



# **Consumer Satisfaction Services, Inc.**

## **Capital Region 2nd 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.

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=1301) 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 1301 (n=1301) respondents from the Capital Region including 823 adult consumers (63.3%) and 478 child/adolescents (36.7%).
- Sample: Of the 823 adult consumers, 795 (96.6%) responded for themselves, 14 (1.7%) had a parent/guardian respond for them, and 14 (1.7%) responded for themselves with the additional input of a parent/guardian. Of the 478 child/adolescent consumers, 4 (0.8%) responded for themselves, 457 (95.6%) had a parent/guardian respond for them, and 17 (3.6%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 4 treatment levels of care were utilized by respondents and are included in this reporting period, 615 (47.3%) Mental Health Inpatient, 351 (27.0%) Targeted Case Management-Blended Case Management, 207 (15.9%) Targeted Case Management-Resource Coordination, and 128 (9.8%) Targeted Case Management-Intensive Case Management.
- Methods: Data was collected by 7 interviewers.
- Treatment Facility: Data was collected from 19 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 1301 interviews 1278 (98.2%) were conducted by phone, 22 (1.7%) were conducted face to face, and 1 (0.1%) was returned through the mail.

## 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.

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

- 94.2% You are an important part of the treatment process Q26.
- 94.1% You feel comfortable in asking questions regarding your treatment Q18.
- 93.9% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 93.6% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 92.7% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 92.6% Your provider asks your permission before sharing your personal information Q20.
- 89.3% Your service provider explained the advantages of your therapy or treatment Q27.
- 89.1% Your provider informed you who to call if you have questions about your mental health/crisis or substance abuse services Q13.
- 89.1% You trust your service provider Q22.
- 88.9% Overall, you are satisfied with the services you received/are receiving Q29.

- 86.5% Your service provider explained the limitations of your therapy or treatment Q28.
- 86.2% 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.
- 86.1% Your service provider spends adequate time with you Q19.
- 85.9% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.

*\*A high number of respondents reported that question 23, you feel safe at this facility, did not apply to them. With these cases removed, 89.8% agree or strongly agree they feel safe at this facility and 6.5% disagree or strongly disagree. This is a more accurate representation of the data.*

*\*Question 16, you have the option to change your service provider should you choose to, is not applicable to the levels of care surveyed and as such not considered in total satisfaction score calculation.*

## **Outcomes**

The standard survey asks respondents 11 questions about how much 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, 64.7% to 78.9% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 14.9% to 24.9% of responses reflect that no change has resulted from involvement in services. Finally, 4.9% to 8.8% of responses reflect 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 respondents reported that this question did not apply to them. With these cases removed, 63.4% reported that participation in community activities is better or much better, 31.1% reported no change, and 5.5% 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 respondents reported that this question did not apply to them. With these cases removed, 66.3% reported that participating with school or work is better or much better, 24.5% reported no change, and 9.2% 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**

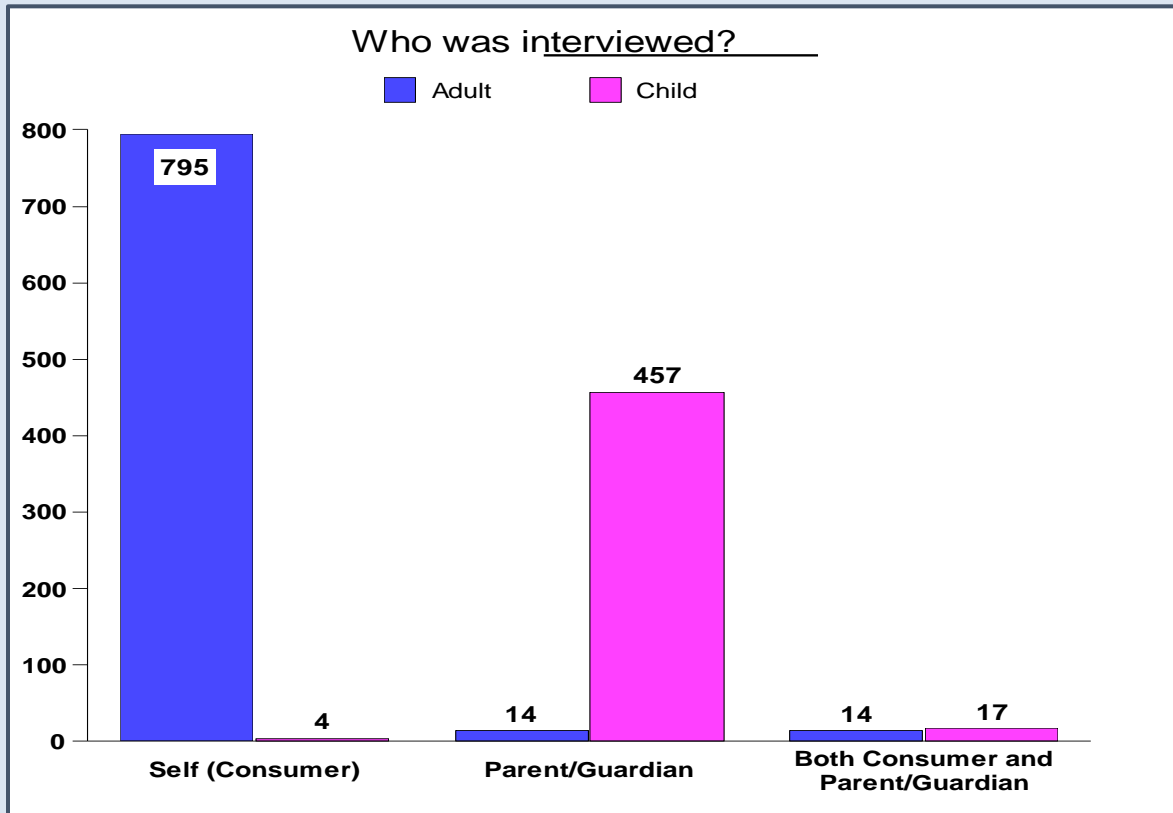
During the interview, if a respondent indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), PerformCare or any other part of the behavioral health system that can reasonably be addressed, the surveyor will ask the individual 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 2nd Quarter 2021.

\* 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

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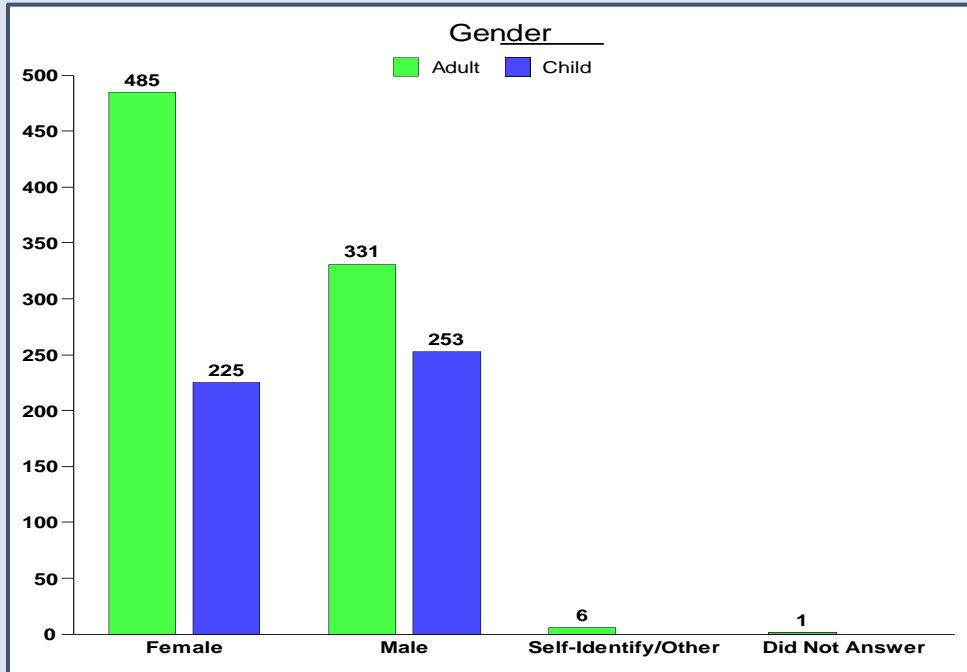
**County of Residence:**

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster (37.8%). The remaining respondents reported residence in Dauphin (34.4%), Lebanon (14.8%), Cumberland (10.8%), and Perry County (2.2%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
<b>Total</b>	1301	140 10.80%	448 34.40%	492 37.80%	193 14.80%	28 2.20%
<b>Age Type</b>						
<b>Adult</b>	823	98 11.90%	285 34.60%	304 36.90%	122 14.80%	14 1.70%
<b>Child</b>	478	42 8.80%	163 34.10%	188 39.30%	71 14.90%	14 2.90%

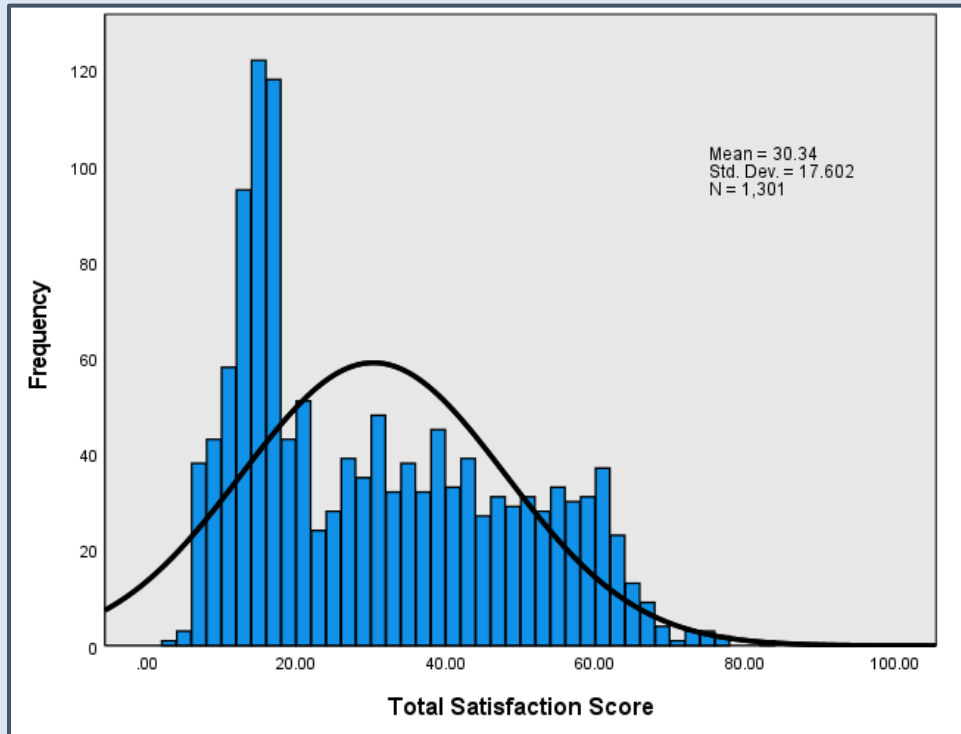
## Demographic Information

**Gender:** Overall, the sample is 54.6% Female (710), 44.9% Male (584), 0.5% Self-Identify/Other (6), and 0.1% Did Not Answer (1). Of the 823 adult consumers, 58.9% Female (485), 40.2% Male (331), 0.7% Self Identify/Other (6), and 0.1% Did Not Answer (1). Of the 478 child/adolescent consumers, 47.1% Female (225), and 52.9% Male (253).



**Age:** Age of all respondents ranged from 3-82 years, with a mean age of 30.34 (SD 17.602).

### 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>1301</b>	<b>823</b> <b>63.30%</b>	<b>478</b> <b>36.70%</b>
<b>Race</b>			
<b>African American</b>	197	137 69.50%	60 30.50%
<b>Asian/Pacific Islander</b>	18	9 50.00%	9 50.00%
<b>Hispanic/Latino</b>	126	72 57.10%	54 42.90%
<b>Native American/American Indian</b>	10	9 90.00%	1 10.00%
<b>White/Caucasian</b>	761	507 66.60%	254 33.40%
<b>Multi-Racial</b>	152	61 40.10%	91 59.90%
<b>Other</b>	17	10 58.80%	7 41.20%
<b>Did Not Answer</b>	20	18 90.00%	2 10.00%

## 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/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.

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

**Survey Information:** Overall, 671 of the 1301 respondents (51.6%) reported they had been interviewed by their provider within the last year, 475 (36.5%) reported they had not been interviewed, and 155 (11.9%) 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>1301</b>	<b>671</b> <b>51.60%</b>	<b>475</b> <b>36.50%</b>	<b>155</b> <b>11.90%</b>	<b>0</b> <b>0</b>
<b>Age Type</b>					
<b>Adult</b>	823	433 52.60%	295 35.80%	95 11.50%	0 0
<b>Child</b>	478	238 49.80%	180 37.70%	60 12.60%	0 0

<b>Total Satisfaction Score</b>				
<b>Has your provider interviewed you on your satisfaction level with services during the last year?</b>		<b>N</b>	<b>Mean</b>	<b>Std. Deviation</b>
<b>Adult</b>	<b>Yes</b>	<b>433</b>	<b>114.84</b>	<b>10.15</b>
	<b>No</b>	<b>295</b>	<b>110.06</b>	<b>14.56</b>
	<b>Not sure</b>	<b>95</b>	<b>109.77</b>	<b>11.08</b>
	<b>Total</b>	<b>823</b>	<b>112.54</b>	<b>12.24</b>
<b>Child</b>	<b>Yes</b>	<b>238</b>	<b>113.95</b>	<b>13.38</b>
	<b>No</b>	<b>180</b>	<b>107.52</b>	<b>14.35</b>
	<b>Not sure</b>	<b>60</b>	<b>109.31</b>	<b>11.62</b>
	<b>Total</b>	<b>478</b>	<b>110.95</b>	<b>13.86</b>

*Our analysis indicates that adult and child consumers 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 1301 consumers, 97 (7.5%) reported that they experienced some delay before beginning treatment. 875 consumers (67.3%) reported no delay before beginning treatment, and 329 (25.3%) 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>1301</b>	<b>97 7.50%</b>	<b>875 67.30%</b>	<b>329 25.30%</b>
<b>Age Type</b>				
<b>Adult</b>	823	44 5.30%	548 66.60%	231 28.10%
<b>Child</b>	478	53 11.10%	327 68.40%	98 20.50%

Total Satisfaction Score				
Q11 Were there delays before starting these services?		N	Mean	Std. Deviation
Adult	Yes	44	109.68	14.66
	No	548	113.10	11.37
	N/A	231	111.76	13.60
	Total	823	112.54	12.24
Child	Yes	53	109.54	11.13
	No	327	112.00	12.65
	N/A	98	108.20	18.12
	Total	478	110.95	13.86

***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.***

**Race:**

<b>Total Satisfaction Score</b>				
<b>Race</b>		<b>N</b>	<b>Mean</b>	<b>Std. Deviation</b>
<b>Adult</b>	<b>African American</b>	<b>137</b>	<b>113.87</b>	<b>11.39</b>
	<b>Asian/Pacific Islander</b>	<b>9</b>	<b>110.88</b>	<b>14.26</b>
	<b>Hispanic/Latino</b>	<b>72</b>	<b>114.92</b>	<b>9.38</b>
	<b>Native American / American Indian</b>	<b>9</b>	<b>115.10</b>	<b>10.23</b>
	<b>White / Caucasian</b>	<b>507</b>	<b>112.17</b>	<b>12.80</b>
	<b>Multi-Racial</b>	<b>61</b>	<b>112.60</b>	<b>12.03</b>
	<b>Other</b>	<b>10</b>	<b>108.29</b>	<b>11.61</b>
	<b>Did Not Answer</b>	<b>18</b>	<b>104.86</b>	<b>10.81</b>
	<b>Total</b>	<b>823</b>	<b>112.54</b>	<b>12.24</b>
<b>Child</b>	<b>African American</b>	<b>60</b>	<b>111.34</b>	<b>12.61</b>
	<b>Asian/Pacific Islander</b>	<b>9</b>	<b>106.81</b>	<b>11.81</b>
	<b>Hispanic/Latino</b>	<b>54</b>	<b>111.88</b>	<b>12.57</b>
	<b>Native American / American Indian</b>	<b>1</b>	<b>109.00</b>	<b>0.00</b>
	<b>White / Caucasian</b>	<b>254</b>	<b>110.43</b>	<b>14.56</b>
	<b>Multi-Racial</b>	<b>91</b>	<b>112.13</b>	<b>14.08</b>
	<b>Other</b>	<b>7</b>	<b>113.79</b>	<b>4.69</b>
	<b>Did Not Answer</b>	<b>2</b>	<b>96.52</b>	<b>16.30</b>
	<b>Total</b>	<b>478</b>	<b>110.95</b>	<b>13.86</b>

*Our analysis indicates that adult consumers who did not answer this question reported significantly lower total satisfaction than those who described their race as African American and Hispanic Latino.*

**Who Was Interviewed:**

Total Satisfaction Score				
Who was interviewed		N	Mean	Std. Deviation
Adult	Self (Consumer)	795	112.69	12.25
	Parent/Guardian	14	102.86	10.90
	Both Consumer and Parent/Guardian	14	113.40	9.73
	Total	823	112.54	12.24
Child	Self (Consumer)	4	117.15	9.46
	Parent/Guardian	457	110.77	13.94
	Both Consumer and Parent/Guardian	17	114.46	12.16
	Total	478	110.95	13.86

*Our analysis indicates that adult consumers whose parent or guardian responded for them reported significantly lower total satisfaction than those who responded for themselves.*

**Emergency Treatment:** 387 of the 1301 respondents (29.7%) indicated they needed emergency mental health or substance abuse service during the past year; 906 respondents (69.6%) reported that they did not need emergency service and 8 (0.6%) 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 3.99 with standard deviation 1.267.

	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>385</b>	<b>36 9.40%</b>	<b>29 7.50%</b>	<b>7 1.80%</b>	<b>144 37.40%</b>	<b>169 43.90%</b>
<b>Age Type</b>						
<b>Adult</b>	<b>227</b>	17 7.50%	16 7.00%	3 1.30%	86 37.90%	105 46.30%
<b>Child</b>	<b>158</b>	19 12.00%	13 8.20%	4 2.50%	58 36.70%	64 40.50%



## Mean Satisfaction of Treatment Facilities

- Data was collected from 19 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.

Total Satisfaction Score			
All Respondents	N	Mean	Std. Deviation
Name of Treatment Facility			
FRIENDS BEHAVIORAL HEALTH SYSTEM LP	6	118.46	10.24
HOLY SPIRIT HOSPITAL	64	114.91	11.09
KEYSTONE SERVICE SYSTEMS INC	16	114.20	10.38
COMMUNITY SERVICES GROUP	105	113.86	8.68
LEBANON COUNTY	118	113.74	10.99
LANCASTER COUNTY BH/DS	113	113.63	11.50
LANCASTER BEHAVIORAL HEALTH	123	113.51	12.92
HORSHAM CLINIC INC	16	112.77	14.26
PENNSYLVANIA PSYCHIATRIC INSTITUTE	107	112.45	13.71
STEVENS CENTER	32	112.43	16.68
(CMU) DAUPHIN CO CASE MANAGEMENT UNIT	269	112.01	11.21
BROOKE GLEN BEHAVIORAL HOSPITAL	24	111.67	13.60
WELLSPAN PHILHAVEN	113	111.57	12.49
KIDSPACE HOSPITAL	24	107.46	16.84
HAVEN BEHAVIORAL HOSPITAL OF EASTERN PENNSYLVANIA	25	107.23	15.17
ROXBURY PSYCHIATRIC HOSPITAL	55	106.76	15.38
FAIRMOUNT BEHAVIORAL HEALTH SYSTEM	42	106.48	19.06
THE MEADOWS PSYCHIATRIC CENTER	31	106.30	16.81
BELMONT BEHAVIORAL HOSPITAL LLC	18	101.72	16.10
<b>Total</b>	<b>1301</b>	<b>111.95</b>	<b>12.88</b>

Total Satisfaction Score			
Adults			
Name of Treatment Facility	N	Mean	Std. Deviation
HORSHAM CLINIC INC	11	116.49	13.60
PENNSYLVANIA PSYCHIATRIC INSTITUTE	65	116.42	10.77
LANCASTER BEHAVIORAL HEALTH	97	115.80	10.68
STEVENS CENTER	24	115.48	10.42
COMMUNITY SERVICES GROUP	66	114.49	8.85
KEYSTONE SERVICE SYSTEMS INC	16	114.20	10.38
FRIENDS BEHAVIORAL HEALTH SYSTEM LP	4	113.69	4.11
HOLY SPIRIT HOSPITAL	52	113.27	11.00
LANCASTER COUNTY BH/DS	62	112.97	12.16
LEBANON COUNTY	66	112.79	9.90
(CMU) DAUPHIN CO CASE MANAGEMENT UNIT	162	111.71	11.91
WELLSPAN PHILHAVEN	58	110.06	13.50
BROOKE GLEN BEHAVIORAL HOSPITAL	19	109.54	13.81
FAIRMOUNT BEHAVIORAL HEALTH SYSTEM	31	109.35	14.74
ROXBURY PSYCHIATRIC HOSPITAL	40	108.91	14.23
THE MEADOWS PSYCHIATRIC CENTER	12	108.15	20.80
HAVEN BEHAVIORAL HOSPITAL OF EASTERN PENNSYLVANIA	25	107.23	15.17
BELMONT BEHAVIORAL HOSPITAL LLC	13	100.26	17.53
<b>Total</b>	<b>823</b>	<b>112.54</b>	<b>12.24</b>

Total Satisfaction Score			
Child/Adolescent Name of Treatment Facility	N	Mean	Std. Deviation
FRIENDS BEHAVIORAL HEALTH SYSTEM LP	2	128.00	14.14
HOLY SPIRIT HOSPITAL	12	122.05	8.67
BROOKE GLEN BEHAVIORAL HOSPITAL	5	119.75	10.14
LEBANON COUNTY	52	114.95	12.23
LANCASTER COUNTY BH/DS	51	114.45	10.69
WELLSPAN PHILHAVEN	55	113.18	11.23
COMMUNITY SERVICES GROUP	39	112.79	8.39
(CMU) DAUPHIN CO CASE MANAGEMENT UNIT	107	112.45	10.09
KIDSPEACE HOSPITAL	24	107.46	16.84
PENNSYLVANIA PSYCHIATRIC INSTITUTE	42	106.30	15.54
BELMONT BEHAVIORAL HOSPITAL LLC	5	105.51	12.43
THE MEADOWS PSYCHIATRIC CENTER	19	105.14	14.25
LANCASTER BEHAVIORAL HEALTH	26	104.95	16.72
HORSHAM CLINIC INC	5	104.59	13.35
STEVENS CENTER	8	103.26	27.34
ROXBURY PSYCHIATRIC HOSPITAL	15	101.04	17.33
FAIRMOUNT BEHAVIORAL HEALTH SYSTEM	11	98.38	27.19
<b>Total</b>	<b>478</b>	<b>110.95</b>	<b>13.86</b>

### Mean Satisfaction Level of Care

Total Satisfaction Score			
All Respondents Level of Care	N	Mean	Std. Deviation
TCM-Intensive Case Management	128	115.72	11.65
TCM-Resource Coordination	207	113.15	11.56
TCM-Blended Case Management	351	112.31	10.63
MENTAL HEALTH INPATIENT	615	110.57	14.44
<b>Total</b>	<b>1301</b>	<b>111.95</b>	<b>12.88</b>

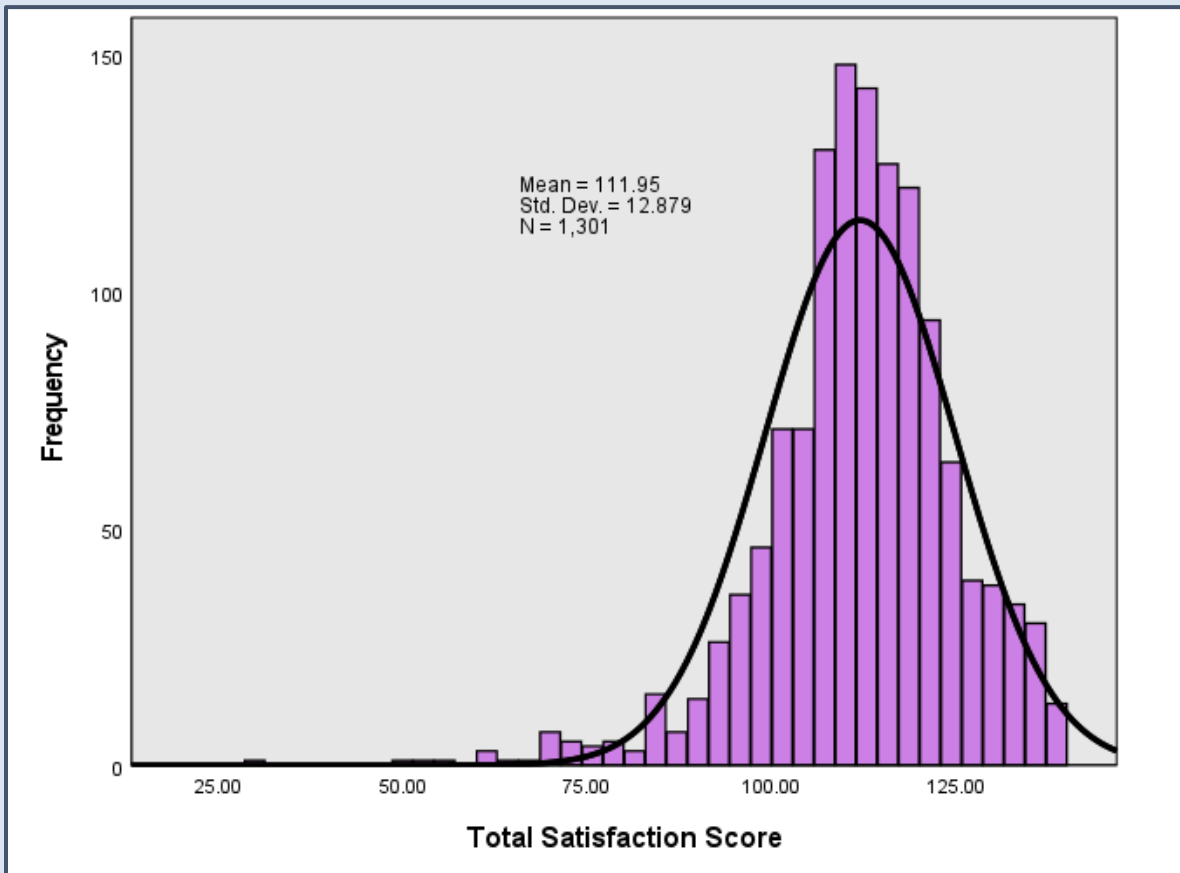
Total Satisfaction Score			
<b>Adult</b>			
Level of Care	N	Mean	Std. Deviation
TCM-Intensive Case Management	108	114.72	11.03
TCM-Resource Coordination	104	112.88	10.31
TCM-Blended Case Management	205	112.14	11.31
MENTAL HEALTH INPATIENT	406	112.07	13.38
<b>Total</b>	<b>823</b>	<b>112.54</b>	<b>12.24</b>

Total Satisfaction Score			
<b>Child/Adolescent</b>			
Level of Care	N	Mean	Std. Deviation
TCM-Intensive Case Management	20	121.11	13.64
TCM-Resource Coordination	103	113.43	12.75
TCM-Blended Case Management	146	112.54	9.64
MENTAL HEALTH INPATIENT	209	107.64	15.92
<b>Total</b>	<b>478</b>	<b>110.95</b>	<b>13.86</b>

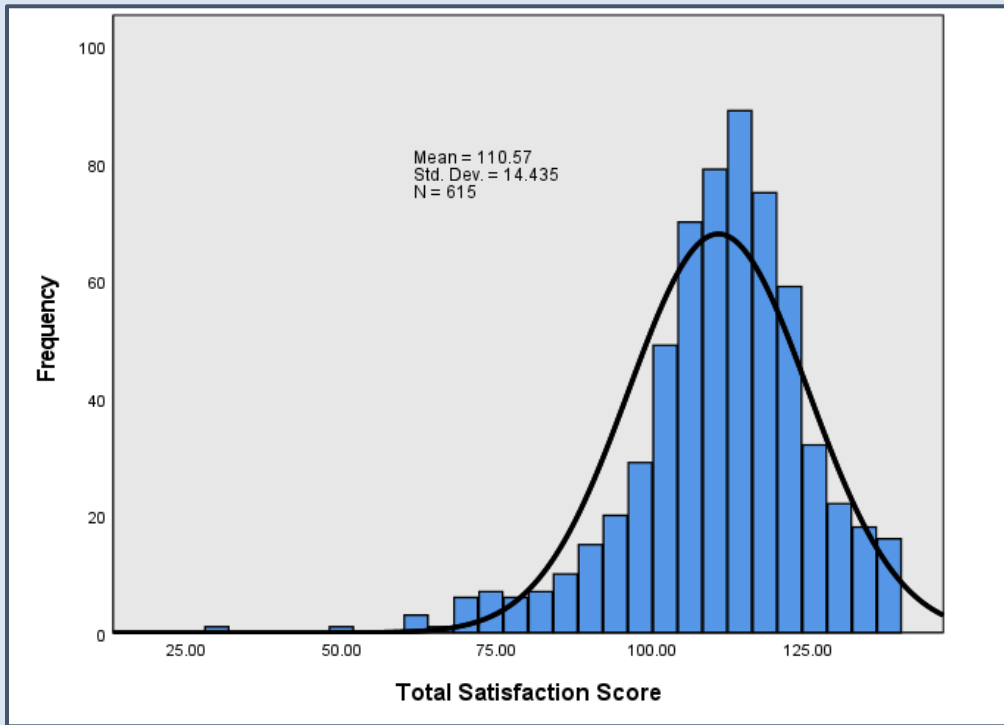
## Total Satisfaction

**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.

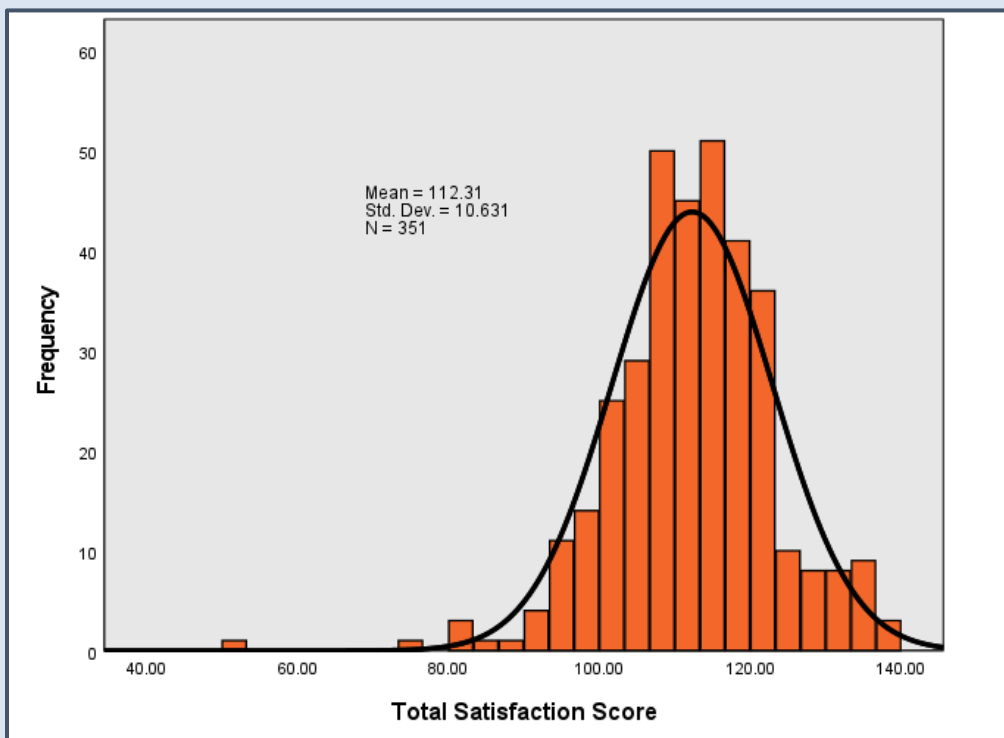
- The overall mean for all respondents for Total Satisfaction Score (TSS) was 111.95 with a standard deviation 12.879 indicating some level of satisfaction. The TSS scores ranged from 30.0–138.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



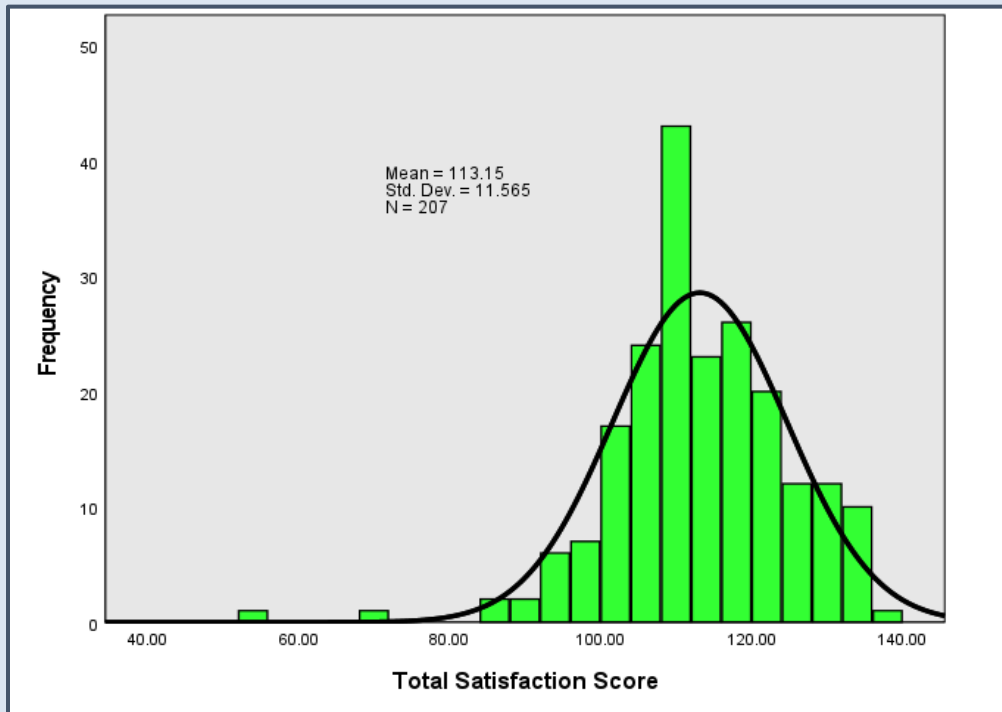
- The overall mean for all Mental Health Inpatient respondents for Total Satisfaction Score (TSS) was 110.57 with a standard deviation 14.435 indicating some level of satisfaction. The TSS scores ranged from 30.0–138.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



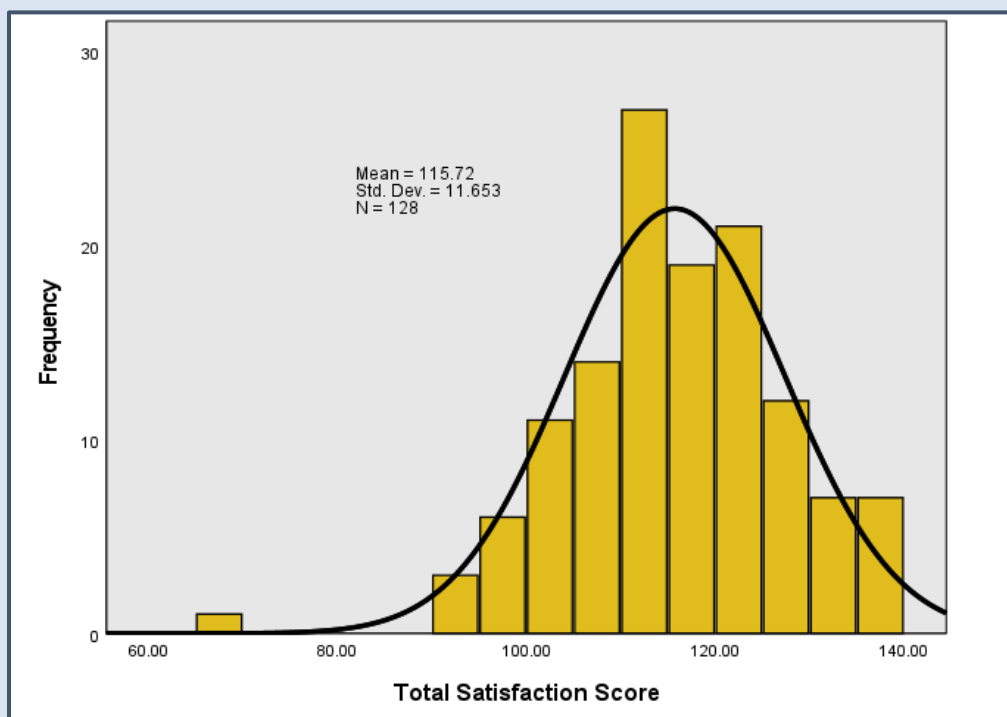
- The overall mean for TCM-Blended Case Management respondents for Total Satisfaction Score (TSS) was 112.31 with a standard deviation 10.6313 indicating some level of satisfaction. The TSS scores ranged from 51.91–140.00. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for TCM-Resource Coordination respondents for Total Satisfaction Score (TSS) was 113.15 with a standard deviation 11.564 indicating a high level of satisfaction. The TSS scores ranged from 55.05–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for TCM-Intensive Case Management respondents for Total Satisfaction Score (TSS) was 115.72 with a standard deviation 11.653 indicating a high level of satisfaction. The TSS scores ranged from 68.0–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

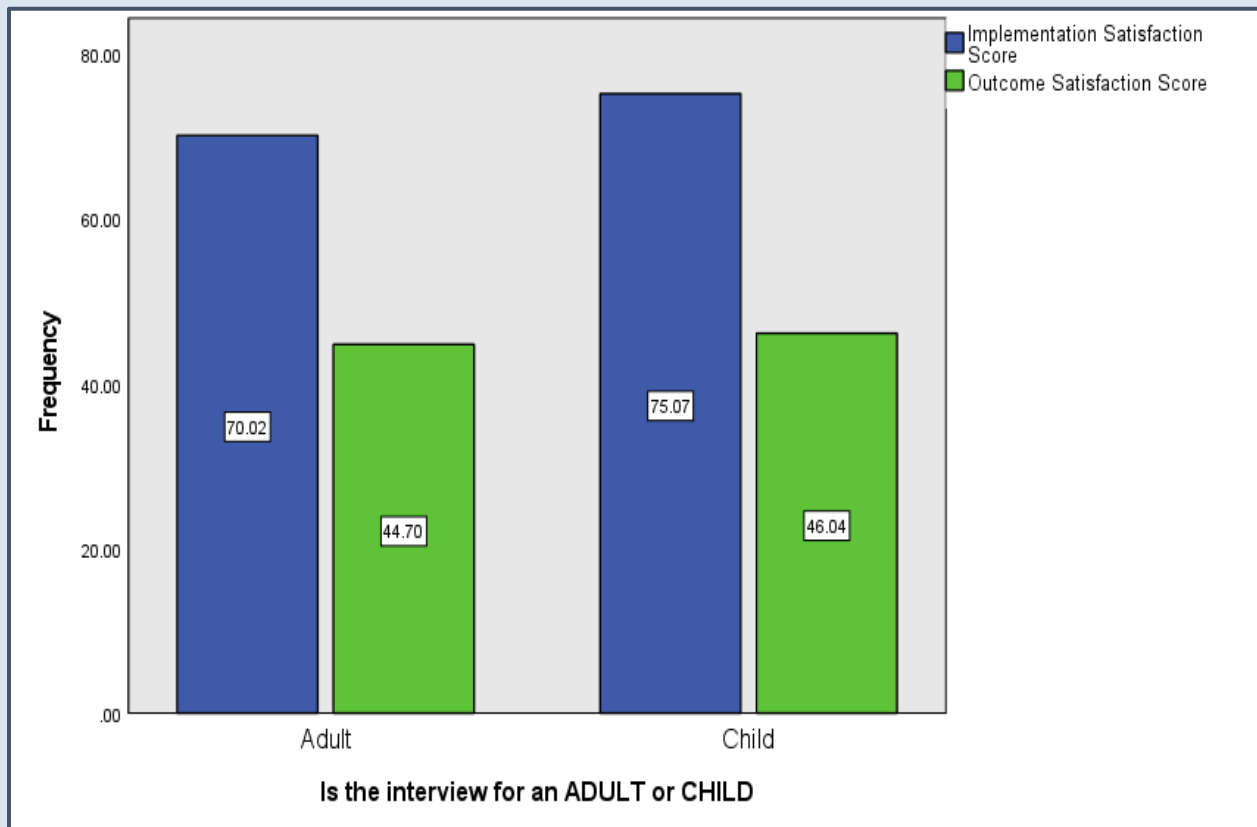


## Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 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.

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

- 94.2% You are an important part of the treatment process Q26.
- 94.1% You feel comfortable in asking questions regarding your treatment Q18.
- 93.9% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 93.6% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 92.7% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 92.6% Your provider asks your permission before sharing your personal information Q20.
- 89.3% Your service provider explained the advantages of your therapy or treatment Q27.
- 89.1% Your provider informed you who to call if you have questions about your mental health/crisis or substance abuse services Q13.
- 89.1% You trust your service provider Q22.
- 88.9% Overall, you are satisfied with the services you received/are receiving Q29.
- 86.5% Your service provider explained the limitations of your therapy or treatment Q28.
- 86.2% 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.
- 86.1% Your service provider spends adequate time with you Q19.
- 85.9% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.

*\*A high number of respondents reported that question 23, you feel safe at this facility, did not apply to them. With these cases removed, 89.8% agree or strongly agree they feel safe at this facility and 6.5% disagree or strongly disagree. This is a more accurate representation of the data.*

*\*Question 16, you have the option to change your service provider should you choose to, is not applicable to the levels of care surveyed and as such not considered in total satisfaction score calculation.*

**Summary responses from the Total group of respondents (N=1301) are presented in Table 1.**

**Summary responses from the Total group Adult respondents (N=823) are presented in Table 2.**

**Summary responses from the Total group Child/Adolescent of respondents (N=478) are presented in Table 3.**

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

N=1301	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	6.4	2.8	0.6	0.4
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	84.7	8.4	2.9	0.8	3.6
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.).	86.2	7.8	2.8	0.6	0.6
16. You have the option to change your service provider should you choose to.	0.0	0.0	2.0	0.0	0.0
17. You were informed about your rights and responsibilities regarding the treatment you received.	92.7	4.3	2.9	0.4	0.1
18. You feel comfortable in asking questions regarding your treatment.	94.1	3.7	2.9	0.4	0.2
19. Your service provider spends adequate time with you.	86.1	8.9	2.8	0.6	0.3
20. Your provider asks your permission before sharing your personal information.	92.6	2.8	2.9	0.5	1.0
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	93.6	2.5	3.0	0.5	1.0
22. You trust your service provider.	89.1	6.8	2.8	0.6	0.2
23. You feel safe at this facility.	69.5	5.0	3.5	1.4	22.6
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	85.9	7.3	2.9	0.7	1.9
25. You are included in the development of your treatment/recovery plan and goals for recovery.	93.9	3.6	2.9	0.4	0.2
26. You are an important part of the treatment process.	94.2	3.2	2.9	0.4	0.2
27. Your service provider explained the advantages of therapy or treatment.	89.3	5.8	2.8	0.5	0.0
28. Your service provider explained the limitations of therapy or treatment.	86.5	7.1	2.8	0.6	0.2
29. Overall, you are satisfied with the services received/are receiving.	88.9	7.5	2.8	0.6	0.4

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

N=823	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.	88.8	6.4	2.8	0.5	0.2
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	84.2	8.4	2.9	0.9	4.0
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.).	86.8	7.4	2.8	0.6	0.4
16. You have the option to change your service provider should you choose to.	0.0	0.0	2.0	0.0	0.0
17. You were informed about your rights and responsibilities regarding the treatment you have received.	92.3	4.5	2.9	0.5	0.1
18. You feel comfortable in asking questions regarding your treatment.	93.3	4.1	2.9	0.4	0.1
19. Your service provider spends adequate time with you.	87.4	9.0	2.8	0.6	0.1
20. Your provider asks your permission before sharing your personal information.	91.9	3.6	2.9	0.5	0.9
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	93.4	3.2	2.9	0.5	1.0
22. You trust your service provider.	90.2	6.4	2.8	0.5	0.2
23. You feel safe at this facility.	73.3	4.6	3.5	1.3	19.4
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	83.8	7.7	2.9	0.8	2.6
25. You are included in the development of your treatment/recovery plan and goals for recovery.	94.4	2.8	2.9	0.4	0.1
26. You are an important part of the treatment process.	95.3	2.7	2.9	0.4	0.1
27. Your service provider explained the advantages of therapy or treatment.	89.2	6.1	2.8	0.5	0.0
28. Your service provider explained the limitations of therapy or treatment.	85.9	7.5	2.8	0.6	0.1
29. Overall, you are satisfied with the services you received/are receiving.	90.3	6.6	2.8	0.5	0.2

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

N=478	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.	89.5	6.3	2.9	0.6	0.6
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	85.6	8.4	2.9	0.8	2.9
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.).	85.4	8.4	2.8	0.7	1.0
16. You have the option to change your service provider should you choose to.	0.0	0.0	2.0	0.0	0.0
17. You were informed about your rights and responsibilities regarding the treatment you have received.	93.3	4.0	2.9	0.4	0.0
18. You feel comfortable in asking questions regarding your treatment.	95.4	2.9	2.9	0.4	0.2
19. Your service provider spends adequate time with you.	83.9	8.8	2.8	0.7	0.6
20. Your provider asks your permission before sharing your personal information.	93.9	1.5	3.0	0.5	1.3
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	93.9	1.5	3.0	0.4	1.0
22. You trust your service provider.	87.2	7.5	2.8	0.6	0.2
23. You feel safe at this facility.	63.0	5.6	3.7	1.5	28.0
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	89.3	6.7	2.9	0.6	0.8
25. You are included in the development of your treatment/recovery plan and goals for recovery.	92.9	5.0	2.9	0.5	0.2
26. You are an important part of the treatment process.	92.5	4.2	2.9	0.5	0.4
27. Your service provider explained the advantages of therapy or treatment.	89.5	5.2	2.8	0.5	0.0
28. Your service provider explained the limitations of therapy or treatment.	87.4	6.5	2.8	0.6	0.4
29. Overall, you are satisfied with the services you received/are receiving.	86.6	9.2	2.8	0.6	0.6

## Outcomes

The standard survey asks respondents 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, 64.7% to 78.9% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 14.9% to 24.9% of responses reflect that no change has resulted from involvement in services. Finally, 4.9% to 8.8% of responses reflect 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 respondents reported that this question did not apply to them. With these cases removed, 63.4% reported that participation in community activities is better or much better, 31.1% reported no change, and 5.5% 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 respondents reported that this question did not apply to them. With these cases removed, 66.3% reported that participating with school or work is better or much better, 24.5% reported no change, and 9.2% 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=1301) are presented in Table 4.**

**Summary responses from the Total group Adult respondents (N=823) are presented in Table 5.**

**Summary responses from the Total group Child/ Adolescent of respondents (N=478) are presented in Table 6.**

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

Total N=1301	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	73.9	18.4	6.8	2.7	0.7	0.8
31. Feeling in control of your life.	69.2	21.2	8.7	2.6	0.7	0.9
32. Coping with personal crisis.	64.7	21.4	8.8	2.8	1.0	5.1
33. How you feel about yourself.	72.1	19.8	7.1	2.7	0.7	1.1
34. Feeling good (hopeful) about the future.	73.9	18.6	5.8	2.8	0.7	1.8
35. Enjoying your free time.	78.9	14.9	4.9	2.8	0.6	1.3
36. Strengthening your social support network.	69.5	22.7	5.5	2.7	0.8	2.4
37. Being involved in community activities.	39.5	19.4	3.5	3.9	1.7	37.7
38. Participating with school or work activities.	42.2	15.6	5.8	3.8	1.7	36.4
39. Interacting with people in social situations.	65.9	24.9	6.1	2.7	0.8	3.1
40. Coping with the specific problems or issues that led you to seek services.	74.7	18.4	6.3	2.7	0.6	0.5

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

Total N=823	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	78.1	16.2	5.1	2.8	0.6	0.6
31. Feeling in control of your life.	72.9	19.0	7.8	2.7	0.6	0.4
32. Coping with personal crisis.	69.1	20.5	8.0	2.7	0.8	2.3
33. How you feel about yourself.	76.4	16.5	6.2	2.7	0.6	0.9
34. Feeling good (hopeful) about the future.	78.7	14.9	5.8	2.7	0.6	0.5
35. Enjoying your free time.	80.1	15.2	4.3	2.8	0.6	0.5
36. Strengthening your social support network.	72.3	21.1	4.4	2.8	0.7	2.2
37. Being involved in community activities.	41.3	18.5	2.6	3.9	1.7	37.7
38. Participating with school or work activities.	35.0	10.6	1.9	4.4	1.7	52.5
39. Interacting with people in social situations.	69.6	22.5	4.7	2.8	0.8	3.2
40. Coping with the specific problems or issues that led you to seek services.	79.6	16.2	3.9	2.8	0.5	0.4

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

Total N=478	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	66.7	22.4	9.6	2.6	0.8	1.3
31. Feeling in control of your life.	62.8	25.1	10.3	2.6	0.8	1.9
32. Coping with personal crisis.	57.1	22.8	10.3	2.9	1.2	9.8
33. How you feel about yourself.	64.6	25.3	8.6	2.6	0.8	1.5
34. Feeling good (hopeful) about the future.	65.5	24.9	5.6	2.8	0.9	4.0
35. Enjoying your free time.	76.8	14.4	6.1	2.8	0.8	2.7
36. Strengthening your social support network.	64.6	25.3	7.3	2.7	0.8	2.7
37. Being involved in community activities.	36.4	20.9	5.0	3.8	1.8	37.7
38. Participating with school or work activities.	54.6	24.3	12.6	2.8	1.2	8.6
39. Interacting with people in social situations.	59.6	29.1	8.4	2.6	0.9	2.9
40. Coping with the specific problems or issues that led you to seek services.	66.3	22.4	10.5	2.6	0.7	0.8

## Satisfaction with the Managed Care Organization

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

- 55.8% of respondents (726 of the 1301) reported that they had received a copy of the PerformCare member handbook, 25.5% (332) reported that they had not received a copy of the member handbook, and 18.7% (243) were not sure.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>1301</b>	<b>726</b> <b>55.80%</b>	<b>332</b> <b>25.50%</b>	<b>243</b> <b>18.70%</b>	<b>0</b> <b>0</b>
<b>Adult</b>					
<b>Cumberland</b>	98	43 43.90%	30 30.60%	25 25.50%	0 0
<b>Dauphin</b>	285	160 56.10%	83 29.10%	42 14.70%	0 0
<b>Lancaster</b>	304	119 39.10%	112 36.80%	73 24.00%	0 0
<b>Lebanon</b>	122	59 48.40%	35 28.70%	28 23.00%	0 0
<b>Perry</b>	14	9 64.30%	3 21.40%	2 14.30%	0 0
<b>Child</b>					
<b>Cumberland</b>	42	32 76.20%	5 11.90%	5 11.90%	0 0
<b>Dauphin</b>	163	111 68.10%	32 19.60%	20 12.30%	0 0
<b>Lancaster</b>	188	125 66.50%	23 12.20%	40 21.30%	0 0
<b>Lebanon</b>	71	58 81.70%	9 12.70%	4 5.60%	0 0
<b>Perry</b>	14	10 71.40%	0 0	4 28.60%	0 0



- 90.9% of respondents (1182 of the 1301) reported that they are aware of their right to file a complaint or grievance, 7.5% (97) reported that they are not aware of their right to file a complaint or grievance, 1.6% (21) reported that they were not sure, and 0.1% (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
<b>Total</b>	<b>1301</b>	<b>1182</b> <b>90.90%</b>	<b>97</b> <b>7.50%</b>	<b>21</b> <b>1.60%</b>	<b>1</b> <b>0.10%</b>
<b>Adult</b>					
<b>Cumberland</b>	98	86 87.80%	7 7.10%	5 5.10%	0 0
<b>Dauphin</b>	285	262 91.90%	20 7.00%	3 1.10%	0 0
<b>Lancaster</b>	304	264 86.80%	31 10.20%	8 2.60%	1 0.30%
<b>Lebanon</b>	122	104 85.20%	16 13.10%	2 1.60%	0 0
<b>Perry</b>	14	14 100.00%	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	42	42 100.00%	0 0	0 0	0 0
<b>Dauphin</b>	163	152 93.30%	8 4.90%	3 1.80%	0 0
<b>Lancaster</b>	188	179 95.20%	9 4.80%	0 0	0 0
<b>Lebanon</b>	71	65 91.50%	6 8.50%	0 0	0 0
<b>Perry</b>	14	14 100.00%	0 0	0 0	0 0

- 63.2% of respondents (822 of the 1301) reported that they knew who to call to file a complaint or grievance, 26.8% (349) reported that they did not know who to call, 6.3% (82) were not sure, and 3.7% (48) 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>1301</b>	<b>822</b> <b>63.20%</b>	<b>349</b> <b>26.80%</b>	<b>82</b> <b>6.30%</b>	<b>48</b> <b>3.70%</b>
<b>Adult</b>					
<b>Cumberland</b>	98	80 81.60%	18 18.40%	0 0	0 0
<b>Dauphin</b>	285	194 68.10%	63 22.10%	20 7.00%	8 2.80%
<b>Lancaster</b>	304	115 37.80%	129 42.40%	35 11.50%	25 8.20%
<b>Lebanon</b>	122	55 45.10%	57 46.70%	4 3.30%	6 4.90%
<b>Perry</b>	14	14 100.00%	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	42	40 95.20%	2 4.80%	0 0	0 0
<b>Dauphin</b>	163	130 79.80%	22 13.50%	8 4.90%	3 1.80%
<b>Lancaster</b>	188	128 68.10%	40 21.30%	15 8.00%	5 2.70%
<b>Lebanon</b>	71	55 77.50%	15 21.10%	0 0	1 1.40%
<b>Perry</b>	14	11 78.60%	3 21.40%	0 0	0 0

- 17.9% of respondents (233 of the 1301) reported that they had called PerformCare in the last twelve months for information, 77.8% (1012) did not call PerformCare within the last twelve months, 2.8% (37) were not sure, and 1.5% (19) 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>1301</b>	<b>233 17.90%</b>	<b>1012 77.80%</b>	<b>37 2.80%</b>	<b>19 1.50%</b>
<b>Adult</b>					
<b>Cumberland</b>	98	15 15.30%	68 69.40%	8 8.20%	7 7.10%
<b>Dauphin</b>	285	63 22.10%	216 75.80%	4 1.40%	2 0.70%
<b>Lancaster</b>	304	36 11.80%	258 84.90%	9 3.00%	1 0.30%
<b>Lebanon</b>	122	7 5.70%	109 89.30%	3 2.50%	3 2.50%
<b>Perry</b>	14	4 28.60%	10 71.40%	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	42	7 16.70%	31 73.80%	2 4.80%	2 4.80%
<b>Dauphin</b>	163	43 26.40%	114 69.90%	4 2.50%	2 1.20%
<b>Lancaster</b>	188	43 22.90%	137 72.90%	7 3.70%	1 0.50%
<b>Lebanon</b>	71	11 15.50%	59 83.10%	0 0	1 1.40%
<b>Perry</b>	14	4 28.60%	10 71.40%	0 0	0 0

- 88.0% of those that requested information from PerformCare (228 of the 259) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 7.7% (20) reported that they were not able to obtain information without unnecessary delays, and 4.2% (11) 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>259</b>	<b>228</b> <b>88.00%</b>	<b>20</b> <b>7.70%</b>	<b>11</b> <b>4.20%</b>
<b>Adult</b>				
<b>Cumberland</b>	19	14 73.70%	4 21.10%	1 5.30%
<b>Dauphin</b>	65	60 92.30%	2 3.10%	3 4.60%
<b>Lancaster</b>	41	34 82.90%	3 7.30%	4 9.80%
<b>Lebanon</b>	13	9 69.20%	4 30.80%	0 0
<b>Perry</b>	4	4 100.00%	0 0	0 0
<b>Child</b>				
<b>Cumberland</b>	9	9 100.00%	0 0	0 0
<b>Dauphin</b>	50	44 88.00%	4 8.00%	2 4.00%
<b>Lancaster</b>	44	41 93.20%	2 4.50%	1 2.30%
<b>Lebanon</b>	11	10 90.90%	1 9.10%	0 0
<b>Perry</b>	3	3 100.00%	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.*

- 55.0% of respondents (715 of 1301) were given a choice of at least 2 providers regarding the type of service they were seeking, 26.1% of respondents (339) reported that they were not given a choice, 17.5% (228) were not sure, and 1.5% (19) 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>1301</b>	<b>715</b> <b>55.00%</b>	<b>339</b> <b>26.10%</b>	<b>228</b> <b>17.50%</b>	<b>19</b> <b>1.50%</b>
<b>Adult</b>					
<b>Cumberland</b>	98	46 46.90%	29 29.60%	20 20.40%	3 3.10%
<b>Dauphin</b>	285	171 60.00%	67 23.50%	47 16.50%	0 0
<b>Lancaster</b>	304	120 39.50%	102 33.60%	80 26.30%	2 0.70%
<b>Lebanon</b>	122	62 50.80%	37 30.30%	20 16.40%	3 2.50%
<b>Perry</b>	14	13 92.90%	0 0	1 7.10%	0 0
<b>Child</b>					
<b>Cumberland</b>	42	22 52.40%	13 31.00%	4 9.50%	3 7.10%
<b>Dauphin</b>	163	111 68.10%	37 22.70%	14 8.60%	1 0.60%
<b>Lancaster</b>	188	99 52.70%	48 25.50%	35 18.60%	6 3.20%
<b>Lebanon</b>	71	58 81.70%	6 8.50%	6 8.50%	1 1.40%
<b>Perry</b>	14	13 92.90%	0 0	1 7.10%	0 0

- 65.1% of respondents (847 of 1301) were informed of the time approved for their services, 19.9% of respondents (259) were not informed of the time approved for services, 13.0% (169) were not sure, and 2.0% (26) 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>1301</b>	<b>847</b> <b>65.10%</b>	<b>259</b> <b>19.90%</b>	<b>169</b> <b>13.00%</b>	<b>26</b> <b>2.00%</b>
<b>Adult</b>					
<b>Cumberland</b>	98	46 46.90%	29 29.60%	19 19.40%	4 4.10%
<b>Dauphin</b>	285	233 81.80%	32 11.20%	18 6.30%	2 0.70%
<b>Lancaster</b>	304	117 38.50%	100 32.90%	78 25.70%	9 3.00%
<b>Lebanon</b>	122	77 63.10%	31 25.40%	12 9.80%	2 1.60%
<b>Perry</b>	14	13 92.90%	1 7.10%	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	42	30 71.40%	8 19.00%	3 7.10%	1 2.40%
<b>Dauphin</b>	163	146 89.60%	8 4.90%	5 3.10%	4 2.50%
<b>Lancaster</b>	188	107 56.90%	44 23.40%	33 17.60%	4 2.10%
<b>Lebanon</b>	71	64 90.10%	6 8.50%	1 1.40%	0 0
<b>Perry</b>	14	14 100.00%	0 0	0 0	0 0

- 95.2% of respondents (796 of the 836) report when they call PerformCare staff treats them courteously and with respect, 3.0% (25) report when they call PerformCare staff do not treat them courteously and with respect, and 1.8% (15) 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>836</b>	<b>796</b> <b>95.20%</b>	<b>25</b> <b>3.00%</b>	<b>15</b> <b>1.80%</b>
<b>Adult</b>				
<b>Cumberland</b>	55	52 94.50%	3 5.50%	0 0
<b>Dauphin</b>	244	229 93.90%	9 3.70%	6 2.50%
<b>Lancaster</b>	157	153 97.50%	2 1.30%	2 1.30%
<b>Lebanon</b>	14	13 92.90%	0 0	1 7.10%
<b>Perry</b>	14	13 92.90%	1 7.10%	0 0
<b>Child</b>				
<b>Cumberland</b>	25	25 100.00%	0 0	0 0
<b>Dauphin</b>	142	134 94.40%	4 2.80%	4 2.80%
<b>Lancaster</b>	155	150 96.80%	3 1.90%	2 1.30%
<b>Lebanon</b>	17	14 82.40%	3 17.60%	0 0
<b>Perry</b>	13	13 100.00%	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.*

- 89.5% of respondents (1164 of 1301) report overall they are satisfied with their interactions with PerformCare, 1.8% (24) were not sure, 0.9% (12) were not sure, 7.8% (101) 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>1301</b>	<b>1164</b> <b>89.50%</b>	<b>24</b> <b>1.80%</b>	<b>12</b> <b>0.90%</b>	<b>101</b> <b>7.80%</b>
<b>Adult</b>					
<b>Cumberland</b>	98	66 67.30%	3 3.10%	2 2.00%	27 27.60%
<b>Dauphin</b>	285	264 92.60%	7 2.50%	2 0.70%	12 4.20%
<b>Lancaster</b>	304	269 88.50%	4 1.30%	3 1.00%	28 9.20%
<b>Lebanon</b>	122	113 92.60%	3 2.50%	2 1.60%	4 3.30%
<b>Perry</b>	14	14 100.00%	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	42	31 73.80%	0 0	0 0	11 26.20%
<b>Dauphin</b>	163	143 87.70%	6 3.70%	1 0.60%	13 8.00%
<b>Lancaster</b>	188	180 95.70%	1 0.50%	2 1.10%	5 2.70%
<b>Lebanon</b>	71	70 98.60%	0 0	0 0	1 1.40%
<b>Perry</b>	14	14 100.00%	0 0	0 0	0 0



## PerformCare Comments:

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

- Yes, but I did not read it.
- My case manager gave me a copy.

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

- Not aware or I would have a long time ago.

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

- No comments.

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

- They called me for a check in.
- They have called us.

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

- Did not receive the information I needed.
- They were very rude.
- I was given a number that was not functional and after care was not set up.
- Had to wait a bit.
- It was difficult.

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

- Court order 302.
- I was only given one option of providers.
- Over 10 years with CMU.
- Found on my own.
- I went straight from the emergency room.
- It was a crisis situation. We took the first available bed offered to us.
- Referred by my doctor.
- No choice.
- Only bed available was at Roxbury.

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

- I do not think initially they did.
- I never called PerformCare.

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

- She was a rude person.
- Wonderful.
- They call me.
- Always.
- Wonderful.
- I have never called PerformCare (10).
- Rude and snobby.
- I love PerformCare. They are so helpful.

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

- She was dropped from the case management.
- Was not aware of them but they did explain the insurance is for mental health services.
- Yes, but upset about the case manager situation.
- I have had questions that I wanted to ask but was always on hold.
- 100%.
- My psychiatrist wanted me to have an ACT team. When I talked to PerformCare about this they wanted to know who would pay for it. They would not tell me anything. They told me that it was not my job to call find to find out who would pay.
- I guess I am satisfied.
- No interaction.
- No interactions.
- I do not recall having contact with PerformCare.
- Always.
- I have not interacted with Perform Care.
- They did not do anything except pay.
- The wait on information took too long.