



Consumer Satisfaction Services, Inc.

**Capital Region
2nd Quarter 2025**

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

**Prepared By
Consumer Satisfaction Services**

**4785 Linglestown Road
Suite 201
Harrisburg, PA 17112
(717) 651-1070
www.css-pa.org**

Consumer Satisfaction Services, Inc.

Board of Directors

Chair	Traci Schaeffer
Vice Chair	Steve Barndt
Secretary	Deborah Allen
Treasurer	Chris Kroft
Member at Large	Lisa Arifer-Polcha

Staff

Executive Director	Jessica Paul
Deputy Director	Abby Robinson
Program Administrator	Serina Polizzi
Survey Specialists	Debra Helwig
	Glenn Dieffenbach
	Jennifer Stevens
	Kathy Carr
	Diana Medina
	Mackenzie Fisher
	Olivia Inch

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.

Table of Contents

Executive Summary	I
Request for Assistance.....	1
Survey Information	2
Demographic Information.....	3
Consumer Satisfaction.....	5
Total Satisfaction	12
Services	14
Outcomes of Services	18
Satisfaction with the Managed Care Organization.....	21
Consumer Comments	30

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 use 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 member names provided by Capital Area Behavioral Health Collaborative. In addition, CSS may at times schedule site visits at facility locations. 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 overall 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 ($n=565$) 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 565 (n=565) respondents from the Capital Region including 423 adult consumers (74.9%) and 142 child/adolescent (25.1%) consumers.
- Sample: Of the 423 adult consumers, 405 (95.7%) responded for themselves, 7 (1.7%) had a parent/guardian respond for them, and 11 (2.6%) responded for themselves with the additional input of a parent/guardian. Of the 142 child/adolescent consumers, 2 (1.4%) responded for themselves and 140 (98.6%) had a parent/guardian respond for them.
- Level of Care: In all, 3 treatment levels of care were utilized by respondents and are included in this reporting period, 369 (65.3%) Mental Health Inpatient, 171 (30.3%) SUD Partial Hospitalization, and 25 (4.4%) EIBS.
- Methods: Data was collected by 7 interviewers.
- Treatment Facility: Data was collected pertaining to 39 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 565 interviews, 393 (69.6%) were conducted in person and 172 (30.4%) were conducted by phone.

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:

- 95.2% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 93.1% You feel comfortable in asking questions regarding your treatment Q18.
- 92.9% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 92.6% You are an important part of the treatment process Q26.
- 91.9% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 91.3% Your provider asks your permission before sharing your personal information Q20.
- 89.9% You feel safe at this facility Q23.
- 89.0% Your service provider explained the advantages of therapy or treatment Q27.
- 87.1% You have the option to change your service provider should you choose to Q16.
- 87.1% You trust your service provider Q22.
- 86.9% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.
- 86.0% Your provider discussed other services that may benefit you in your treatment/recovery Q15.
- 85.8% Overall, you are satisfied with the services received/are receiving Q29.
- 85.7% Your service provider spends adequate time with you Q19.
- 85.1% Your provider informed you who to call if you have questions about your mental health or substance use services Q13.

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

- 22.5% Child/Adolescent: Overall, you are satisfied with the services received/are receiving Q29.
- 16.9% Child/Adolescent: You trust your service provider Q22.
- 15.5% Your service provider spends adequate time with you Q19.

Outcomes of Services

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 the majority of cases. In total, 57.5% to 82.1% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 12.4% to 25.3% of responses reflect that no change has resulted from involvement in services. Finally, 3.4% to 7.1% 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, 71.0% reported that participating with school or work is better or much better, 23.0% reported no change, and 6.0% reported this as worse or much worse. This is a more accurate representation of the data.*

We welcome questions, comments and suggestions. Please contact:

**Abby Robinson
Deputy Director
4785 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 RFA is forwarded to Capital Area Behavioral Health Collaborative (CABHC) for action steps and follow up.

- CSS had one RFAs for the 2nd Quarter 2025.
 - A member expressed concern that staff failed to document triggers during the intake process, which left the member feeling mistreated and neglected. The provider was contacted regarding this incident and responded with a summary of the documented interactions with the member. The provider also stated they are unable to share additional details or their plan of action following the review. The member was informed of the provider's response and chose to proceed with filing a formal complaint. The member was provided with the necessary information and resources to complete this process.

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

Survey Information

- **Sample:** The survey represents 565 ($n=565$) respondents from the Capital Region including 423 adult consumers (74.9%) and 142 child/adolescent (25.1%) consumers.
- **Sample:** Of the 423 adult consumers, 405 (95.7%) responded for themselves, 7 (1.7%) had a parent/guardian respond for them, and 11 (2.6%) responded for themselves with the additional input of a parent/guardian. Of the 142 child/adolescent consumers, 2 (1.4%) responded for themselves and 140 (98.6%) had a parent/guardian respond for them.
- **Level of Care:** In all, 3 treatment levels of care were utilized by respondents and are included in this reporting period, 369 (65.3%) Mental Health Inpatient, 171 (30.3%) SUD Partial Hospitalization, and 25 (4.4%) EIBS.
- **Methods:** Data was collected by 7 interviewers.
- **Treatment Facility:** Data was collected pertaining to 39 Treatment Facilities that served members from the Capital Region.
- **Type:** Overall, of the 565 interviews, 393 (69.6%) were conducted in person and 172 (30.4%) were conducted by phone.

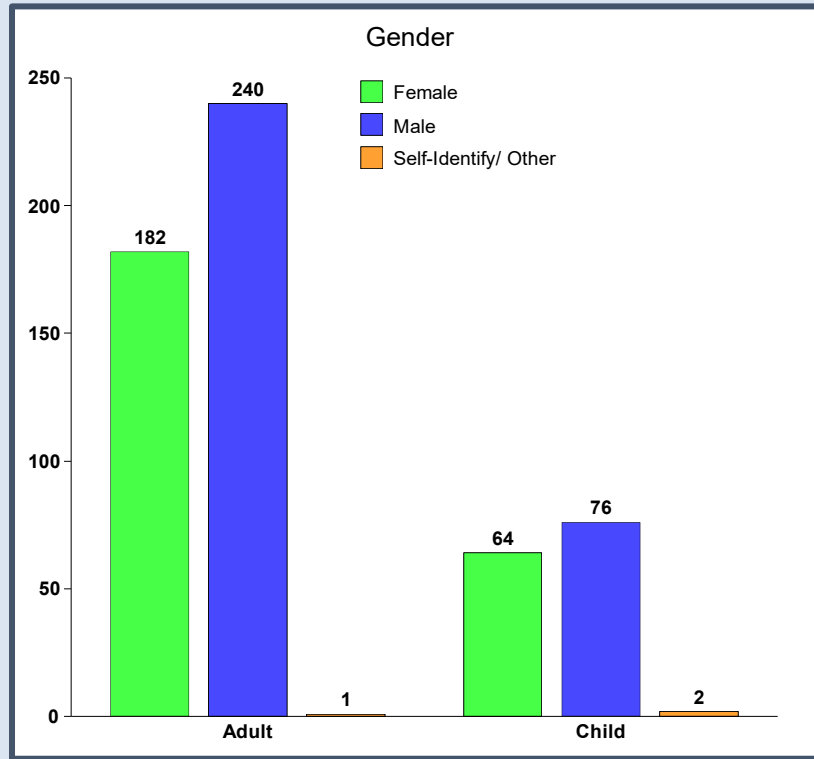
County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster (45.3%). The remaining respondents reported residence in Dauphin (29.9%), Cumberland (12.6%), Lebanon (9.6%), and Perry County (2.7%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	565	71 12.60%	169 29.90%	256 45.30%	54 9.60%	15 2.70%
Age Type						
Adult	423	55 13.00%	121 28.60%	206 48.70%	32 7.60%	9 2.10%
Child	142	16 11.30%	48 33.80%	50 35.20%	22 15.50%	6 4.20%

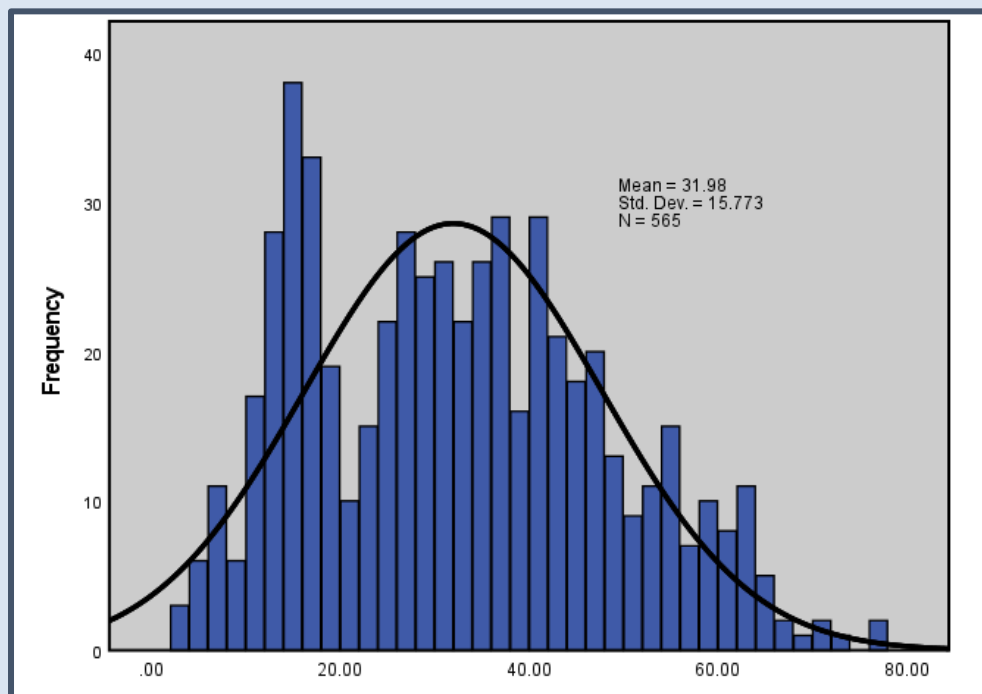
Demographic Information

Gender: Overall, the sample is 43.5% Female (246), 55.9% Male (316), and 0.3% Self-Identify Other (3).



Age: Age of all respondents ranged from 3-77 years, with a mean age of 31.98 (SD 15.773).

Age of All Respondents



Race: 338 respondents (59.8%) reported their race as White/Caucasian, 85 (15.%) as Hispanic/Latino, 80 (14.2%) as African American, 41 (7.3%) as Multi-Racial, 9 (1.6%) as Asian/Pacific Islander, 5 (0.9%) as Other, 4 (0.7%) Did Not Answer, and 3 (0.5%) 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	565	80 14.20%	9 1.60%	85 15.00%	3 0.50%	338 59.80%	41 7.30%	5 0.90%	4 0.70%
Age Type									
Adult	423	63 14.90%	7 1.70%	52 12.30%	3 0.70%	267 63.10%	22 5.20%	5 1.20%	4 0.90%
Child	142	17 12.00%	2 1.40%	33 23.20%	0 0	71 50.00%	19 13.40%	0 0	0 0

Consumer Satisfaction

This section of the report looks at different dimensions of consumer satisfaction with services and also reports on any statistically significant differences in total satisfaction. Satisfaction scores are calculated using a mean score.

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

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

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

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

Survey Information: Overall, 230 of the 565 respondents (40.7%) reported they had been interviewed by their provider within the last year, 271 (48.0%) reported they had not been interviewed, 62 (11.0%) were not sure, and 2 (0.4%) reported that this question did not apply.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	565	230 40.70%	271 48.00%	62 11.00%	2 0.40%
Age Type					
Adult	423	177 41.80%	197 46.60%	47 11.10%	2 0.50%
Child	142	53 37.30%	74 52.10%	15 10.60%	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	177	119.36	12.18
	No	197	114.74	14.30
	Not sure	47	112.74	15.75
	N/A	2	127.60	9.13
	Total	423	116.51	13.83
Child	Yes	53	113.19	15.27
	No	74	103.35	20.23
	Not sure	15	116.22	11.27
	N/A			
	Total	142	108.38	18.41

Our analysis indicates that all respondents or their parent/guardian/POA who stated they had not been interviewed by their provider during the last year reported significantly lower total satisfaction than those who had been interviewed during the last year or those who reported they were not sure if they were interviewed during the last year.

Service Delay: Of the 565 respondents, 72 (12.7%) reported that they experienced some delay before beginning treatment. 484 respondents (85.7%) reported no delay before beginning treatment, and 9 (1.6%) reported that this question did not apply to them.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	565	72 12.70%	484 85.70%	9 1.60%
Age Type				
Adult	423	47 11.10%	368 87.00%	8 1.90%
Child	142	25 17.60%	116 81.70%	1 0.70%

Total Satisfaction Score				
Q11 Were there delays before starting these services?		N	Mean	Std. Deviation
Adult	Yes	47	115.97	12.88
	No	368	116.75	14.02
	N/A	8	108.79	7.65
	Total	423	116.51	13.83
Child	Yes	25	109.39	19.30
	No	116	108.20	18.37
	N/A	1	104.25	.
	Total	142	108.38	18.41

Emergency Treatment: 200 of the 565 respondents (35.4%) indicated they needed emergency mental health or substance use service during the past year, 354 respondents (62.7%) reported that they did not need emergency service, and 11 respondent (1.9%) 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 4.01 with a standard deviation of 1.236.

	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	200	17 8.50%	12 6.00%	13 6.50%	68 34.00%	90 45.00%	0 0
Age Type							
Adult	144	8 5.60%	6 4.20%	10 6.90%	52 36.10%	68 47.20%	0 0
Child	56	9 16.10%	6 10.70%	3 5.40%	16 28.60%	22 39.30%	0 0

Mean Satisfaction of Treatment Facilities

- Data was collected pertaining to 39 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** (84 and below) indicate some level of dissatisfaction.

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
YORK HOSPITAL BH SVCS	1	139.00	.
MERITUS MEDICAL	1	130.00	.
PYRAMID	16	126.31	7.40
WDR YORK	1	126.00	.
ROCKFORD CENTER	2	125.50	4.95
BLUEPRINTS FOR ADDICTION AND RECOVERY	114	122.80	10.69
VISTA SCHOOL	25	119.39	10.47
NEW INSIGHTS II	15	119.10	9.39
GAUDENZIA	21	118.45	7.61
EAGLEVILLE HOSPITAL	1	117.92	.
CHAMBERSBURG HOSPITAL	5	117.58	7.70
EPHRATA COMMUNITY HOSPITAL	4	116.48	16.39
GEISINGER MEDICAL CENTER	2	115.50	0.71
MALVERN CONSTITUTION LLC	4	114.73	9.95
MAZZITTI AND SULLIVAN	2	114.50	0.71
PA PSYCHIATRIC INSTITUTE	78	113.33	14.43
WDR COVE FORGE	1	113.00	.
LANCASTER BEHAVIORAL HEALTH HOSPITAL	79	112.36	16.45
WELLSPAN PHILHAVEN	53	112.28	12.91
SHEPPARD PRATT HOSP	1	111.00	.
BROOKE GLEN BEHAVIORAL HOSPITAL	7	110.86	15.56
READING BEHAVIORAL HEALTHCARE	22	110.77	14.01
HOLY SPIRIT HOSPITAL	15	109.86	10.37
POTTSTOWN HOSPITAL	1	109.00	.
CLARION PSYCHIATRIC CENTER	2	108.01	39.66
MONTGOMERY CO EMERGENCY SERVICES	1	108.00	.
ROXBURY PSYCHIATRIC HOSPITAL	15	107.19	19.06
KIDSPEACE CHILDRENS HOSPITAL INC	7	107.06	21.19
FAIRMOUNT BEHAVIORAL HEALTH	5	106.80	19.79
HAVEN BEHAVIORAL HOSPITAL	11	106.17	25.25
J.C. BLAIR MEM HOSP	1	106.00	.
BELMONT BEHAVIORAL HOSPITAL	14	105.28	23.45
MEADOWS PSYCH CENTER	14	105.18	14.77
HORSHAM	6	104.82	21.01
FOUNDATIONS BEHAVIORAL HEALTH	7	103.59	16.31
POCONO MOUNTAIN RECOVERY	1	96.92	.
SOUTHWOOD PSYCH HOSPITAL	5	93.17	20.00
BELMONT PINES HOSPITAL	3	92.34	19.65
FRIENDS BEHAVIORAL HEALTH	2	84.63	52.84
Total	565	114.47	15.50

Adult			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
YORK HOSPITAL BH SVCS	1	139.00	.
CLARION PSYCHIATRIC CENTER	1	136.06	.
MERITUS MEDICAL	1	130.00	.
PYRAMID	16	126.31	7.40
WDR YORK	1	126.00	.
BLUEPRINTS FOR ADDICTION AND RECOVERY	114	122.80	10.69
ROCKFORD CENTER	1	122.00	.
NEW INSIGHTS II	15	119.10	9.39
GAUDENZIA	21	118.45	7.61
EAGLEVILLE HOSPITAL	1	117.92	.
CHAMBERSBURG HOSPITAL	5	117.58	7.70
FOUNDATIONS BEHAVIORAL HEALTH	2	117.57	5.05
HORSHAM	3	116.64	9.84
PA PSYCHIATRIC INSTITUTE	42	116.61	10.85
EPHRATA COMMUNITY HOSPITAL	4	116.48	16.39
VISTA SCHOOL	4	115.79	13.86
GEISINGER MEDICAL CENTER	2	115.50	0.71
BELMONT PINES HOSPITAL	1	115.03	.
MALVERN CONSTITUTION LLC	4	114.73	9.95
MAZZITTI AND SULLIVAN	2	114.50	0.71
LANCASTER BEHAVIORAL HEALTH HOSPITAL	66	113.51	16.09
BROOKE GLEN BEHAVIORAL HOSPITAL	6	113.00	15.87
READING BEHAVIORAL HEALTHCARE	16	113.00	8.49
WDR COVE FORGE	1	113.00	.
KIDSPEACE CHILDRENS HOSPITAL INC	1	112.17	.
SHEPPARD PRATT HOSP	1	111.00	.
MEADOWS PSYCH CENTER	10	110.14	11.64
WELLSPAN PHILHAVEN	25	109.96	13.38
HOLY SPIRIT HOSPITAL	15	109.86	10.37
BELMONT BEHAVIORAL HOSPITAL	8	109.75	12.78
POTTSTOWN HOSPITAL	1	109.00	.
ROXBURY PSYCHIATRIC HOSPITAL	12	108.83	18.70
FAIRMOUNT BEHAVIORAL HEALTH	4	108.25	22.54
MONTGOMERY CO EMERGENCY SERVICES	1	108.00	.
HAVEN BEHAVIORAL HOSPITAL	11	106.17	25.25
J.C. BLAIR MEM HOSP	1	106.00	.
POCONO MOUNTAIN RECOVERY	1	96.92	.
FRIENDS BEHAVIORAL HEALTH	2	84.63	52.84
Total	423	116.51	13.83

Child/Adolescent Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
ROCKFORD CENTER	1	129.0000	.
VISTA SCHOOL	21	120.0750	9.98167
WELLSPAN PHILHAVEN	28	114.3448	12.35699
PA PSYCHIATRIC INSTITUTE	36	109.4955	17.08905
LANCASTER BEHAVIORAL HEALTH HOSPITAL	13	106.5326	17.71445
KIDSPEACE CHILDRENS HOSPITAL INC	6	106.2028	23.07770
READING BEHAVIORAL HEALTHCARE	6	104.8270	23.45168
FAIRMOUNT BEHAVIORAL HEALTH	1	101.0000	.
ROXBURY PSYCHIATRIC HOSPITAL	3	100.6146	23.20629
BELMONT BEHAVIORAL HOSPITAL	6	99.3203	33.56696
FOUNDATIONS BEHAVIORAL HEALTH	5	98.0000	16.00000
BROOKE GLEN BEHAVIORAL HOSPITAL	1	98.0000	.
SOUTHWOOD PSYCH HOSPITAL	5	93.1688	19.99763
HORSHAM	3	93.0000	24.24871
MEADOWS PSYCH CENTER	4	92.7647	15.85920
BELMONT PINES HOSPITAL	2	81.0000	0.00000
CLARION PSYCHIATRIC CENTER	1	79.9619	.
Total	142	108.3789	18.41025

Mean Satisfaction Level of Care

- Mean Satisfaction scores are listed separately for Adult and Child/Adolescent Services for each level of care. 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.

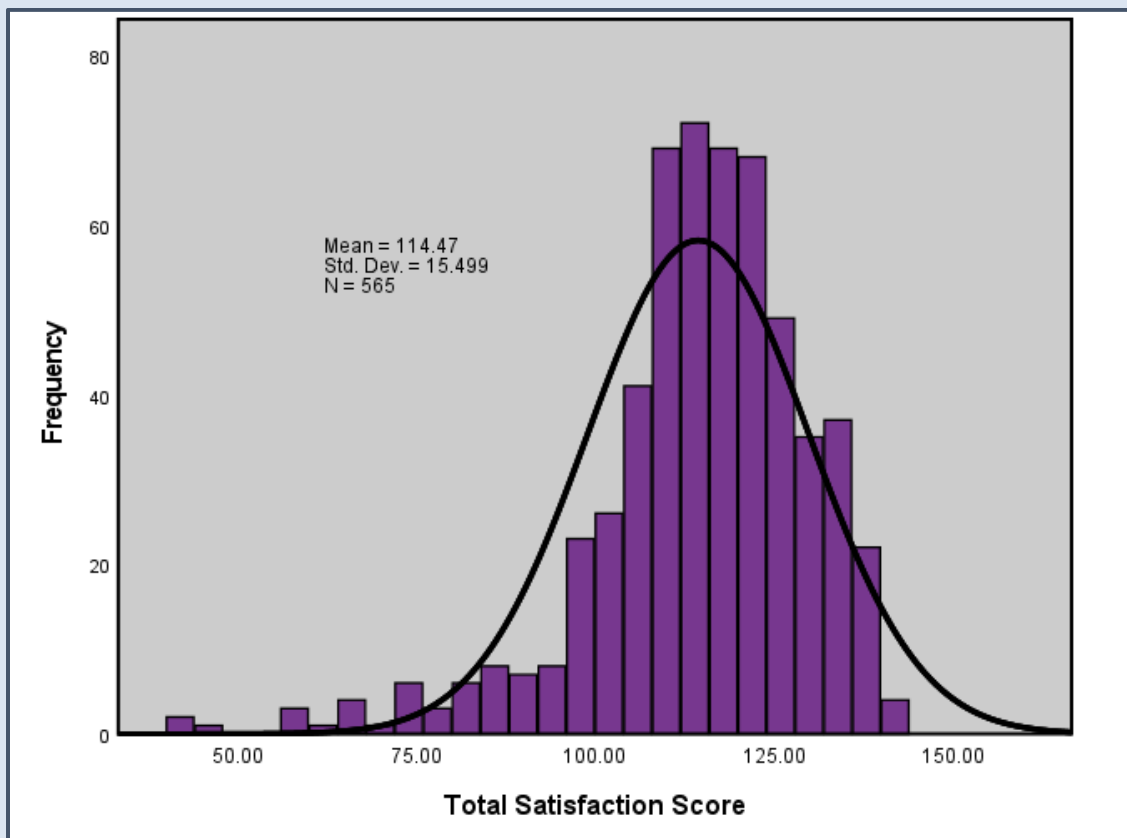
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
SUD PARTIAL HOSPITALIZATION	171	121.98	10.21
EIBS	25	119.39	10.47
MENTAL HEALTH INPATIENT	369	110.65	16.44
Total	565	114.47	15.50

Total Satisfaction Score				
Age Type	Level of Care	N	Mean	Std. Deviation
Adult	SUD PARTIAL HOSPITALIZATION	171	121.98	10.21
	EIBS	4	115.79	13.86
	MENTAL HEALTH INPATIENT	248	112.75	14.75
	Total	423	116.51	13.83
Child	SUD PARTIAL HOSPITALIZATION			
	EIBS	21	120.08	9.98
	MENTAL HEALTH INPATIENT	121	106.35	18.80
	Total	142	108.38	18.41

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 114.47 with a standard deviation of 15.599 indicating a high level of satisfaction. The TSS scores ranged from 43.0–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

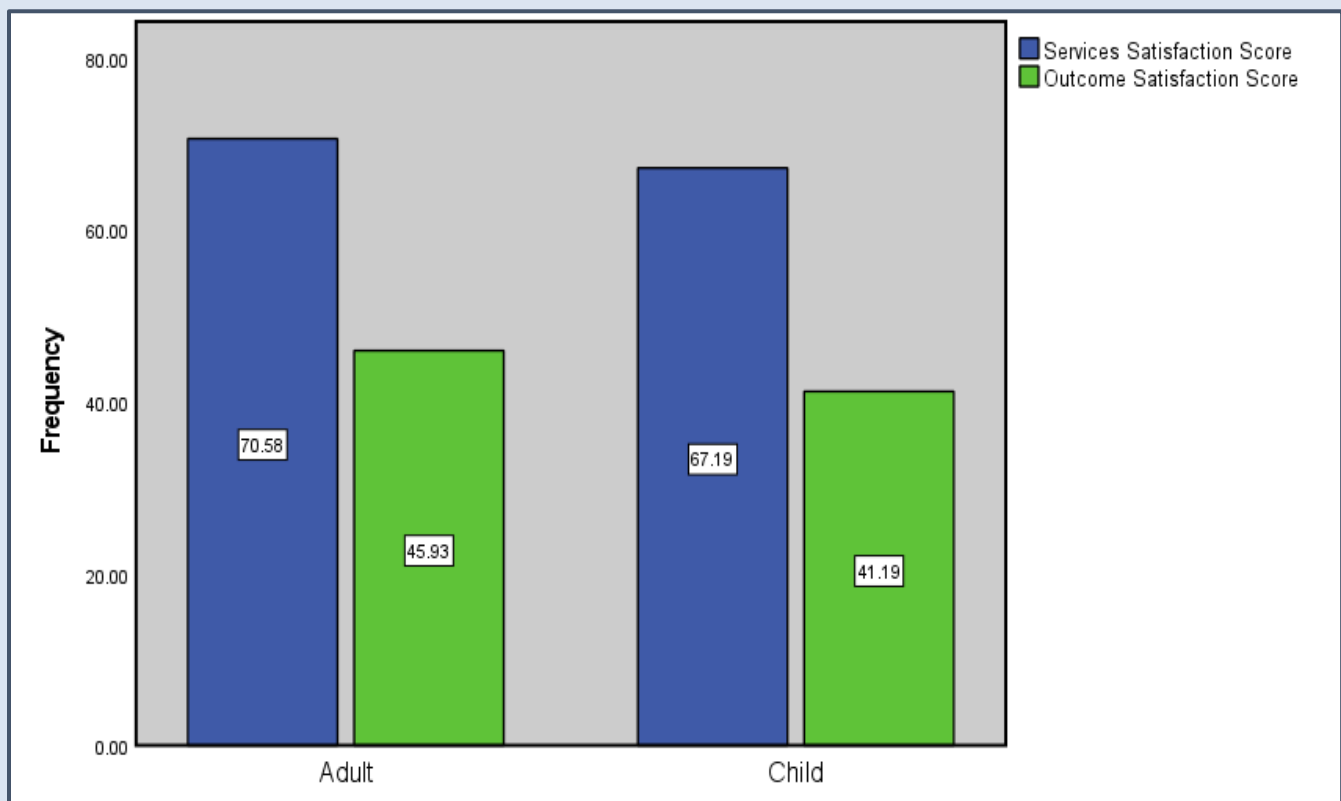


Mean Satisfaction with Services and Outcomes of Services

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.

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

- 95.2% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 93.1% You feel comfortable in asking questions regarding your treatment Q18.
- 92.9% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 92.6% You are an important part of the treatment process Q26.
- 91.9% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 91.3% Your provider asks your permission before sharing your personal information Q20.
- 89.9% You feel safe at this facility Q23.
- 89.0% Your service provider explained the advantages of therapy or treatment Q27.
- 87.1% You have the option to change your service provider should you choose to Q16.
- 87.1% You trust your service provider Q22.
- 86.9% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.
- 86.0% Your provider discussed other services that may benefit you in your treatment/recovery Q15.
- 85.8% Overall, you are satisfied with the services received/are receiving Q29.
- 85.7% Your service provider spends adequate time with you Q19.
- 85.1% Your provider informed you who to call if you have questions about your mental health or substance use services Q13.

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

- 22.5% Child/Adolescent: Overall, you are satisfied with the services received/are receiving Q29.
- 16.9% Child/Adolescent: You trust your service provider Q22.
- 15.5% Your service provider spends adequate time with you Q19.

Summary responses from the Total group of respondents (N=565) are presented in Table 1.

Summary responses from the Adult group of respondents (N=423) are presented in Table 2.

Summary responses from the Child/Adolescent group of respondents (N=142) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=565	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 use services.	85.1	8.7	2.8	0.7	0.9
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	80.4	8.1	2.9	0.9	5.7
15. Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.).	86.0	8.1	2.8	0.7	1.4
16. You have the option to change your service provider should you choose to.	87.1	7.1	2.8	0.6	1.2
17. You were informed about your rights and responsibilities regarding the treatment you received.	95.2	1.8	2.9	0.3	0.0
18. You feel comfortable in asking questions regarding your treatment.	93.1	5.0	2.9	0.5	0.0
19. Your service provider spends adequate time with you.	85.7	10.3	2.8	0.6	0.0
20. Your provider asks your permission before sharing your personal information.	91.3	2.8	2.9	0.5	0.9
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	92.9	3.4	2.9	0.5	1.1
22. You trust your service provider.	87.1	8.7	2.8	0.6	0.2
23. You feel safe at this facility.	89.9	6.9	2.8	0.5	0.0
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	86.9	7.3	2.8	0.6	1.1
25. You are included in the development of your treatment/recovery plan and goals for recovery.	91.9	4.2	2.9	0.4	0.0
26. You are an important part of the treatment process.	92.6	3.9	2.9	0.5	0.7
27. Your service provider explained the advantages of therapy or treatment.	89.0	5.8	2.8	0.5	0.2
28. Your service provider explained the limitations of therapy or treatment.	83.5	8.3	2.8	0.6	0.0
29. Overall, you are satisfied with the services received/are receiving.	85.8	10.3	2.8	0.6	0.0

Table 2 – Total Satisfaction – Services Questions – Adult Respondents

N=423	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 use services.	87.5	6.6	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).	82.5	6.9	3.0	0.9	5.7
15. Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.).	87.5	7.1	2.9	0.6	1.2
16. You have the option to change your service provider should you choose to.	89.4	5.7	2.9	0.6	0.9
17. You were informed about your rights and responsibilities regarding the treatment you received.	96.2	1.4	2.9	0.3	0.0
18. You feel comfortable in asking questions regarding your treatment.	94.6	3.5	2.9	0.4	0.0
19. Your service provider spends adequate time with you.	88.7	8.5	2.8	0.6	0.0
20. Your provider asks your permission before sharing your personal information.	92.9	2.4	2.9	0.4	0.7
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	94.8	2.8	3.0	0.5	0.9
22. You trust your service provider.	90.5	5.9	2.9	0.5	0.2
23. You feel safe at this facility.	92.7	4.7	2.9	0.4	0.0
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	88.2	5.9	2.9	0.6	1.2
25. You are included in the development of your treatment/recovery plan and goals for recovery.	93.9	3.3	2.9	0.4	0.0
26. You are an important part of the treatment process.	94.1	3.1	2.9	0.4	0.2
27. Your service provider explained the advantages of therapy or treatment.	91.7	4.5	2.9	0.5	0.2
28. Your service provider explained the limitations of therapy or treatment.	86.3	6.9	2.8	0.5	0.0
29. Overall, you are satisfied with the services received/are receiving.	90.3	6.1	2.8	0.5	0.0

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

N=142	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 use services.	78.2	14.8	2.7	0.8	0.7
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	73.9	12.0	2.8	1.0	5.6
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.).	81.7	11.3	2.8	0.8	2.1
16. You have the option to change your service provider should you choose to.	80.3	11.3	2.8	0.8	2.1
17. You were informed about your rights and responsibilities regarding the treatment you received.	92.3	2.8	2.9	0.4	0.0
18. You feel comfortable in asking questions regarding your treatment.	88.7	9.2	2.8	0.6	0.0
19. Your service provider spends adequate time with you.	76.8	15.5	2.6	0.7	0.0
20. Your provider asks your permission before sharing your personal information.	86.6	4.2	2.9	0.6	1.4
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	87.3	4.9	2.9	0.6	1.4
22. You trust your service provider.	76.8	16.9	2.6	0.8	0.0
23. You feel safe at this facility.	81.7	13.4	2.7	0.7	0.0
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	83.1	11.3	2.7	0.7	0.7
25. You are included in the development of your treatment/recovery plan and goals for recovery.	85.9	7.0	2.8	0.6	0.0
26. You are an important part of the treatment process.	88.0	6.3	2.9	0.7	2.1
27. Your service provider explained the advantages of therapy or treatment.	81.0	9.9	2.7	0.6	0.0
28. Your service provider explained the limitations of therapy or treatment.	75.4	12.7	2.6	0.7	0.0
29. Overall, you are satisfied with the services received/are receiving.	72.5	22.5	2.5	0.8	0.0

Outcomes of Services

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 the majority of cases. In total, 57.5% to 82.1% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 12.4% to 25.3% of responses reflect that no change has resulted from involvement in services. Finally, 3.4% to 7.1% 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, 71.0% reported that participating with school or work is better or much better, 23.0% reported no change, and 6.0% reported this as worse or much worse. This is a more accurate representation of the data.*

Summary responses from the Total group of respondents (N=565) are presented in Table 4.
Summary responses from the Adult group of respondents (N=423) are presented in Table 5.
Summary responses from the Child/Adolescent group of respondents (N=142) are presented in Table 6.

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

Total N=565	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	80.4	12.9	6.2	2.8	0.6	0.5
31. Feeling in control of your life.	75.6	18.2	5.8	2.7	0.6	0.4
32. Coping with personal crisis.	67.8	18.1	7.1	2.9	1.0	7.1
33. How you feel about yourself.	77.9	14.3	7.1	2.7	0.6	0.7
34. Feeling good (hopeful) about the future.	78.8	15.6	3.7	2.8	0.7	1.9
35. Enjoying your free time.	76.5	17.2	5.1	2.8	0.6	1.2
36. Strengthening your social support network.	72.6	22.3	4.1	2.7	06	1.1
37. Being involved in community activities.	57.5	25.3	3.4	3.1	1.3	13.8
38. Participating with school or work activities.	40.9	12.9	3.5	4.1	1.7	42.7
39. Interacting with people in social situations.	68.1	24.6	6.5	2.6	0.7	0.7
40. Coping with the specific problems or issues that led you to seek services.	82.1	12.4	5.3	2.8	0.5	0.2

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

Total N=423	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	84.2	11.1	4.3	2.8	0.5	0.5
31. Feeling in control of your life.	80.1	15.1	4.7	2.8	0.5	0.0
32. Coping with personal crisis.	73.8	15.6	5.2	2.9	0.9	5.4
33. How you feel about yourself.	84.6	10.2	5.0	2.8	0.5	0.2
34. Feeling good (hopeful) about the future.	84.9	11.8	2.8	2.8	0.5	0.5
35. Enjoying your free time.	79.4	14.4	4.5	2.8	0.7	1.7
36. Strengthening your social support network.	77.3	19.4	2.8	2.8	0.5	0.5
37. Being involved in community activities.	61.7	22.7	3.1	3.1	1.2	12.5
38. Participating with school or work activities.	35.0	8.3	0.7	4.6	1.6	56.0
39. Interacting with people in social situations.	74.5	20.8	4.5	2.7	0.6	0.2
40. Coping with the specific problems or issues that led you to seek services.	88.2	8.5	3.1	2.9	0.5	0.2

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=142						
30. Managing daily problems.	69.0	18.3	12.0	2.6	0.8	0.7
31. Feeling in control of your life.	62.0	27.5	9.2	2.6	0.8	1.4
32. Coping with personal crisis.	50.0	25.4	12.7	2.9	1.4	12.0
33. How you feel about yourself.	57.7	26.8	13.4	2.5	0.9	2.1
34. Feeling good (hopeful) about the future.	60.6	26.8	6.3	2.8	1.0	6.3
35. Enjoying your free time.	67.6	25.4	7.0	2.6	0.6	0.0
36. Strengthening your social support network.	58.5	31.0	7.7	2.6	0.9	2.8
37. Being involved in community activities.	45.1	33.1	4.2	3.1	1.4	17.6
38. Participating with school or work activities.	58.5	26.8	12.0	2.6	0.9	2.8
39. Interacting with people in social situations.	49.3	35.9	12.7	2.5	0.9	2.1
40. Coping with the specific problems or issues that led you to seek services.	64.1	23.9	12.0	2.5	0.7	0.0

Satisfaction with the Managed Care Organization

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

- 41.1% of respondents (232 of the 565) reported that they had received a copy of the PerformCare member handbook, 37.0% (209) reported that they had not received a copy of the member handbook, and 21.9% (124) were not sure.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	565	232 41.10%	209 37.00%	124 21.90%	0 0
Adult					
Cumberland	55	26 47.30%	19 34.50%	10 18.20%	0 0
Dauphin	121	48 39.70%	48 39.70%	25 20.70%	0 0
Lancaster	206	51 24.80%	108 52.40%	47 22.80%	0 0
Lebanon	32	14 43.80%	7 21.90%	11 34.40%	0 0
Perry	9	5 55.60%	1 11.10%	3 33.30%	0 0
Child					
Cumberland	16	13 81.30%	2 12.50%	1 6.30%	0 0
Dauphin	48	31 64.60%	9 18.80%	8 16.70%	0 0
Lancaster	50	28 56.00%	9 18.00%	13 26.00%	0 0
Lebanon	22	13 59.10%	5 22.70%	4 18.20%	0 0
Perry	6	3 50.00%	1 16.70%	2 33.30%	0 0

- 90.3% of respondents (510 of the 565) reported that they were aware of their right to file a complaint or grievance, 7.6% (43) reported that they were not aware of their right to file a complaint or grievance, 1.9% (11) reported that they were not sure, and 0.2% (1) reported 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	565	510 90.30%	43 7.60%	11 1.90%	1 0.20%
Adult					
Cumberland	55	47 85.50%	7 12.70%	1 1.80%	0 0
Dauphin	121	110 90.90%	8 6.60%	3 2.50%	0 0
Lancaster	206	190 92.20%	14 6.80%	2 1.00%	0 0
Lebanon	32	28 87.50%	2 6.30%	1 3.10%	1 3.10%
Perry	9	7 77.80%	2 22.20%	0 0	0 0
Child					
Cumberland	16	13 81.30%	3 18.80%	0 0	0 0
Dauphin	48	41 85.40%	5 10.40%	2 4.20%	0 0
Lancaster	50	47 94.00%	2 4.00%	1 2.00%	0 0
Lebanon	22	21 95.50%	0 0	1 4.50%	0 0
Perry	6	6 100.00%	0 0	0 0	0 0

- 60.2% of respondents (340 of the 565) reported that they knew who to call to file a complaint or grievance, 35.9% (203) reported that they did not know who to call, 3.5% (20) were not sure, and 0.4% (2) reported 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	565	340 60.20%	203 35.90%	20 3.50%	2 0.40%
Adult					
Cumberland	55	28 50.90%	23 41.80%	4 7.30%	0 0
Dauphin	121	51 42.10%	64 52.90%	6 5.00%	0 0
Lancaster	206	121 58.70%	80 38.80%	5 2.40%	0 0
Lebanon	32	26 81.30%	4 12.50%	1 3.10%	1 3.10%
Perry	9	7 77.80%	2 22.20%	0 0	0 0
Child					
Cumberland	16	11 68.80%	4 25.00%	1 6.30%	0 0
Dauphin	48	32 66.70%	14 29.20%	2 4.20%	0 0
Lancaster	50	39 78.00%	10 20.00%	0 0	1 2.00%
Lebanon	22	19 86.40%	2 9.10%	1 4.50%	0 0
Perry	6	6 100.00%	0 0	0 0	0 0

- 18.9% of respondents (107 of the 565) reported that they had called PerformCare in the last twelve months for information, 72.7% (411) reported that they had not called PerformCare within the last twelve months, 4.4% (25) were not sure, and 3.9% (22) 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	565	107 18.90%	411 72.70%	25 4.40%	22 3.90%
Adult					
Cumberland	55	11 20.00%	41 74.50%	1 1.80%	2 3.60%
Dauphin	121	22 18.20%	89 73.60%	4 3.30%	6 5.00%
Lancaster	206	31 15.00%	162 78.60%	10 4.90%	3 1.50%
Lebanon	32	5 15.60%	19 59.40%	2 6.30%	6 18.80%
Perry	9	1 11.10%	7 77.80%	0 0	1 11.10%
Child					
Cumberland	16	8 50.00%	8 50.00%	0 0	0 0
Dauphin	48	10 20.80%	32 66.70%	4 8.30%	2 4.20%
Lancaster	50	14 28.00%	32 64.00%	2 4.00%	2 4.00%
Lebanon	22	5 22.70%	15 68.20%	2 9.10%	0 0
Perry	6	0 0	6 100.00%	0 0	0 0

- 91.6% of those that requested information from PerformCare (98 of the 107) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 4.7% (5) reported that they were not able to obtain information without unnecessary delays, and 3.7% (4) were not sure.

	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	107	98 91.60%	5 4.70%	4 3.70%	0 0
Adult					
Cumberland	11	11 100.00%	0 0	0 0	0 0
Dauphin	22	21 95.50%	1 4.50%	0 0	0 0
Lancaster	31	28 90.30%	1 3.20%	2 6.50%	0 0
Lebanon	5	5 100.00%	0 0	0 0	0 0
Perry	1	0 0	1 100.00%	0 0	0 0
Child					
Cumberland	8	6 75.00%	2 25.00%	0 0	0 0
Dauphin	10	10 100.00%	0 0	0 0	0 0
Lancaster	14	13 92.90%	0 0	1 7.10%	0 0
Lebanon	5	4 80.00%	0 0	1 20.00%	0 0
Perry	0	0 0	0 0	0 0	0 0

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

- 43.5% of respondents (177 of 407) reported that they were given a choice of at least 2 providers regarding the type of service they were seeking, 36.1% (147) reported that they were not given a choice, and 20.4% (83) were not sure.

	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
Total	407	177 43.50%	147 36.10%	83 20.40%
Adult				
Cumberland	52	29 55.80%	14 26.90%	9 17.30%
Dauphin	116	51 44.00%	41 35.30%	24 20.70%
Lancaster	78	39 50.00%	26 33.30%	13 16.70%
Lebanon	28	10 35.70%	9 32.10%	9 32.10%
Perry	8	4 50.00%	3 37.50%	1 12.50%
Child				
Cumberland	16	10 62.50%	5 31.30%	1 6.30%
Dauphin	45	17 37.80%	18 40.00%	10 22.20%
Lancaster	39	12 30.80%	20 51.30%	7 17.90%
Lebanon	20	3 15.00%	8 40.00%	9 45.00%
Perry	5	2 40.00%	3 60.00%	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.*

- 57.9% of respondents (238 of 411) reported that they were informed of the time approved for their services, 24.6% of respondents (101) were not informed of the time approved for services, and 17.5% (72) were not sure.

	Total	Q6 Were you informed of the time approved for your services? (Example: IBHS hours, treatment sessions)		
		Yes	No	Not Sure
Total	411	238 57.90%	101 24.60%	72 17.50%
Adult				
Cumberland	52	39 75.00%	9 17.30%	4 7.70%
Dauphin	119	76 63.90%	25 21.00%	18 15.10%
Lancaster	77	36 46.80%	26 33.80%	15 19.50%
Lebanon	28	13 46.40%	6 21.40%	9 32.10%
Perry	8	6 75.00%	2 25.00%	0 0
Child				
Cumberland	16	14 87.50%	1 6.30%	1 6.30%
Dauphin	46	24 52.20%	11 23.90%	11 23.90%
Lancaster	39	18 46.20%	14 35.90%	7 17.90%
Lebanon	20	8 40.00%	5 25.00%	7 35.00%
Perry	6	4 66.70%	2 33.30%	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.*

- 84.7% of respondents (200 of the 236) reported when they called PerformCare staff treats them courteously and with respect, 10.2% (24) reported when they called PerformCare staff did not treat them courteously and with respect, and 5.1% (12) were not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	236	200 84.70%	24 10.20%	12 5.10%
Adult				
Cumberland	40	38 95.00%	2 5.00%	0 0
Dauphin	50	42 84.00%	6 12.00%	2 4.00%
Lancaster	49	44 89.80%	4 8.20%	1 2.00%
Lebanon	15	12 80.00%	2 13.30%	1 6.70%
Perry	4	3 75.00%	1 25.00%	0 0
Child				
Cumberland	14	12 85.70%	2 14.30%	0 0
Dauphin	21	12 57.10%	7 33.30%	2 9.50%
Lancaster	33	28 84.80%	0 0	5 15.20%
Lebanon	8	7 87.50%	0 0	1 12.50%
Perry	2	2 100.00%	0 0	0 0

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

- 98.2% of respondents (373 of 380) report overall they are satisfied with their interactions with PerformCare, 0.8% (3) report overall they are not satisfied with their interactions, and 1.1% (4) were not sure.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	380	373 98.20%	3 0.80%	4 1.10%
Adult				
Cumberland	46	46 100.00%	0 0	0 0
Dauphin	117	116 99.10%	0 0	1 0.90%
Lancaster	75	73 97.30%	1 1.30%	1 1.30%
Lebanon	22	22 100.00%	0 0	0 0
Perry	4	4 100.00%	0 0	0 0
Child				
Cumberland	16	15 93.80%	0 0	1 6.30%
Dauphin	42	40 95.20%	2 4.80%	0 0
Lancaster	37	36 97.30%	0 0	1 2.70%
Lebanon	17	17 100.00%	0 0	0 0
Perry	4	4 100.00%	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?

- Online.
- I remember receiving statements with what I've been approved for, but not member handbook.
- I really don't remember if I did. (2)
- I don't remember because I lost my bag with papers in it.
- Homeless.
- Had transfer from Philadelphia insurance to come for treatment.

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

- Now I am.
- I assume I could somehow - I wasn't approved by PerformCare for a halfway house.
- But I do not need to.
- 1000%.

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

- It's in the handbook.
- I have the number on my refrigerator, the crisis intervention magnet with information.
- I have so many numbers it's not even funny.
- I actually have the number for that!

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

- Other people called for me.
- Not that I remember.
- I never called.
- I usually just call the treatment centers.
- I have CRS and CM, and I'm not sure if I talked to PerformCare.
- I have a case worker, and she makes calls for me.
- I didn't know how.
- I can't remember.
- I can meet with his team members at Vista every other week.
- I called two times, and they were amazing.
- I called the recovery hotline, so I never had to call directly.
- I called her insurance.
- I asked them questions about therapy.
- For SUD treatment.
- I didn't have a need for any.
- Crisis called from the hospital to see about getting me into a place.
- I can't remember.
- I came from Philadelphia for treatment.

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

- There was no useful information.
- They told me they only did behavioral health services and they didn't know what I was talking about.
- It was taken care of within 24 hours.
- They never called back.

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

- I went where the first bed was available.
- Went directly to facility from the hospital.
- We went where there was a bed available, and she has been there before.
- Was on waiting list for other facilities but when a bed opened up at the Meadows she had to come off the waiting list and go to the Meadows. We were at the emergency room at the time.
- Was not referred to any other facility.
- Was at the facility 2 years ago so she knew where she wanted to go.
- Voluntary.
- They usually just pick for me. I go with whoever they choose.
- They gave me about 10.
- I requested Roxbury.
- I picked for my daughter.
- Odd situation, my mother 302 me.
- Not that I am aware of.
- My choice was to go to the Meadows.
- It's been a while.
- It couldn't be more than 30 minutes from where I live.
- I wanted to come back to where I had been before.
- I knew where I wanted to go. (5)
- I knew I wanted to go to PPI.
- I got more than that.
- Gave me 6.
- First available bed. (9)
- I can't remember. (2)
- Assigned me.
- 302'd, no choice.

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

- When I was in the hospital, the crisis worker explained in detail where I was going and what they were going to be able to assist with.
- They gave me a ballpark figure.
- That was determined by my actions.
- Provider is a scam. Overcharge for services not received, and days I was not at Provider.
- Not made a part of these discussions.
- Not informed.
- My daughter was taken from the emergency room to the inpatient hospital.
- He was taken from the hospital.
- I can't remember. (2)
- 7 to 21 days they would keep her.

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

- Very much so, 100%.
- Never got an answer when I contacted them.
- I talked to a man, and he was rude and hung up on me. Then I called again, and a woman said she was sorry I had that experience, but I didn't have a name of the man.
- Always.
- Absolutely. (2)
- 100%.

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

- When they called me, I didn't call them.
- One person hung up on me and then the other one was nice. I was calling the wrong place but didn't know.
- I never called. (3)
- They were wonderful about monthly communication.
- It's the billing thing I am not happy with.
- I'm really satisfied with them.
- I have never called them, but I am very satisfied that I have never been denied services.
- Except we asked for a lateral transfer and didn't get it.
- Didn't need to be there.
- Absolutely.