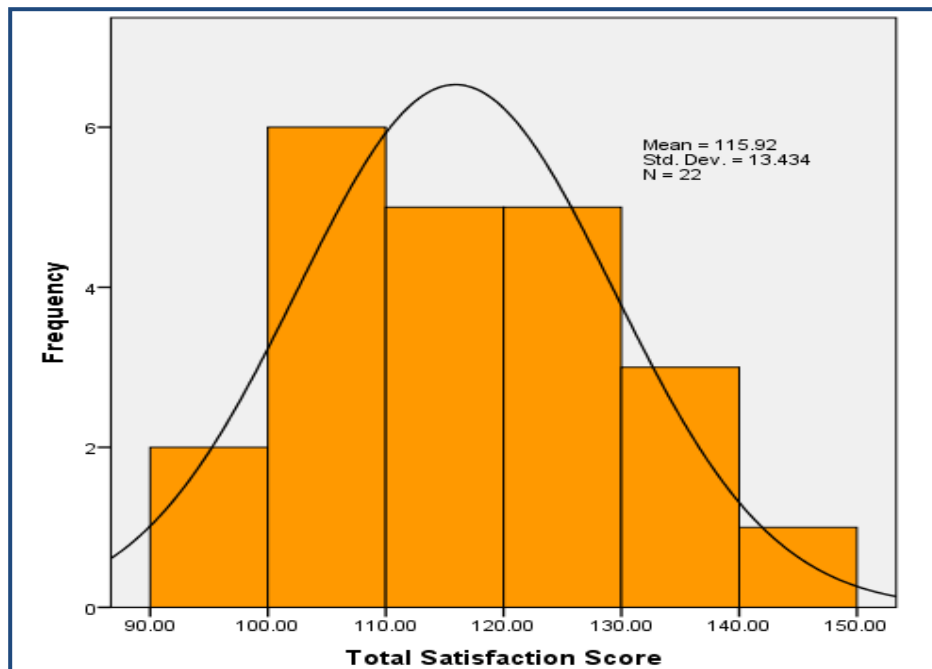
- The overall mean for all respondents for Total Satisfaction Score (TSS) was 106.82 with a standard deviation 20.194 indicating some level of satisfaction. The TSS scores ranged from 50.07– 140. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



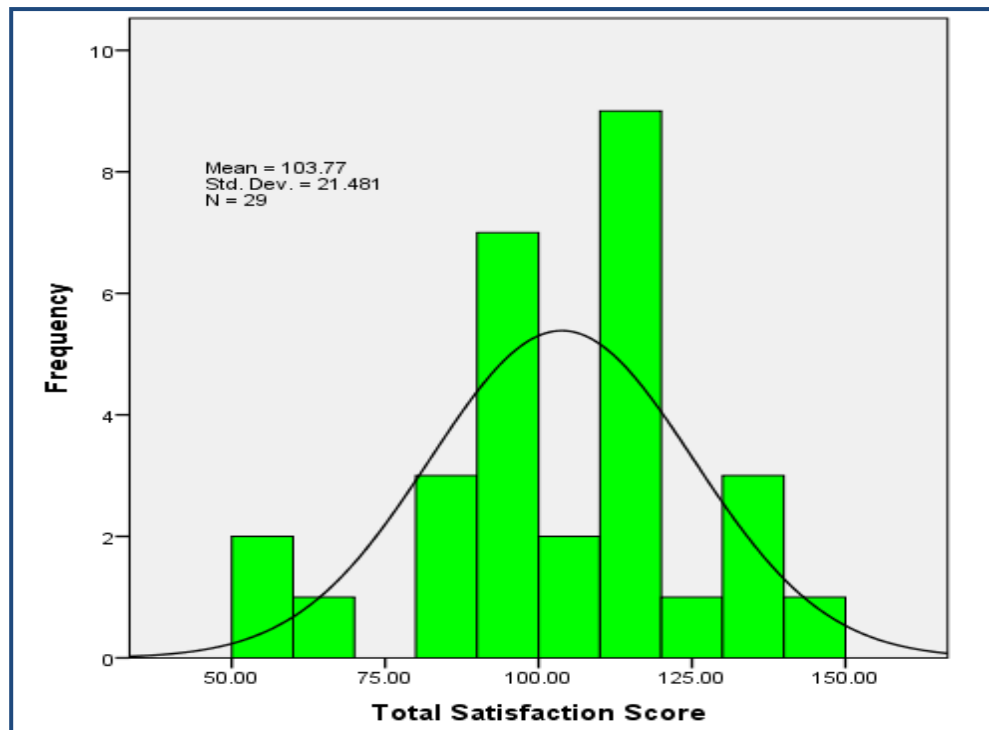
- The overall mean for all CRR Host Home respondents for Total Satisfaction Score (TSS) was 96.68 with a standard deviation 22.232 indicating some level of satisfaction. The TSS scores ranged from 50.07– 117.43. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all EIBS respondents for Total Satisfaction Score (TSS) was 115.92 with a standard deviation 13.434 indicating some level of satisfaction. The TSS scores ranged from 93.0– 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 RTF respondents for Total Satisfaction Score (TSS) was 103.77 with a standard deviation 21.481 indicating some level of satisfaction. The TSS scores ranged from 51.95– 140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

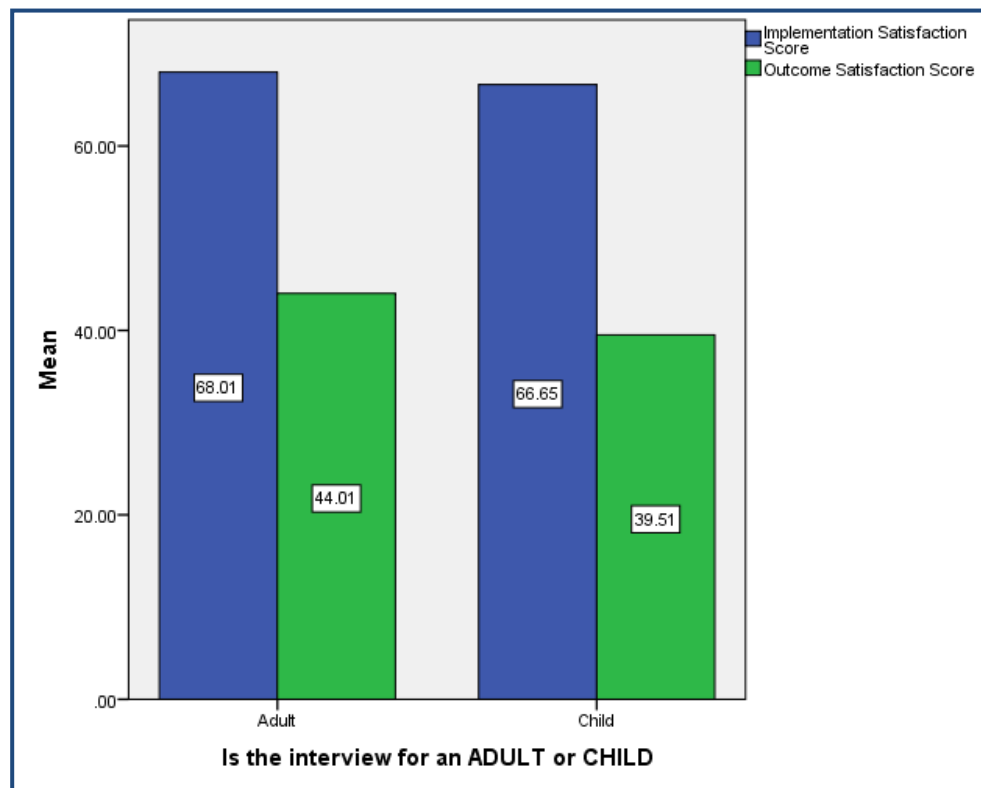


Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 36-85. Scores 68-85 indicate a high level of satisfaction, scores 51-67 indicate some level of satisfaction and scores below 50 indicate some level of dissatisfaction with services.

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

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



Services

The survey has 17 questions that ask the consumer about their satisfaction with the services they receive. According to survey responses, consumers report some level of satisfaction with their services.

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

- 93.5% You were informed about your rights and responsibilities regarding the treatment you have received Q17.
- 93.5% Your provider asks your permission before sharing your personal information Q20.
- 88.7% Your provider informed you who to call if you have questions about your mental health or substance abuse services Q13.
- 87.1% You feel comfortable in asking questions regarding your treatment Q18.
- 85.5% Program staff respects your ethnic, cultural and religious background in your recovery/treatment Q21.
- 85.5% Your service provider offered you the opportunity to involve family, significant others or friends into your treatment process Q24.
- 85.5% You are included in the development of your treatment/recovery plan and goals for recovery Q25.

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

- 19.4% You feel safe at this facility Q23.
- 16.1% You have the option to change your service provider should you choose to Q16.
- 16.1% Your service provider explained the limitations of therapy or treatment Q28.
- 16.1% Overall, you are satisfied with the services you are receiving Q29.

***Summary responses from the Total group of respondents (N=62) are presented in Table 1.
Summary responses from the Total group Adult respondents (N=7) are presented in Table 2.
Summary responses from the Total group Child/ Adolescent of respondents (N=55) are presented in Table 3.***

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=62	% 4 or 5 Agree or Strongly Agree	% 1 or 2 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.	88.7	8.1	2.9	0.8	3.2
14. You were given information on how to get additional community resources when you asked for information (example: transportation, child care, employment training).	67.7	14.5	2.9	1.2	9.7
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.).	80.6	11.3	2.7	0.7	0.0
16. You have the option to change your service provider should you choose to.	75.8	16.1	2.7	0.9	1.6
17. You were informed about your rights and responsibilities regarding the treatment you have received.	93.5	6.5	2.9	0.5	0.0
18. You feel comfortable in asking questions regarding your treatment.	87.1	9.7	2.8	0.6	0.0
19. Your service provider spends adequate time with you.	82.3	9.7	2.7	0.6	0.0
20. Your provider asks your permission before sharing your personal information.	93.5	6.5	2.9	0.5	0.0
21. Program staff respects your ethnic, cultural and religious background in your recovery/treatment.	85.5	8.1	2.8	0.7	1.6
22. You trust your service provider.	75.8	14.5	2.6	0.7	0.0
23. You feel safe at this facility.	74.2	19.4	2.6	0.9	1.6
24. Your service provider offered you the opportunity to involve family, significant others or friends into your treatment process.	85.5	8.1	2.8	0.7	1.6
25. You are included in the development of your treatment/recovery plan and goals for recovery.	85.5	6.5	2.9	0.8	3.2
26. You are an important part of the treatment process.	79.0	9.7	2.8	0.9	3.2
27. Your service provider explained the advantages of therapy or treatment.	83.9	9.7	2.8	0.7	1.6
28. Your service provider explained the limitations of therapy or treatment.	79.0	16.1	2.7	0.9	1.6
29. Overall, you are satisfied with the services you are receiving.	79.0	16.1	2.6	0.8	0.0

Table 2 – Total Satisfaction – Services Questions – Adult

N=7	% 4 or 5 Agree or Strongly Agree	% 1 or 2 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.	100.0	0.0	3.0	0.0	0.0
14. You were given information on how to get additional community resources when you asked for information (example: transportation, child care, employment training).	28.6	28.6	2.7	2.3	42.9
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.).	85.7	14.3	2.7	0.8	0.0
16. You have the option to change your service provider should you choose to.	57.1	42.9	2.1	1.1	0.0
17. You were informed about your rights and responsibilities regarding the treatment you have received.	100.0	0.0	3.0	0.0	0.0
18. You feel comfortable in asking questions regarding your treatment.	85.7	0.0	2.9	0.4	0.0
19. Your service provider spends adequate time with you.	85.7	14.3	2.7	0.8	0.0
20. Your provider asks your permission before sharing your personal information.	100.0	0.0	3.0	0.0	0.0
21. Program staff respects your ethnic, cultural and religious background in your recovery/treatment.	100.0	0.0	3.0	0.0	0.0
22. You trust your service provider.	57.1	28.6	2.3	1.0	0.0
23. You feel safe at this facility.	57.1	28.6	2.3	1.0	0.0
24. Your service provider offered you the opportunity to involve family, significant others or friends into your treatment process.	85.7	14.3	2.7	0.8	0.0
25. You are included in the development of your treatment/recovery plan and goals for recovery.	100.0	0.0	3.0	0.0	0.0
26. You are an important part of the treatment process.	85.7	14.3	2.7	0.8	0.0
27. Your service provider explained the advantages of therapy or treatment.	85.7	14.3	2.7	0.8	0.0
28. Your service provider explained the limitations of therapy or treatment.	71.4	28.6	2.4	1.0	0.0
29. Overall, you are satisfied with the services you are receiving.	85.7	0.0	2.9	0.4	0.0

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

N=55	% 4 or 5 Agree or Strongly Agree	% 1 or 2 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.	87.3	9.1	2.9	0.8	3.6
14. You were given information on how to get additional community resources when you asked for information (example: transportation, child care, employment training).	72.7	12.7	2.8	1.0	5.5
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.).	80.0	10.9	2.7	0.7	0.0
16. You have the option to change your service provider should you choose to.	78.2	12.7	2.7	0.8	1.8
17. You were informed about your rights and responsibilities regarding the treatment you have received.	92.7	7.3	2.9	0.5	0.0
18. You feel comfortable in asking questions regarding your treatment.	87.3	10.9	2.8	0.6	0.0
19. Your service provider spends adequate time with you.	81.9	9.1	2.7	0.6	0.0
20. Your provider asks your permission before sharing your personal information.	92.7	7.3	2.9	0.5	0.0
21. Program staff respects your ethnic, cultural and religious background in your recovery/treatment.	83.6	9.1	2.8	0.7	1.8
22. You trust your service provider.	78.2	12.7	2.7	0.7	0.0
23. You feel safe at this facility.	76.4	18.2	2.7	0.9	1.8
24. Your service provider offered you the opportunity to involve family, significant others or friends into your treatment process.	85.5	7.3	2.9	0.7	1.8
25. You are included in the development of your treatment/recovery plan and goals for recovery.	83.6	7.3	2.9	0.8	3.6
26. You are an important part of the treatment process.	78.2	9.1	2.8	0.9	3.6
27. Your service provider explained the advantages of therapy or treatment.	83.6	9.1	2.8	0.7	1.8
28. Your service provider explained the limitations of therapy or treatment.	80.0	14.5	2.7	0.8	1.8
29. Overall, you are satisfied with the services you are receiving.	78.2	18.2	2.6	0.8	0.0

Outcomes of Services

The 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, 33.9% to 74.2% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 11.3% to 29% of responses reflect that no change has resulted from involvement in services. Finally, 9.7% to 19.4% 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, 45.7% reported that participation in community activities is better or much better, 37.0% reported no change, and 17.4% reported this as worse or much worse. This is a more accurate representation of the data.

* Strengthening your social support network Q36. A high number of consumers reported that this question did not apply to them. With these cases removed, 54.9% reported that participation in school or work activities is better or much better, 23.5% reported no change, and 21.6% reported this as worse or much worse. This is a more accurate representation of the data.

* Feeling good (hopeful) about the future Q34. A high number of consumers reported that this question did not apply to them. With these cases removed, 54.0% reported that participation in school or work activities is better or much better, 32.0% reported no change, and 14.0% reported this as worse or much worse. This is a more accurate representation of the data.

* Coping with personal crisis Q32. A high number of consumers reported that this question did not apply to them. With these cases removed, 57.7% reported that participation in school or work activities is better or much better, 26.9% reported no change, and 15.4% reported this as worse or much worse. This is a more accurate representation of the data.

* Feeling in control of your life Q31. A high number of consumers reported that this question did not apply to them. With these cases removed, 58.8% reported that participation in school or work activities is better or much better, 17.6% reported no change, and 23.6% 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=62) are presented in Table 4.

Summary responses from the Total group Adult respondents (N=7) are presented in Table 5.

Summary responses from the Total group Child/ Adolescent of respondents (N=55) are presented in Table 6.

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

Total N=62	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
13. Managing daily problems.	56.5	27.4	14.5	2.5	0.9	1.6
14. Feeling in control of your life.	48.4	14.5	19.4	3.0	1.6	17.7
15. Coping with personal crisis.	48.4	22.6	12.9	3.0	1.5	16.1
16. How you feel about yourself.	51.6	21.0	14.5	2.9	1.4	12.9
17. Feeling good (hopeful) about the future.	43.5	25.8	11.3	3.1	1.6	19.4
18. Enjoying your free time.	74.2	11.3	12.9	2.7	0.8	1.6
19. Strengthening your social support network.	45.2	19.4	17.7	3.0	1.6	17.7
20. Being involved in community activities.	33.9	27.4	12.9	3.2	1.8	25.8
21. Participating with school or work activities.	61.3	17.7	9.7	3.0	1.3	11.3
22. Interacting with people in social situations.	53.2	25.8	11.3	2.8	1.3	9.7
23. Coping with the specific problems or issues that led you to seek services.	53.2	29.0	16.1	2.4	0.9	1.6

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

Total N=7	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	57.1	28.6	14.3	2.4	0.8	0.0
31. Feeling in control of your life.	42.9	14.3	14.3	3.4	1.9	28.6
32. Coping with personal crisis.	42.9	14.3	0.0	4.1	0.8	42.9
33. How you feel about yourself.	71.4	14.3	0.0	3.2	1.3	14.3
34. Feeling good (hopeful) about the future.	42.9	14.3	0.0	4.1	1.8	42.9
35. Enjoying your free time.	85.7	14.3	0.0	2.9	0.4	0.0
36. Strengthening your social support network.	57.1	14.3	0.0	3.7	1.6	28.6
37. Being involved in community activities.	57.1	14.3	0.0	3.7	1.6	28.6
38. Participating with school or work activities.	57.1	28.6	0.0	3.1	1.3	14.3
39. Interacting with people in social situations.	42.9	28.6	14.3	2.9	1.6	14.3
40. Coping with the specific problems or issues that led you to seek services.	57.1	28.6	0.0	3.1	1.3	14.3

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

Total N=55	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	56.4	27.3	14.5	2.5	0.9	1.8
31. Feeling in control of your life.	49.1	14.5	20.0	2.9	1.6	16.4
32. Coping with personal crisis.	49.1	23.6	14.5	2.9	1.4	12.7
33. How you feel about yourself.	49.1	21.8	16.4	2.8	1.4	12.7
34. Feeling good (hopeful) about the future.	43.6	27.3	12.7	3.0	1.5	16.4
35. Enjoying your free time.	72.7	10.9	14.5	2.7	0.9	1.8
36. Strengthening your social support network.	43.6	20.0	20.0	2.9	1.6	16.4
37. Being involved in community activities.	30.9	29.1	14.5	3.2	1.8	25.5
38. Participating with school or work activities.	61.8	16.4	10.9	2.9	1.3	10.9
39. Interacting with people in social situations.	54.5	25.5	10.9	2.8	1.2	9.1
40. Coping with the specific problems or issues that led you to seek services.	52.7	29.1	18.2	2.3	0.8	0.0

Satisfaction with the Managed Care Organization

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

- 80.6% of respondents (50 of the 62) reported that they had received a copy of the Perform Care member handbook, 12.9% (8) did not receive a member handbook, and 6.5% (4) were not sure.

	Total	Q1 Have you received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	62	50 80.60%	8 12.90%	4 6.50%	0 0
Adult					
Cumberland	2	2 100.00%	0 0	0 0	0 0
Dauphin	1	1 100.00%	0 0	0 0	0 0
Lancaster	0	0 0	0 0	0 0	0 0
Lebanon	3	2 66.70%	1 33.30%	0 0	0 0
Perry	1	0 0	0 0	1 100.00%	0 0
Child/Adolescent					
Cumberland	13	9 69.20%	3 23.10%	1 7.70%	0 0
Dauphin	15	13 86.70%	2 13.30%	0 0	0 0
Lancaster	11	9 81.80%	2 18.20%	0 0	0 0
Lebanon	16	14 87.50%	0 0	2 12.50%	0 0
Perry	0	0 0	0 0	0 0	0 0

- 90.3% of respondents (56 of the 62) reported that they are aware of their right to file a complaint or grievance. 3.0% (2) were not aware of their right to file a complaint or grievance, 1.6% (1) was not sure, and 4.8% (3) 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	62	56 90.30%	2 3.20%	1 1.60%	3 4.80%
Adult					
Cumberland	2	2 100.00%	0 0	0 0	0 0
Dauphin	1	1 100.00%	0 0	0 0	0 0
Lancaster	0	0 0	0 0	0 0	0 0
Lebanon	3	2 66.70%	1 33.30%	0 0	0 0
Perry	1	1 100.00%	0 0	0 0	0 0
Child/Adolescent					
Cumberland	13	9 69.20%	1 7.70%	1 7.70%	2 15.40%
Dauphin	15	15 100.00%	0 0	0 0	0 0
Lancaster	11	10 90.90%	0 0	0 0	1 9.10%
Lebanon	16	16 100.00%	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 77.4% of respondents (48 of the 62) reported that they knew who to call to file a complaint or grievance. 12.9% (8) reported that they did not know who to call, 6.5% (4) were not sure, and 3.2% (2) 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	62	48 77.40%	8 12.90%	4 6.50%	2 3.20%
Adult					
Cumberland	2	2 100.00%	0 0	0 0	0 0
Dauphin	1	1 100.00%	0 0	0 0	0 0
Lancaster	0	0 0	0 0	0 0	0 0
Lebanon	3	2 66.70%	1 33.30%	0 0	0 0
Perry	1	1 100.00%	0 0	0 0	0 0
Child/Adolescent					
Cumberland	13	8 61.50%	1 7.70%	2 15.40%	2 15.40%
Dauphin	15	11 73.30%	3 20.00%	1 6.70%	0 0
Lancaster	11	10 90.90%	1 9.10%	0 0	0 0
Lebanon	16	13 81.30%	2 12.50%	1 6.30%	0 0
Perry	0	0 0	0 0	0 0	0 0

- 32.3% of respondents (20 of the 62) reported that they had called Perform Care in the last twelve months for information. 62.9% (39) did not call Perform Care within the last twelve months, 1.6% (1) was not sure, and 3.2% (2) reported that 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	62	20 32.30%	39 62.90%	1 1.60%	2 3.20%
Adult					
Cumberland	2	0 0	2 100.00%	0 0	0 0
Dauphin	1	0 0	1 100.00%	0 0	0 0
Lancaster	0	0 0	0 0	0 0	0 0
Lebanon	3	1 33.30%	2 66.70%	0 0	0 0
Perry	1	0 0	1 100.00%	0 0	0 0
Child/Adolescent					
Cumberland	13	5 38.50%	7 53.80%	0 0	1 7.70%
Dauphin	15	5 33.30%	8 53.30%	1 6.70%	1 6.70%
Lancaster	11	4 36.40%	7 63.60%	0 0	0 0
Lebanon	16	5 31.30%	11 68.80%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 89.5% of those that requested information from Perform Care (17 of the 19) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays, and 10.5% (2) were not able to get information without delays

	Total	Q4A Were you able to obtain information on treatment and/or services from Perform Care without unnecessary delays?		
		Yes	No	Not Sure
Total	19	17 89.50%	2 10.50%	0 0
Adult				
Cumberland	0	0 0	0 0	0 0
Dauphin	0	0 0	0 0	0 0
Lancaster	0	0 0	0 0	0 0
Lebanon	1	0 0	1 100.00%	0 0
Perry	0	0 0	0 0	0 0
Child/Adolescent				
Cumberland	5	5 100.00%	0 0	0 0
Dauphin	4	3 75.00%	1 25.00%	0 0
Lancaster	4	4 100.00%	0 0	0 0
Lebanon	5	5 100.00%	0 0	0 0
Perry	0	0 0	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.*

- 72.6% of respondents (45 of 62) were given a choice of at least 2 providers regarding the type of service they were seeking. 19.4% of respondents (12) reported that they were not given a choice, 3.2% (2) were not sure, and 4.8% (3) reported that this question did not apply.

	Total	Q5 Were you given a choice of at least two (2) Providers from Perform Care regarding the type of service you were seeking?			
		Yes	No	Not Sure	Does Not Apply
Total	62	45 72.60%	12 19.40%	2 3.20%	3 4.80%
Adult					
Cumberland	2	1 50.00%	1 50.00%	0 0	0 0
Dauphin	1	0 0	1 100.00%	0 0	0 0
Lancaster	0	0 0	0 0	0 0	0 0
Lebanon	3	2 66.70%	1 33.30%	0 0	0 0
Perry	1	1 100.00%	0 0	0 0	0 0
Child/Adolescent					
Cumberland	13	7 53.80%	3 23.10%	1 7.70%	2 15.40%
Dauphin	15	11 73.30%	3 20.00%	0 0	1 6.70%
Lancaster	11	8 72.70%	3 27.30%	0 0	0 0
Lebanon	16	15 93.80%	0 0	1 6.30%	0 0
Perry	0	0 0	0 0	0 0	0 0

- 91.9% of respondents (57 of 62) were informed of the time approved for their services. 3.2% of respondents (2) were not informed of the time approved for services, and 4.8% (3) 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	62	57 91.90%	2 3.20%	0 0	3 4.80%
Adult					
Cumberland	2	2 100.00%	0 0	0 0	0 0
Dauphin	1	1 100.00%	0 0	0 0	0 0
Lancaster	0	0 0	0 0	0 0	0 0
Lebanon	3	2 66.70%	0 0	0 0	1 33.30%
Perry	1	1 100.00%	0 0	0 0	0 0
Child/Adolescent					
Cumberland	13	11 84.60%	1 7.70%	0 0	1 7.70%
Dauphin	15	15 100.00%	0 0	0 0	0 0
Lancaster	11	10 90.90%	1 9.10%	0 0	0 0
Lebanon	16	15 93.80%	0 0	0 0	1 6.30%
Perry	0	0 0	0 0	0 0	0 0

- 100.0% of respondents (32 of the 32) report when they call Perform Care staff treats them courteously and with respect.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	32	32 100.00%	0 0	0 0
Adult				
Cumberland	0	0 0	0 0	0 0
Dauphin	0	0 0	0 0	0 0
Lancaster	0	0 0	0 0	0 0
Lebanon	1	1 100.00%	0 0	0 0
Perry	0	0 0	0 0	0 0
Child/Adolescent				
Cumberland	7	7 100.00%	0 0	0 0
Dauphin	9	9 100.00%	0 0	0 0
Lancaster	6	6 100.00%	0 0	0 0
Lebanon	9	9 100.00%	0 0	0 0
Perry	0	0 0	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.*

- 93.8% of respondents (45 of 62) report overall they are satisfied with their interactions with Perform Care. 4.2% of respondents (2) report overall they are not satisfied with their interactions with Perform Care, and 2.1% (1) was not sure.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	48	45 93.80%	2 4.20%	1 2.10%
Adult				
Cumberland	2	2 100.00%	0 0	0 0
Dauphin	0	0 0	0 0	0 0
Lancaster	0	0 0	0 0	0 0
Lebanon	3	2 66.70%	0 0	1 33.30%
Perry	0	0 0	0 0	0 0
Child/Adolescent				
Cumberland	10	9 90.00%	1 10.00%	0 0
Dauphin	10	10 100.00%	0 0	0 0
Lancaster	9	9 100.00%	0 0	0 0
Lebanon	14	13 92.90%	1 7.10%	0 0
Perry	0	0 0	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.*

Perform Care Comments:

Q1 Have you received a copy of the Member Handbook from Perform Care?

- 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 would look it up.
- I filed a grievance but I am still waiting to hear back.
- No. At least not off the top of my head but it would be easy to find.

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

- No comments.

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

- Some delays.

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

- This was our only choice, we are happy with this provider.
- Does not apply. There is only one provider.
- Only uses rehabilitation services.
- Only Geisinger-Holy Spirit was provided.
- We had a hard time; no one had availability in Lancaster area.

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

- No comments.

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

- They are great.

Q8 Overall, are you satisfied with the interactions you have had with Perform Care.

- Strongly satisfied.
- Not happy with the length of stay provided with insurance.