



Consumer Satisfaction Services, Inc.

**Capital Region
2nd Quarter 2022**

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

Consumer Satisfaction Services

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Consumer Satisfaction Services, Inc.

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

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Executive Summary

Survey Protocol

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

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

Typically, surveyors are present at the CSS office to schedule face-to-face appointments and occasional telephonic interviews. The surveyors schedule appointments using the consumer names provided by Capital Area Behavioral Health Collaborative. In order to keep staff and respondents safe during the Covid 19 pandemic, CSS had surveyed the majority of individuals over the phone rather than visit in person for face to face interviews. The transition back to in person surveying began prior to completing surveys for this level of care, however in order to keep individuals safe, telephone and mail surveying has been the preference for the majority of this outreach. CSS is always looking for ways to assure goals are met in hopes of gathering more valuable feedback for providers and also in line with the Health Choices Programs Standards and Requirements. We value provider feedback.

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

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

Statistical Analysis

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

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

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

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

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

Frequencies may not sum to total (n=2981) 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 2981 (*n*=2981) respondents from the Capital Region including 1728 adult consumers (58.0%) and 1253 child/adolescent (42.0%) consumers.
- Sample: Of the 1728 adult consumers, 1639 (94.8%) responded for themselves, 68 (3.9%) had a parent/guardian respond for them, and 21 (1.2%) responded for themselves with the additional input of a parent/guardian. Of the 1253 child/adolescent consumers, 13 (1.0%) responded for themselves, 1225 (97.8%) had a parent/guardian respond for them, and 15 (1.2%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 2 treatment levels of care were utilized by respondents and are included in this reporting period, 2799 (93.9%) Mental Health Outpatient and 182 (6.1%) MAT (Medication Assisted Treatment).
- Methods: Data was collected by 5 interviewers.
- Treatment Facility: Data was collected from 36 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 2981 interviews, 242 (8.1%) were conducted in person, 2736 (91.8%) were conducted by phone, and 3 (0.1%) were conducted by 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.

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

- 96.9% You feel comfortable in asking questions regarding your treatment Q18.
- 96.8% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 96.2% You are an important part of the treatment process Q26.
- 95.8% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 94.9% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 94.6% You trust your service provider Q22.
- 94.3% Your provider asks your permission before sharing your personal information Q20.
- 93.3% Overall, you are satisfied with the services received/are receiving Q29.
- 92.9% Your service provider spends adequate time with you Q19.
- 92.0% Your service provider explained the advantages of therapy or treatment Q27.

- 91.4% You have the option to change your service provider should you choose to Q16.
- 88.7% Your service provider explained the limitations of therapy or treatment Q28.
- 88.5% Your provider informed you who to call if you have questions about your mental health or substance abuse services Q13.
- 86.0% You feel safe at this facility Q23.
- 85.5% 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.

Outcomes

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

Respondents describe their lives as being better as a result of their services in a majority of cases. In total, 63.8% to 81.0% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 15.0% to 23.1% of responses reflect that no change has resulted from involvement in services. Finally, 3.4% to 7.9% of responses reflect things are worse as a result of services.

**Participating with school or work activities Q38. A high number of respondents reported that this question did not apply to them. With these cases removed, 73.6% reported this as better or much better, 20.9% reported no change, and 5.5% reported this as worse or much worse. This is a more accurate representation of the data.*

**Being involved in community activities Q37. A high number of respondents reported that this question did not apply to them. With these cases removed, 63.9% reported this as better or much better, 28.5% reported no change, and 7.6% 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 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 2022.

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

Survey Information

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- Sample: Of the 1728 adult consumers, 1639 (94.8%) responded for themselves, 68 (3.9%) had a parent/guardian respond for them, and 21 (1.2%) responded for themselves with the additional input of a parent/guardian. Of the 1253 child/adolescent consumers, 13 (1.0%) responded for themselves, 1225 (97.8%) had a parent/guardian respond for them, and 15 (1.2%) responded for themselves with the additional input of a parent/guardian.
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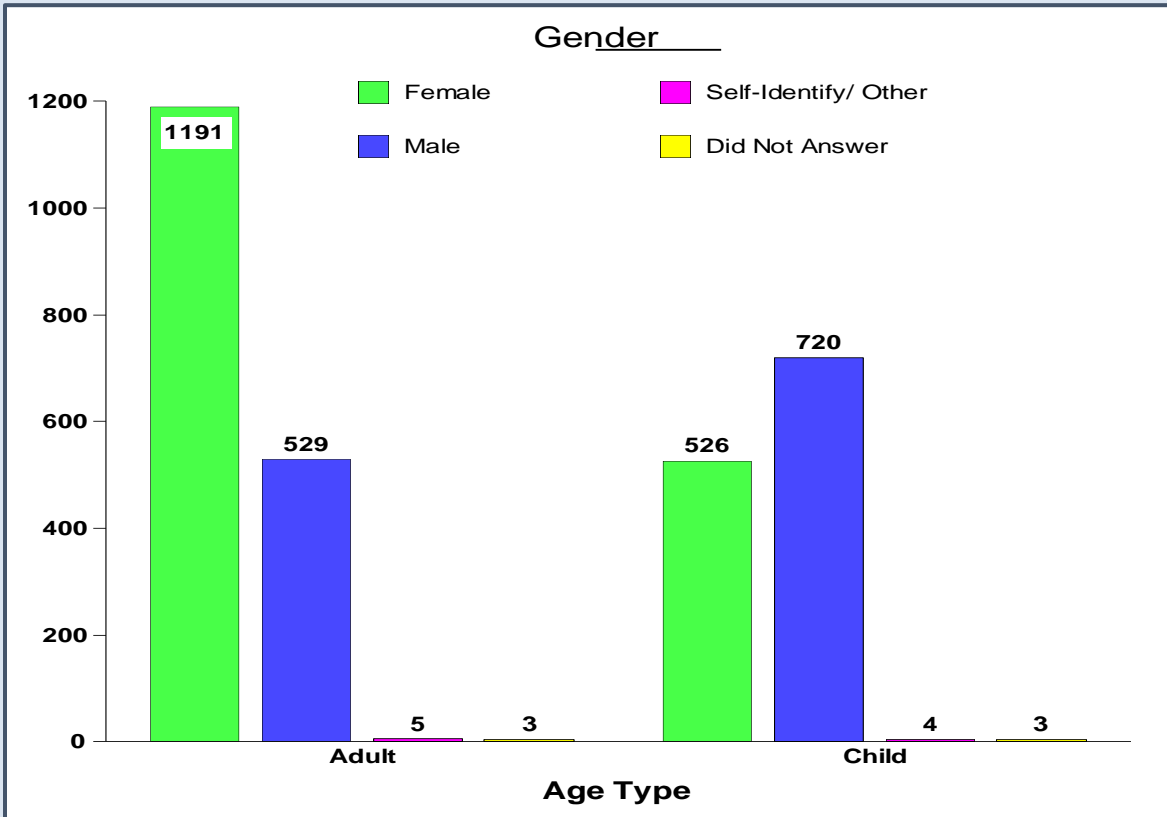
County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster (34.4%). The remaining respondents reported residence in Dauphin (24.2%), Cumberland (19.2%), Lebanon (18.1%), and Perry County (4.1%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	2981	572 19.20%	721 24.20%	1026 34.40%	541 18.10%	121 4.10%
Age Type						
Adult	1728	372 21.50%	488 28.20%	511 29.60%	292 16.90%	65 3.80%
Child	1253	200 16.00%	233 18.60%	515 41.10%	249 19.90%	56 4.50%

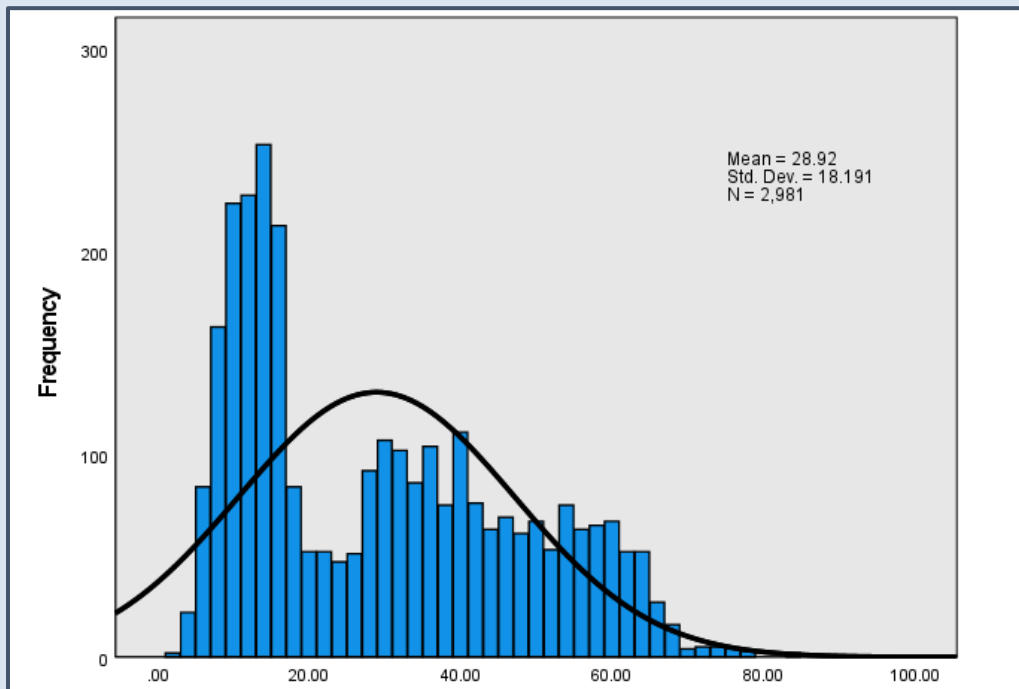
Demographic Information

Gender: Overall, the sample is 57.6% Female (1717), 41.9% Male (1249), 0.3% Self-Identify Other (9), and 0.2% (6) did not answer this question.



Age: Age of all respondents ranged from 2-83 years, with a mean age of 28.92 (SD 18.191).

Age of All Respondents



Race: 1725 respondents (57.9%) reported their race as White/Caucasian, 512 (17.2%) as Hispanic/Latino, 334 (11.2%) as African American, 297 (10.0%) as Multi-Racial, 34 (1.1%) as Asian/Pacific Islander, 31 (1.0%) as Other, 26 (0.9%) Did Not Answer, and 22 (0.7%) as Native American/American Indian.

	Total	Race							
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American/American Indian	White/Caucasian	Multi-Racial	Other	Did Not Answer
Total	2981	334 11.20%	34 1.10%	512 17.20%	22 0.70%	1725 57.90%	297 10.00%	31 1.00%	26 0.90%
Age Type									
Adult	1728	217 12.60%	23 1.30%	241 13.90%	15 0.90%	1081 62.60%	109 6.30%	20 1.20%	22 1.30%
Child	1253	117 9.30%	11 0.90%	271 21.60%	7 0.60%	644 51.40%	188 15.00%	11 0.90%	4 0.30%

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, 1460 of the 2981 respondents (49.0%) reported they had been interviewed by their provider within the last year, 1208 (40.5%) reported they had not been interviewed, and 313 (10.5%) were not sure.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	2981	1460 49.00%	1208 40.50%	313 10.50%	0 0
Age Type					
Adult	1728	886 51.30%	674 39.00%	168 9.70%	0 0
Child	1253	574 45.80%	534 42.60%	145 11.60%	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	886	117.01	10.69
	No	674	110.75	13.22
	Not sure	168	114.87	10.48
	Total	1728	114.36	12.08
Child	Yes	574	118.50	11.08
	No	534	113.48	13.71
	Not sure	145	114.27	12.75
	Total	1253	115.87	12.68

Our analysis indicates that adults and child/adolescent 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 2981 consumers, 346 (11.6%) reported that they experienced some delay before beginning treatment. 2514 consumers (84.3%) reported no delay before beginning treatment and 121 (4.1%) reported that this question did not apply to them.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	2981	346 11.60%	2514 84.30%	121 4.10%
Age Type				
Adult	1728	150 8.70%	1509 87.30%	69 4.00%
Child	1253	196 15.60%	1005 80.20%	52 4.20%

Total Satisfaction Score				
Q11 Were there delays before starting these services?		N	Mean	Std. Deviation
Adult	Yes	150	110.58	13.13
	No	1509	115.00	11.77
	N/A	69	108.54	13.46
	Total	1728	114.36	12.08
Child	Yes	196	113.45	13.38
	No	1005	116.51	12.45
	N/A	52	112.73	13.13
	Total	1253	115.87	12.68

Our analysis indicates that adult consumers who experienced no delays before starting services reported significantly higher total satisfaction than those who did experience delays and those who reported that this question does not apply. Our analysis also indicated that child/adolescent consumer who experience no delays before starting services reported significantly higher total satisfaction than those who did experience delays.

Emergency Treatment: 275 of the 2981 respondents (9.2%) indicated they needed emergency mental health or substance abuse service during the past year, 2687 respondents (90.1%) reported that they did not need emergency service, and 19 respondents (0.6%) were unsure.

- Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.72 with standard deviation 1.308.

	Total	Q42a If yes, how satisfied are you with the help you received?					
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied	Does Not Apply
Total	275	29 10.50%	34 12.40%	6 2.20%	120 43.60%	84 30.50%	2 0.70%
Age Type							
Adult	154	11 7.10%	18 11.70%	5 3.20%	75 48.70%	44 28.60%	1 0.60%
Child	121	18 14.90%	16 13.20%	1 0.80%	45 37.20%	40 33.10%	1 0.80%

County:

Total Satisfaction Score				
Age Type	County	N	Mean	Std. Deviation
Adult	Cumberland	372	113.80	11.93
	Dauphin	488	114.61	10.80
	Lancaster	511	114.80	12.49
	Lebanon	292	114.11	13.51
	Perry	65	113.30	12.23
	Total		1728	114.36
Child	Cumberland	200	116.00	12.68
	Dauphin	233	113.97	11.02
	Lancaster	515	116.60	11.71
	Lebanon	249	115.08	15.58
	Perry	56	120.22	12.21
	Total		1253	115.87

Our analysis indicates that child/adolescent consumers who reported their county of residence as Perry County reported significantly higher total satisfaction than those reported their county of residence as Dauphin and Lebanon Counties.

Mean Satisfaction of Treatment Facilities

- Data was collected from 36 Treatment Providers in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed separately for Adult and Child/Adolescent Services for each facility. To help with interpretation, scores highlighted in **Green** (113-140) indicate a high level of satisfaction, scores highlighted in **Yellow** (85-112) indicate some level of satisfaction and scores highlighted in **Red** (below 84) indicate some level of dissatisfaction.

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
FAMILY FIRST HEALTH CORPORATION	9	120.72	14.63
LAUREL LIFE SERVICES	92	118.45	11.12
BEHAVIORAL HEALTHCARE CORPORATION	23	118.37	11.62
ARS LANCASTER	33	118.23	12.54
MECHANICSBURG CTC	31	117.89	6.62
LEBANON CTC	23	117.13	11.24
TRUENORTH WELLNESS SERVICES	34	116.99	16.63
ARS OF PA	17	116.83	4.13
CHI ST JOSEPH CHILDRENS HEALTH	37	116.79	10.83
PENN STATE HERSHEY MEDICAL GROUP PSYCHIATRY-OP	106	115.99	12.21
HARRISBURG CTC	54	115.97	7.58
PENNSYLVANIA COUNSELING SERVICES	382	115.94	11.38
CATHOLIC CHARITIES	6	115.69	6.32
CSG (COMMUNITY SERVICES GROUP INC)	207	115.60	11.28
PPI (PENNSYLVANIA PSYCHIATRIC INSTITUTE)	24	115.42	10.81
PENNSYLVANIA COMPREHENSIVE BEHAVIORAL HEALTH	15	115.36	8.33
T W PONESSA & ASSOCIATES COUNSELING SERVICES INC	417	114.86	13.86
ALDER HEALTH SERVICES INC	15	114.78	13.20
FRANKLIN FAMILY SERVICES INC	63	114.77	12.72
WELLSPAN PHILHAVEN	485	114.68	12.95
PENNSYLVANIA PSYCHIATRIC INSTITUTE	154	114.54	12.01
PENN STATE HOLY SPIRIT MEDICAL CENTER	110	114.31	12.16
TEAMCARE BEHAVIORAL HEALTH LLC	189	114.23	12.72
KEYSTONE BEHAVIORAL HEALTH	27	114.16	11.34
MERAKEY PENNSYLVANIA	63	114.09	11.97
SPANISH AMERICAN CIVIC ASSOCIATION NUESTRA CLINIC	2	114.05	9.97
YOUTH ADVOCATE PROGRAMS INC	66	113.82	14.20
DIAKON CHILD FAMILY & COMMUNITY MINISTRIES	43	113.80	13.92
NEW HORIZONS COUNSELING SERVICES INC	18	113.30	13.02
SADLER HEALTH CENTER CORPORATION	51	112.56	11.91
STEVENS CENTER	63	112.20	12.84
HAMILTON HEALTH CENTER	29	112.12	9.72

COMMONWEALTH CLINICAL GROUP INC	33	111.70	12.87
UNION COMMUNITY CARE	39	110.95	11.13
ESPERANZA HOPE FOR THE FUTURE COUNSELING SERVICES	17	109.79	13.25
MOMENTUM SERVICES LLC	4	107.99	12.51
Total	2981	115.00	12.36

Adult			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
BEHAVIORAL HEALTHCARE CORPORATION	22	118.71	11.78
ARS LANCASTER	33	118.23	12.54
MECHANICSBURG CTC	31	117.89	6.62
TRUENORTH WELLNESS SERVICES	12	117.28	11.67
LEBANON CTC	23	117.13	11.24
FAMILY FIRST HEALTH CORPORATION	6	117.06	16.84
PENNSYLVANIA COUNSELING SERVICES	186	116.92	10.62
ARS OF PA	17	116.83	4.13
LAUREL LIFE SERVICES	21	116.74	10.28
NEW HORIZONS COUNSELING SERVICES INC	14	116.48	11.26
HARRISBURG CTC	54	115.97	7.58
CATHOLIC CHARITIES	6	115.69	6.32
PPI (PENNSYLVANIA PSYCHIATRIC INSTITUTE)	24	115.42	10.81
CSG (COMMUNITY SERVICES GROUP INC)	116	115.32	11.76
PENN STATE HERSHEY MEDICAL GROUP PSYCHIATRY-OP	44	114.98	12.20
CHI ST JOSEPH CHILDRENS HEALTH	1	114.87	0.0
ALDER HEALTH SERVICES INC	15	114.78	13.20
MERAKEY PENNSYLVANIA	58	114.40	11.88
DIAKON CHILD FAMILY & COMMUNITY MINISTRIES	25	114.20	13.35
T W PONESSA & ASSOCIATES COUNSELING SERVICES INC	175	114.13	11.90
SPANISH AMERICAN CIVIC ASSOCIATION NUESTRA CLINIC	2	114.05	9.97
YOUTH ADVOCATE PROGRAMS INC	51	114.02	13.06
FRANKLIN FAMILY SERVICES INC	43	113.82	12.42
PENNSYLVANIA PSYCHIATRIC INSTITUTE	102	113.68	12.90
STEVENS CENTER	57	113.50	11.99
PENN STATE HOLY SPIRIT MEDICAL CENTER	70	113.16	11.93
SADLER HEALTH CENTER CORPORATION	45	112.99	11.89
WELLSPAN PHILHAVEN	275	112.98	13.81
HAMILTON HEALTH CENTER	24	112.65	10.33

TEAMCARE BEHAVIORAL HEALTH LLC	81	111.88	13.07
KEYSTONE BEHAVIORAL HEALTH	16	111.77	11.76
UNION COMMUNITY CARE	25	111.09	12.66
COMMONWEALTH CLINICAL GROUP INC	31	110.91	12.88
PENNSYLVANIA COMPREHENSIVE BEHAVIORAL HEALTH	7	109.90	7.19
ESPERANZA HOPE FOR THE FUTURE COUNSELING SERVICES	12	109.53	14.88
MOMENTUM SERVICES LLC	4	107.99	12.51
Total	1728	114.36	12.08

Child/Adolescent			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
FAMILY FIRST HEALTH CORPORATION	3	128.03	5.22
COMMONWEALTH CLINICAL GROUP INC	2	124.01	.01
PENNSYLVANIA COMPREHENSIVE BEHAVIORAL HEALTH	8	120.14	6.19
LAUREL LIFE SERVICES	71	118.96	11.38
KEYSTONE BEHAVIORAL HEALTH	11	117.65	10.21
WELLSPAN PHILHAVEN	210	116.91	11.37
CHI ST JOSEPH CHILDRENS HEALTH	36	116.85	10.98
TRUENORTH WELLNESS SERVICES	22	116.84	19.06
FRANKLIN FAMILY SERVICES INC	20	116.79	13.44
PENN STATE HERSHEY MEDICAL GROUP PSYCHIATRY-OP	62	116.71	12.26
PENN STATE HOLY SPIRIT MEDICAL CENTER	40	116.31	12.44
PENNSYLVANIA PSYCHIATRIC INSTITUTE	52	116.23	9.95
TEAMCARE BEHAVIORAL HEALTH LLC	108	115.99	12.22
CSG (COMMUNITY SERVICES GROUP INC)	91	115.96	10.70
T W PONESSA & ASSOCIATES COUNSELING SERVICES INC	242	115.39	15.12
PENNSYLVANIA COUNSELING SERVICES	196	115.01	12.01
DIAKON CHILD FAMILY & COMMUNITY MINISTRIES	18	113.25	15.05
YOUTH ADVOCATE PROGRAMS INC	15	113.13	18.07
BEHAVIORAL HEALTHCARE CORPORATION	1	111.00	0.0
UNION COMMUNITY CARE	14	110.69	8.12
MERAKEY PENNSYLVANIA	5	110.54	13.98
ESPERANZA HOPE FOR THE FUTURE COUNSELING SERVICES	5	110.42	9.61
HAMILTON HEALTH CENTER	5	109.58	6.22
SADLER HEALTH CENTER CORPORATION	6	109.39	12.68
NEW HORIZONS COUNSELING SERVICES INC	4	102.17	14.10
STEVENS CENTER	6	99.84	15.27
Total	1253	115.87	12.68

Mean Satisfaction Level of Care

Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
MEDICATION ASSISTED TREATMENT	182	116.86	9.20
MENTAL HEALTH OUTPATIENT	2799	114.87	12.53
Total	2981	115.00	12.36

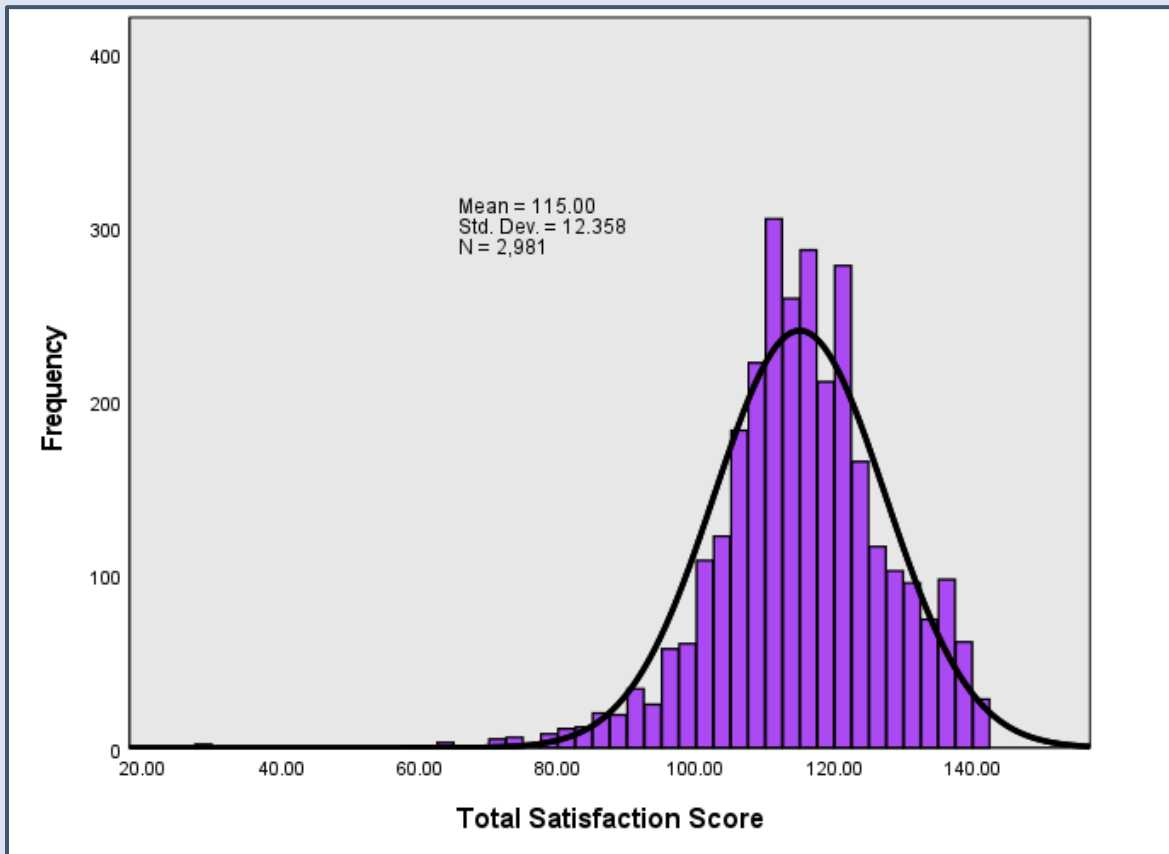
Adult			
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
MEDICATION ASSISTED TREATMENT	182	116.86	9.20
MENTAL HEALTH OUTPATIENT	1546	114.06	12.35
Total	1728	114.36	12.08

Child/Adolescent			
Total Satisfaction Score			
Level of Care	Mean	N	Std. Deviation
MENTAL HEALTH OUTPATIENT	115.8723	1253	12.68072
Total	115.8723	1253	12.68072

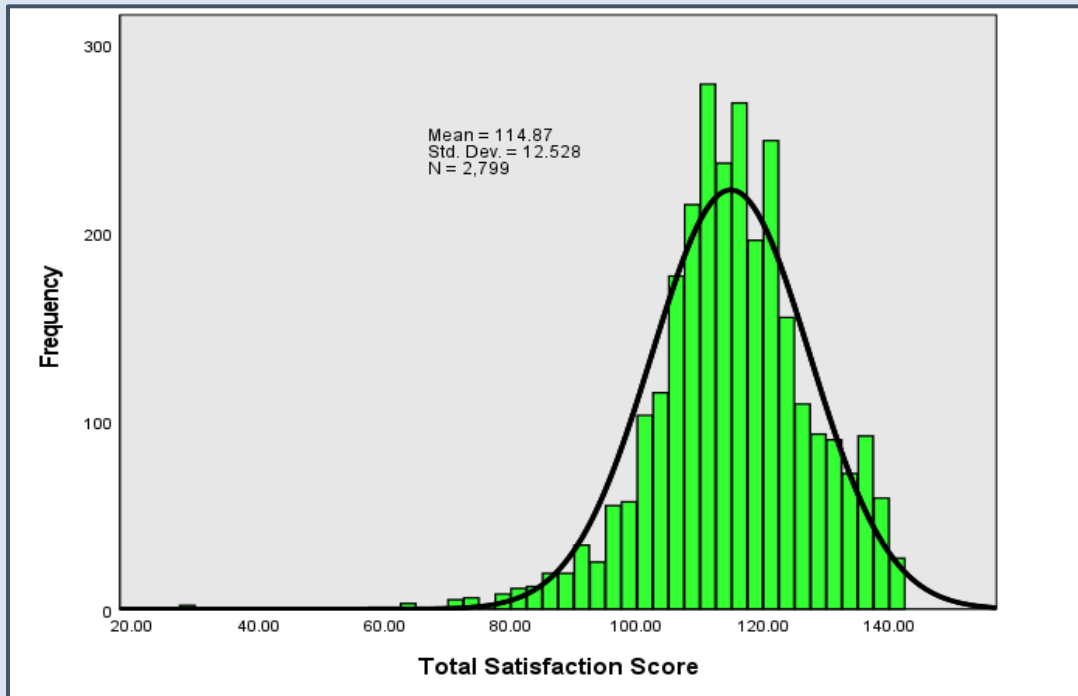
Total Satisfaction

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.

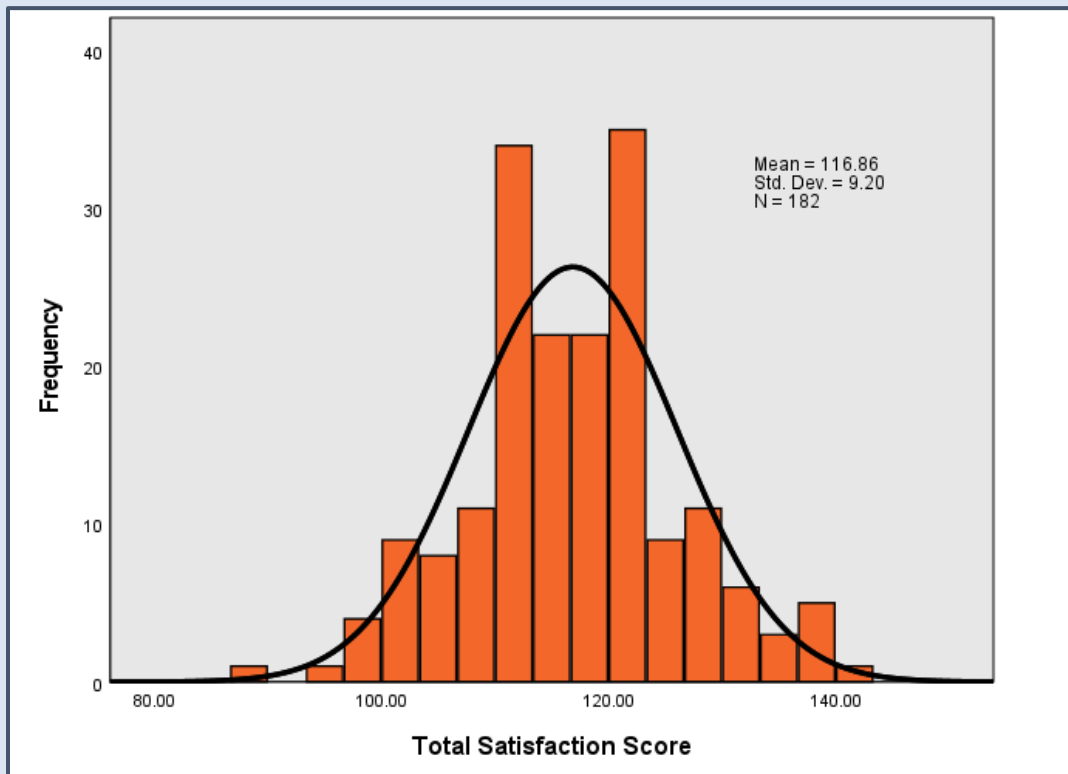
- The overall mean for all respondents for Total Satisfaction Score (TSS) was 115.0 with a standard deviation 12.358 indicating a high level of satisfaction. The TSS scores ranged from 28.0–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all Mental Health Outpatient respondents for Total Satisfaction Score (TSS) was 114.87 with a standard deviation 12.528 indicating a high level of satisfaction. The TSS scores ranged from 28.0–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for MAT respondents for Total Satisfaction Score (TSS) was 116.86 with a standard deviation 9.20 indicating a high level of satisfaction. The TSS scores ranged from 87.09–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

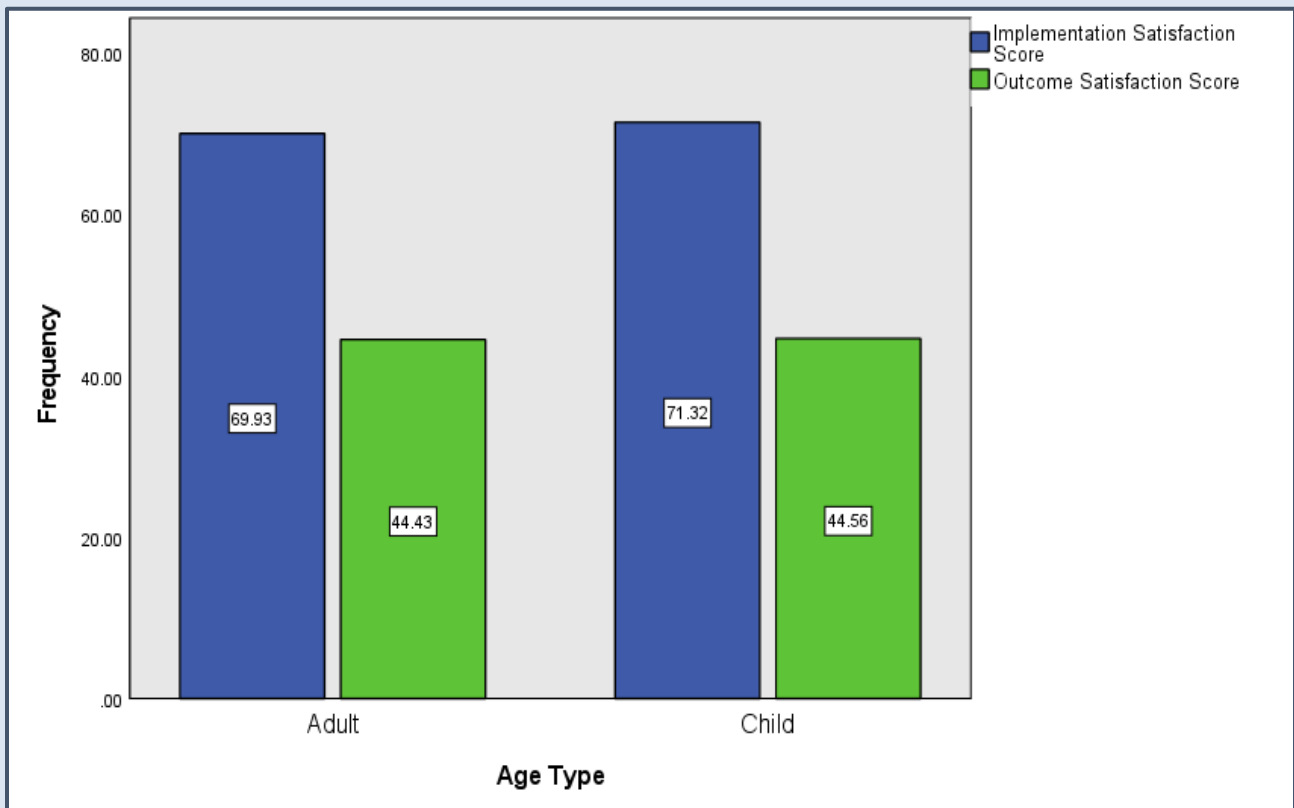


Mean Satisfaction with Services and Outcomes of Services

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.

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

- 96.9% You feel comfortable in asking questions regarding your treatment Q18.
- 96.8% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 96.2% You are an important part of the treatment process Q26.
- 95.8% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 94.9% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 94.6% You trust your service provider Q22.
- 94.3% Your provider asks your permission before sharing your personal information Q20.
- 93.3% Overall, you are satisfied with the services received/are receiving Q29.
- 92.9% Your service provider spends adequate time with you Q19.
- 92.0% Your service provider explained the advantages of therapy or treatment Q27.
- 91.4% You have the option to change your service provider should you choose to Q16.
- 88.7% Your service provider explained the limitations of therapy or treatment Q28.
- 88.5% Your provider informed you who to call if you have questions about your mental health or substance abuse services Q13.
- 86.0% You feel safe at this facility Q23.
- 85.5% 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.

Summary responses from the Total group of respondents (N=2981) are presented in Table 1.

Summary responses from the Adult group of respondents (N=1728) are presented in Table 2.

Summary responses from the Child/Adolescent group of respondents (N=1253) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=2981	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.	88.5	7.2	2.8	0.6	0.7
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	79.4	10.8	2.9	1.0	5.4
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.).	85.5	9.4	2.8	0.7	1.2
16. You have the option to change your service provider should you choose to.	91.4	4.3	2.9	0.5	0.7
17. You were informed about your rights and responsibilities regarding the treatment you received.	95.8	2.3	2.9	0.4	0.3
18. You feel comfortable in asking questions regarding your treatment.	96.9	1.7	3.0	0.3	0.1
19. Your service provider spends adequate time with you.	92.9	4.1	2.9	0.5	0.3
20. Your provider asks your permission before sharing your personal information.	94.3	1.7	3.0	0.4	1.2
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	96.8	0.7	3.0	0.4	1.1
22. You trust your service provider.	94.6	2.7	2.9	0.4	0.1
23. You feel safe at this facility.	86.0	1.3	3.3	1.0	11.7
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	84.9	7.4	2.9	0.8	2.5
25. You are included in the development of your treatment/recovery plan and goals for recovery.	94.9	2.9	2.9	0.4	0.4
26. You are an important part of the treatment process.	96.2	2.1	2.9	0.3	0.2
27. Your service provider explained the advantages of therapy or treatment.	92.0	5.0	2.9	0.5	0.4
28. Your service provider explained the limitations of therapy or treatment.	88.7	6.1	2.9	0.6	1.0
29. Overall, you are satisfied with the services received/are receiving.	93.3	4.3	2.9	0.4	0.2

Table 2 – Total Satisfaction – Services Questions – Adult Respondents

N=1728	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.	87.6	7.3	2.8	0.6	0.9
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	79.3	11.6	2.9	1.0	4.9
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.).	85.1	9.7	2.8	0.7	1.1
16. You have the option to change your service provider should you choose to.	90.7	4.9	2.9	0.5	0.6
17. You were informed about your rights and responsibilities regarding the treatment you received.	95.1	2.6	2.9	0.4	0.4
18. You feel comfortable in asking questions regarding your treatment.	96.4	1.9	2.9	0.3	0.1
19. Your service provider spends adequate time with you.	92.4	4.6	2.9	0.5	0.3
20. Your provider asks your permission before sharing your personal information.	93.4	1.9	3.0	0.5	1.2
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	97.2	0.5	3.0	0.3	1.0
22. You trust your service provider.	94.9	2.3	2.9	0.4	0.2
23. You feel safe at this facility.	86.1	1.5	3.3	1.0	11.1
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	81.7	8.9	2.9	0.8	3.5
25. You are included in the development of your treatment/recovery plan and goals for recovery.	94.5	3.1	2.9	0.4	0.4
26. You are an important part of the treatment process.	95.8	2.4	2.9	0.3	0.1
27. Your service provider explained the advantages of therapy or treatment.	92.1	4.8	2.9	0.5	0.5
28. Your service provider explained the limitations of therapy or treatment.	88.1	6.3	2.9	0.6	1.3
29. Overall, you are satisfied with the services received/are receiving.	93.3	4.2	2.9	0.5	0.3

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

N=1253	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.	89.9	7.0	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).	79.6	9.6	2.9	1.0	6.2
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.).	86.0	9.1	2.8	0.7	1.4
16. You have the option to change your service provider should you choose to.	92.4	3.4	2.9	0.5	1.0
17. You were informed about your rights and responsibilities regarding the treatment you received.	96.8	1.8	3.0	0.3	0.2
18. You feel comfortable in asking questions regarding your treatment.	97.7	1.4	3.0	0.3	0.1
19. Your service provider spends adequate time with you.	93.5	3.5	2.9	0.4	0.4
20. Your provider asks your permission before sharing your personal information.	95.5	1.4	3.0	0.4	1.2
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	96.2	1.0	3.0	0.4	1.2
22. You trust your service provider.	94.3	3.3	2.9	0.4	0.1
23. You feel safe at this facility.	86.0	1.0	3.3	1.0	12.5
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	89.3	5.4	2.9	0.6	1.3
25. You are included in the development of your treatment/recovery plan and goals for recovery.	95.4	2.6	2.9	0.4	0.3
26. You are an important part of the treatment process.	96.7	1.7	3.0	0.3	0.2
27. Your service provider explained the advantages of therapy or treatment.	92.0	5.2	2.9	0.5	0.2
28. Your service provider explained the limitations of therapy or treatment.	89.6	5.8	2.9	0.6	0.6
29. Overall, you are satisfied with the services received/are receiving.	93.2	4.4	2.9	0.4	0.1

Outcomes

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

Respondents describe their lives as being better as a result of their services in a majority of cases. In total, 63.8% to 81.0% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 15.0% to 23.1% of responses reflect that no change has resulted from involvement in services. Finally, 3.4% to 7.9% of responses reflect things are worse as a result of services.

**Participating with school or work activities Q38. A high number of respondents reported that this question did not apply to them. With these cases removed, 73.6% reported this as better or much better, 20.9% reported no change, and 5.5% reported this as worse or much worse. This is a more accurate representation of the data.*

**Being involved in community activities Q37. A high number of respondents reported that this question did not apply to them. With these cases removed, 63.9% reported this as better or much better, 28.5% reported no change, and 7.6% 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=2981) are presented in Table 4.
Summary responses from the Total group of respondents (N=1728) are presented in Table 5.
Summary responses from the Total group of respondents (N=1253) are presented in Table 6.***

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

Total N=2981	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	75.0	19.3	5.1	2.7	0.6	0.6
31. Feeling in control of your life.	71.9	21.3	5.4	2.7	0.7	1.4
32. Coping with personal crisis.	63.8	23.1	7.9	2.8	1.0	5.2
33. How you feel about yourself.	75.0	18.9	5.4	2.7	0.6	0.7
34. Feeling good (hopeful) about the future.	76.9	17.3	4.3	2.8	0.7	1.5
35. Enjoying your free time.	81.0	15.0	3.4	2.8	0.6	0.7
36. Strengthening your social support network.	71.4	22.3	5.0	2.7	0.7	1.3
37. Being involved in community activities.	52.2	23.3	6.2	3.2	1.4	18.3
38. Participating with school or work activities.	54.0	15.3	4.0	3.6	1.5	26.6
39. Interacting with people in social situations.	71.0	22.4	4.7	2.7	0.7	1.8
40. Coping with the specific problems or issues that led you to seek services.	76.1	18.2	4.8	2.7	0.6	0.8

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

Total N=1728	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	76.1	18.3	4.9	2.7	0.6	0.6
31. Feeling in control of your life.	74.2	19.2	6.1	2.7	0.6	0.5
32. Coping with personal crisis.	67.7	21.4	8.2	2.7	0.8	2.8
33. How you feel about yourself.	75.7	18.1	5.9	2.7	0.6	0.3
34. Feeling good (hopeful) about the future.	77.4	16.5	5.4	2.7	0.6	0.6
35. Enjoying your free time.	77.3	17.7	4.6	2.8	0.6	1.0
36. Strengthening your social support network.	68.8	23.8	6.0	2.7	0.7	1.4
37. Being involved in community activities.	48.4	23.3	6.9	3.3	1.5	21.4
38. Participating with school or work activities.	42.7	12.7	2.3	4.1	1.7	42.4
39. Interacting with people in social situations.	68.3	24.3	4.9	2.7	0.8	2.5
40. Coping with the specific problems or issues that led you to seek services.	78.0	16.7	4.4	2.8	0.6	0.9

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

	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
Total N=1253						
30. Managing daily problems.	73.5	20.5	5.3	2.7	0.6	0.6
31. Feeling in control of your life.	68.7	24.2	4.5	2.7	0.8	2.6
32. Coping with personal crisis.	58.5	25.5	7.5	2.9	1.1	8.5
33. How you feel about yourself.	74.1	20.0	4.7	2.7	0.7	1.3
34. Feeling good (hopeful) about the future.	76.2	18.4	2.6	2.8	0.7	2.8
35. Enjoying your free time.	86.1	12.0	1.7	2.9	0.4	0.2
36. Strengthening your social support network.	75.0	20.2	3.6	2.8	0.6	1.2
37. Being involved in community activities.	57.5	23.3	5.3	3.1	1.3	14.0
38. Participating with school or work activities.	69.7	19.0	6.5	2.8	0.9	4.9
39. Interacting with people in social situations.	74.8	19.9	4.4	2.7	0.6	1.0
40. Coping with the specific problems or issues that led you to seek services.	73.6	20.4	5.4	2.7	0.6	0.6

Satisfaction with the Managed Care Organization

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

- 50.0% of respondents (1491 of the 2981) reported that they had received a copy of the PerformCare member handbook, 31.1% (927) reported that they had not received a copy of the member handbook, 18.8% (560) were not sure, and 0.1% (3) reported that this question did not apply.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	2981	1491 50.00%	927 31.10%	560 18.80%	3 0.10%
Adult					
Cumberland	372	160 43.00%	139 37.40%	73 19.60%	0 0
Dauphin	488	235 48.20%	176 36.10%	76 15.60%	1 0.20%
Lancaster	511	184 36.00%	210 41.10%	117 22.90%	0 0
Lebanon	292	129 44.20%	85 29.10%	78 26.70%	0 0
Perry	65	37 56.90%	19 29.20%	9 13.80%	0 0
Child					
Cumberland	200	115 57.50%	56 28.00%	28 14.00%	1 0.50%
Dauphin	233	162 69.50%	41 17.60%	30 12.90%	0 0
Lancaster	515	288 55.90%	139 27.00%	88 17.10%	0 0
Lebanon	249	141 56.60%	55 22.10%	52 20.90%	1 0.40%
Perry	56	40 71.40%	7 12.50%	9 16.10%	0 0

- 89.1% of respondents (2656 of the 2981) reported that they are aware of their right to file a complaint or grievance, 9.1% (271) reported that they are not aware of their right to file a complaint or grievance, 1.3% (39) reported that they were not sure, and 0.5% (15) 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	2981	2656 89.10%	271 9.10%	39 1.30%	15 0.50%
Adult					
Cumberland	372	341 91.70%	26 7.00%	4 1.10%	1 0.30%
Dauphin	488	432 88.50%	45 9.20%	9 1.80%	2 0.40%
Lancaster	511	439 85.90%	58 11.40%	11 2.20%	3 0.60%
Lebanon	292	242 82.90%	46 15.80%	3 1.00%	1 0.30%
Perry	65	58 89.20%	7 10.80%	0 0	0 0
Child					
Cumberland	200	184 92.00%	11 5.50%	2 1.00%	3 1.50%
Dauphin	233	223 95.70%	8 3.40%	2 0.90%	0 0
Lancaster	515	469 91.10%	39 7.60%	5 1.00%	2 0.40%
Lebanon	249	213 85.50%	31 12.40%	2 0.80%	3 1.20%
Perry	56	55 98.20%	0 0	1 1.80%	0 0

- 61.4% of respondents (1830 of the 2981) reported that they knew who to call to file a complaint or grievance, 33.2% (991) reported that they did not know who to call, 4.7% (139) were not sure, and 0.7% (21) 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	2981	1830 61.40%	991 33.20%	139 4.70%	21 0.70%
Adult					
Cumberland	372	287 77.20%	63 16.90%	17 4.60%	5 1.30%
Dauphin	488	293 60.00%	169 34.60%	25 5.10%	1 0.20%
Lancaster	511	236 46.20%	245 47.90%	28 5.50%	2 0.40%
Lebanon	292	143 49.00%	136 46.60%	10 3.40%	3 1.00%
Perry	65	42 64.60%	19 29.20%	4 6.20%	0 0
Child					
Cumberland	200	172 86.00%	23 11.50%	2 1.00%	3 1.50%
Dauphin	233	173 74.20%	47 20.20%	12 5.20%	1 0.40%
Lancaster	515	314 61.00%	176 34.20%	24 4.70%	1 0.20%
Lebanon	249	126 50.60%	104 41.80%	14 5.60%	5 2.00%
Perry	56	44 78.60%	9 16.10%	3 5.40%	0 0

- 15.7% of respondents (468 of the 2981) reported that they had called PerformCare in the last twelve months for information, 79.6% (2372) reported that they had not called PerformCare within the last twelve months, 2.1% (63) were not sure, and 2.6% (78) reported this question did not apply.

	Total	Q4 In the last twelve months, did you call member services at PerformCare to get information? (example: help for counseling, treatment, or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	2981	468 15.70%	2372 79.60%	63 2.10%	78 2.60%
Adult					
Cumberland	372	62 16.70%	255 68.50%	8 2.20%	47 12.60%
Dauphin	488	99 20.30%	376 77.00%	7 1.40%	6 1.20%
Lancaster	511	59 11.50%	430 84.10%	18 3.50%	4 0.80%
Lebanon	292	22 7.50%	265 90.80%	5 1.70%	0 0
Perry	65	12 18.50%	50 76.90%	1 1.50%	2 3.10%
Child					
Cumberland	200	43 21.50%	133 66.50%	9 4.50%	15 7.50%
Dauphin	233	51 21.90%	179 76.80%	2 0.90%	1 0.40%
Lancaster	515	61 11.80%	446 86.60%	8 1.60%	0 0
Lebanon	249	35 14.10%	209 83.90%	2 0.80%	3 1.20%
Perry	56	24 42.90%	29 51.80%	3 5.40%	0 0

- 87.8% of those that requested information from PerformCare (411 of the 468) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 8.1% (38) reported that they were not able to obtain information without unnecessary delays, 2.1% (10) were not sure, and 1.9% (9) reported this question did not apply.

	Total	Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?			
		Yes	No	Not Sure	Does Not Apply
Total	468	411 87.80%	38 8.10%	10 2.10%	9 1.90%
Adult					
Cumberland	62	56 90.30%	2 3.20%	2 3.20%	2 3.20%
Dauphin	99	95 96.00%	4 4.00%	0 0	0 0
Lancaster	59	54 91.50%	5 8.50%	0 0	0 0
Lebanon	22	18 81.80%	2 9.10%	0 0	2 9.10%
Perry	12	10 83.30%	2 16.70%	0 0	0 0
Child					
Cumberland	43	36 83.70%	3 7.00%	2 4.70%	2 4.70%
Dauphin	51	44 86.30%	4 7.80%	2 3.90%	1 2.00%
Lancaster	61	50 82.00%	7 11.50%	4 6.60%	0 0
Lebanon	35	24 68.60%	9 25.70%	0 0	2 5.70%
Perry	24	24 100.00%	0 0	0 0	0 0

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

- 54.2% of respondents (1616 of 2981) reported that they were given a choice of at least 2 providers regarding the type of service they were seeking, 29.9% (892) reported that they were not given a choice, 10.2% (305) were not sure, and 5.6% (168) reported that this question did not apply.

	Total	Q5 Were you given a choice of at least two (2) Providers from PerformCare regarding the type of service you were seeking?			
		Yes	No	Not Sure	Does Not Apply
Total	2981	1616 54.20%	892 29.90%	305 10.20%	168 5.60%
Adult					
Cumberland	372	163 43.80%	107 28.80%	39 10.50%	63 16.90%
Dauphin	488	255 52.30%	175 35.90%	55 11.30%	3 0.60%
Lancaster	511	265 51.90%	163 31.90%	67 13.10%	16 3.10%
Lebanon	292	130 44.50%	108 37.00%	37 12.70%	17 5.80%
Perry	65	35 53.80%	22 33.80%	6 9.20%	2 3.10%
Child					
Cumberland	200	107 53.50%	44 22.00%	15 7.50%	34 17.00%
Dauphin	233	154 66.10%	66 28.30%	8 3.40%	5 2.10%
Lancaster	515	318 61.70%	146 28.30%	40 7.80%	11 2.10%
Lebanon	249	148 59.40%	52 20.90%	33 13.30%	16 6.40%
Perry	56	41 73.20%	9 16.10%	5 8.90%	1 1.80%

- 68.8% of respondents (2052 of 2981) reported that they were informed of the time approved for their services, 20.2% of respondents (603) were not informed of the time approved for services, 8.9% (265) were not sure, and 2.0% (61) reported that this question did not apply.

	Total	Q6 Were you informed of the time approved for your services? (Example: IBHS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	2981	2052 68.80%	603 20.20%	265 8.90%	61 2.00%
Adult					
Cumberland	372	216 58.10%	95 25.50%	30 8.10%	31 8.30%
Dauphin	488	420 86.10%	48 9.80%	19 3.90%	1 0.20%
Lancaster	511	256 50.10%	161 31.50%	88 17.20%	6 1.20%
Lebanon	292	206 70.50%	56 19.20%	27 9.20%	3 1.00%
Perry	65	54 83.10%	8 12.30%	3 4.60%	0 0
Child					
Cumberland	200	138 69.00%	34 17.00%	13 6.50%	15 7.50%
Dauphin	233	204 87.60%	21 9.00%	8 3.40%	0 0
Lancaster	515	313 60.80%	137 26.60%	63 12.20%	2 0.40%
Lebanon	249	191 76.70%	42 16.90%	13 5.20%	3 1.20%
Perry	56	54 96.40%	1 1.80%	1 1.80%	0 0

- 95.9% of respondents (1572 of the 1640) reported when they called PerformCare staff treats them courteously and with respect, 2.6% (43) reported when they called PerformCare staff did not treat them courteously and with respect, and 1.5% (25) were not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	1640	1572 95.90%	43 2.60%	25 1.50%
Adult				
Cumberland	137	130 94.90%	3 2.20%	4 2.90%
Dauphin	375	354 94.40%	16 4.30%	5 1.30%
Lancaster	289	281 97.20%	3 1.00%	5 1.70%
Lebanon	47	38 80.90%	6 12.80%	3 6.40%
Perry	50	49 98.00%	1 2.00%	0 0
Child				
Cumberland	80	77 96.20%	2 2.50%	1 1.20%
Dauphin	204	198 97.10%	4 2.00%	2 1.00%
Lancaster	359	357 99.40%	1 0.30%	1 0.30%
Lebanon	56	45 80.40%	7 12.50%	4 7.10%
Perry	43	43 100.00%	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.*

- 97.1% of respondents (2461 of 2535) report overall they are satisfied with their interactions with PerformCare, 1.7% (43) report overall they are not satisfied with their interactions, and 1.2% (31) were not sure.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	2535	2461 97.10%	43 1.70%	31 1.20%
Adult				
Cumberland	157	150 95.50%	3 1.90%	4 2.50%
Dauphin	461	447 97.00%	10 2.20%	4 0.90%
Lancaster	479	472 98.50%	2 0.40%	5 1.00%
Lebanon	285	276 96.80%	6 2.10%	3 1.10%
Perry	59	56 94.90%	2 3.40%	1 1.70%
Child				
Cumberland	92	85 92.40%	5 5.40%	2 2.20%
Dauphin	225	212 94.20%	8 3.60%	5 2.20%
Lancaster	486	478 98.40%	1 0.20%	7 1.40%
Lebanon	239	233 97.50%	6 2.50%	0 0
Perry	52	52 100.00%	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.*

PerformCare Comments:

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

- A long time ago.
- It has been a few years.
- Yes, but I think I threw it away.
- Surveyor: provided PerformCare phone number (3).
- Did not know who they were.
- Yes, but I did not look at it.
- I did not read it if I got one.
- I did not read everything.
- I need to request a new one.
- I need a new one.
- I looked through this book to get numbers.
- Service was new to us.
- They sent an invitation to request a handbook.
- UMPC takes care of billing. *Surveyor: tried to educate individual that UPMC is the physical MCO.*
- I was not aware of PerformCare.

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

- Absolutely.
- I had a complaint in 2020 or in 2021. I feel that anybody who reviewed the issue did not solve any problems for me.
- I know now.
- I was not aware.
- No one ever told me.
- No one told me.
- *Surveyor: Shared PerformCare phone number.*

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

- Absolutely.
- I have all the numbers that I need.
- I can find it.
- I can find that on the internet.
- I need a new handbook.
- It is not necessary.
- No complaints, my doctor is the best.
- Yes, I call UMPC.

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

- I called PerformCare to register a complaint. All they did was say "thanks for the input."
- I want a neuropsychologist evaluation and the waiting list is years out.
- I was trying to get help for her in school but then we moved.
- A new person that works there is not doing as good of job as the one that left. No one has reached out.
- The case worker at PerformCare checked in on us occasionally.
- They call us.
- They have called me.
- They reached out to me.
- They were able to give me information.
- No, I have called UMPC.

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

- It did not pan out. I made 30 phone calls and never got a provider.
- I could not get desired services for my children.
- Delays due to Covid.
- Having difficulty with the provider logging onto PerformCare's system to record her hours.
- List of providers was not updated.
- No. I keep getting the runaround and delayed.
- No one helped me.
- PerformCare and the hospital caused delays due to miscommunication.
- Psychiatrist was rude and racist.
- No, not regarding a particular treatment.
- Sent me a list instead of actually helping me with provider. Needed a supervisor to try and get further help.
- Directed to a different provider but were not given enough information. Also requested Spanish literature.
- Was a little difficult to figure out a provider due to miscommunication.
- Was on hold for over an hour waiting for someone.
- We do not normally have issues, but this was a billing issue. Called PerformCare 3 times.

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

- No, it was assigned.
- Yes, but they kept changing it.
- Came here myself.
- Did not get a choice. I was court ordered to attend.
- Emailed me a list and showed me how to use website.
- Finding these services in Lancaster is very hard, but it is not their fault.
- I found a provider for myself.
- I found my provider by myself.
- Found services privately.
- I found the place myself and liked it.
- Found them myself.
- Have been with my provider for years. I trust them.
- My son's doctor just told us what provider to see. I do not remember getting options.
- I am on my own. I knew what provider I wanted.
- I choose the one that was closest to us.
- I chose my provider.
- I chose my provider for length of drive.
- I chose them because someone recommended them.
- I did not ask them.
- I knew who I wanted her to see.
- I knew who I wanted to have services from.
- I picked my provider.
- I requested my own provider.
- I was not given a choice.
- I have been seeing the same doctor for 13 years.
- They just gave me a provider.
- She knows she has the right to change providers.
- Most of the time.
- My doctor gave me a list of providers. I do not think it was PerformCare.

- I knew about this place beforehand.
- No choice.
- Not given a choice.
- Only one choice given.
- Our doctor recommended.
- Received this facility through my HR at work.
- My provider was recommended.
- Referred by doctors.
- The doctors would just send information explaining the provider I would see, but never gave any options.
- We were not given.
- Went to who would take my insurance.

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

- Hours did not match up with times she was supposed to have services.
- Did not get anything on this.
- Did not need to tell me.
- I do not think so.
- I did not get any information that he had even started treatment.
- I do not think that I was informed.
- I was not informed (5).
- Never talked to therapist or PerformCare. No one has ever contacted me.
- No but I do need that information.
- Not that I recall.
- Once a month.
- Does not know.
- They did not but service provider did.
- Treatment session hours are different sometimes.

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

- Always.
- Care manager is an angel. She is the best.
- Definitely.
- Impossible to contact anyone.
- Machine only.
- Respectful and quick.
- They call me.
- Very friendly.
- Was a long phone call though.
- Yes, but they skip around my questions.
- Yes, when they call us.
- Yes, very helpful and accommodating.

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

- Absolutely.
- Always.
- Did not give enough resources.
- I did not know I had PerformCare.
- Except for communication they have been good.

- I do not know who they are.
- Medications not approved.
- Never interacted as far as I know.
- No contact.
- No. I felt they were unorganized. It was hard to get information and no available services that I was seeking for myself. Big run around.
- No interactions.
- No responses at all.
- I am not happy with anyone at this time.
- OK. I have not had much contact.
- PerformCare gave me the runaround.
- Somewhat.
- Straightening out the billing issue was terribly difficult.
- They barely have any translators for Spanish speakers.
- Very satisfied and grateful. Was being a self-advocate and proactive.
- Waiting list for neuropsych testing is crazy long.
- When I called to do a complaint they said, “thanks for the input.” I did not get help for my kids.
- Yes, they are excellent.

Additional Comments

- Found services in Chambersburg, not any closer. I live in the Harrisburg area.
- I asked the mental health doctor for a referral back in July and have never gotten one.
- *Surveyor: Indicated all services paid by UPMC.*
- No issues other than when calling for another provider.
- Satisfied with service.
- When I call in, they are extremely helpful and nice.