



Consumer Satisfaction Services, Inc.

**Capital Region
2nd Quarter
2019/2020**

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

**Prepared By
Consumer Satisfaction Services**

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Consumer Satisfaction Services, Inc.

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

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Executive Summary

Survey Protocol

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

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

Surveyors are present at the CSS office to schedule face-to-face appointments and occasional telephonic interviews. The surveyors schedule appointments using the consumer names provided by Capital Area Behavioral Health Collaborative.

The survey consists of 45 questions that cover topics including satisfaction with PerformCare, satisfaction with services being received, and the impact of services on over-all life improvement. Consumers are given the opportunity to decline a survey and are free to end the survey at any point. Consumers have the option to skip or refuse to answer any question, if they choose. The confidentiality of each consumer is protected and any identifying information will be removed to ensure that protection.

Statistical Analysis

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

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

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

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

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

Frequencies may not sum to total (n=45) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.

Drug and Alcohol Consent Pilot

In an attempt to improve consumer response rates in the substance use disorder treatment population, CSS implemented a drug and alcohol consent pilot program. Consumers complete a release of information form through their provider and it is transmitted to CSS in order to contact those individuals at a later date. Due to the success of the pilot program, this process is now an integral part of the CSS surveying process and will continue for the foreseeable future. The CSS team appreciates the ongoing support and collaboration of the participating providers as this plays such a fundamental role in the success of collecting and reporting valuable member feedback. CSS looks forward to expanding this process with additional providers. ***This report contains the consumer responses collected during the pilot program timeframe.***

Please note: A small number of surveys are reflected in this report. CSS continues the ongoing initiative to reach more consumers in the larger levels of care. As such, larger levels of care will be surveyed over multiple quarters and will be reported as a whole at the completion of the final quarter.

Survey Information

- Sample: The survey represents 45 (n=45) respondents from the Capital Region including 45 adult consumers (100.0%).
- Sample: All respondents, 45 (100.0%) responded for themselves.
- Level of Care: In all, 2 treatment levels of care were utilized by respondents and are included in this reporting period, 39 (86.7%) D&A Outpatient and 6 (13.3%) EAC (Extended Acute Care) services.
- Methods: Data was collected by 5 interviewers.
- Treatment Facility: Data was collected from 5 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 45 interviews 42 (93.3%) were face-to-face and 3 (6.7%) were conducted by phone.

Services

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

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

- 100.0% Program staff respects your ethnic, cultural and religious background in your recovery/treatment Q21.
- 95.6% You were informed about your rights and responsibilities regarding the treatment you have received Q17.
- 95.6% You feel comfortable in asking questions regarding your treatment Q18.

- 95.6% Your service provider spends adequate time with you Q19.
- 95.6% Your provider asks your permission before sharing your personal information Q20.
- 95.6% You trust your service provider Q22.
- 95.6% You feel safe at this facility Q23.
- 95.6% You are an important part of the treatment process Q26.
- 95.6% Your service provider explained the advantages of your therapy or treatment Q27.
- 93.3% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 93.3% Overall, you are satisfied with the services you are receiving Q29.
- 88.9% You have the option to change your service provider should you choose to Q16.
- 88.9% Your service provider explained the limitations of your therapy or treatment Q28.
- 86.7% Your provider informed you who to call if you have questions about your mental health/crisis or substance abuse services Q13.

*A high number of consumers reported that question 14, you were given information on how to get additional community resources when you asked for information, did not apply to them. With these cases removed, 92.9% agree or strongly agree they were given information on how to get additional community resource, and 7.1% disagree or strongly disagree. This is a more accurate representation of the data.

While satisfaction is generally high, further exploration is warranted for the following question, unless otherwise noted (15% or greater of respondents reported that they disagree or strongly disagree with the question):

- 15.6% Your provider discussed other services that may benefit you in your treatment/recovery Q15

Outcomes of Services

The survey asks consumers 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, 48.9% to 86.7% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 8.9% to 31.1% of responses reflect that no change has resulted from involvement in services. Only 0% to 2.2% of responses reflect that things are worse as a result of services.

* Participating with school or work activities Q38. A high number of consumers reported that this question did not apply to them. With these cases removed, 66.7% reported that participation in school or work activities is better or much better, 33.3% reported no change, and 0.0% 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
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4775 Linglestown Road
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Request for Assistance

During the interview, if a consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), PerformCare or any other part of the behavioral health system that can reasonably be addressed, the surveyor will ask the consumer if they would like them (surveyor/CSS) to communicate this concern to the party they have a concern with. This is known as the Request for Assistance (RFA). A completed Request for Assistance is forwarded to PerformCare and Capital Area Behavioral Health Collaborative (CABHC) for action steps and follows up.

- CSS had no Requests for Assistance for the 2nd Quarter 19-20.

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

Survey Information

- Sample: The survey represents 45 ($n=45$) respondents from the Capital Region including 45 adult consumers (100.0%).
- Sample: All respondents, 45 (100.0%) responded for themselves.
- Level of Care: In all, 2 treatment levels of care were utilized by respondents and are included in this reporting period, 39 (86.7%) D&A Outpatient and 6 (13.3%) EAC (Extended Acute Care) services.
- Methods: Data was collected by 5 interviewers.
- Treatment Facility: Data was collected from 5 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 45 interviews 42 (93.3%) were face-to-face and 3 (6.7%) were conducted by phone.

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

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	45	3 6.70%	5 11.10%	36 80.00%	1 2.20%	0 0
Method of Interview						
In Person	42	2 4.80%	4 9.50%	35 83.30%	1 2.40%	0 0
Phone	3	1 33.30%	1 33.30%	1 33.30%	0 0	0 0

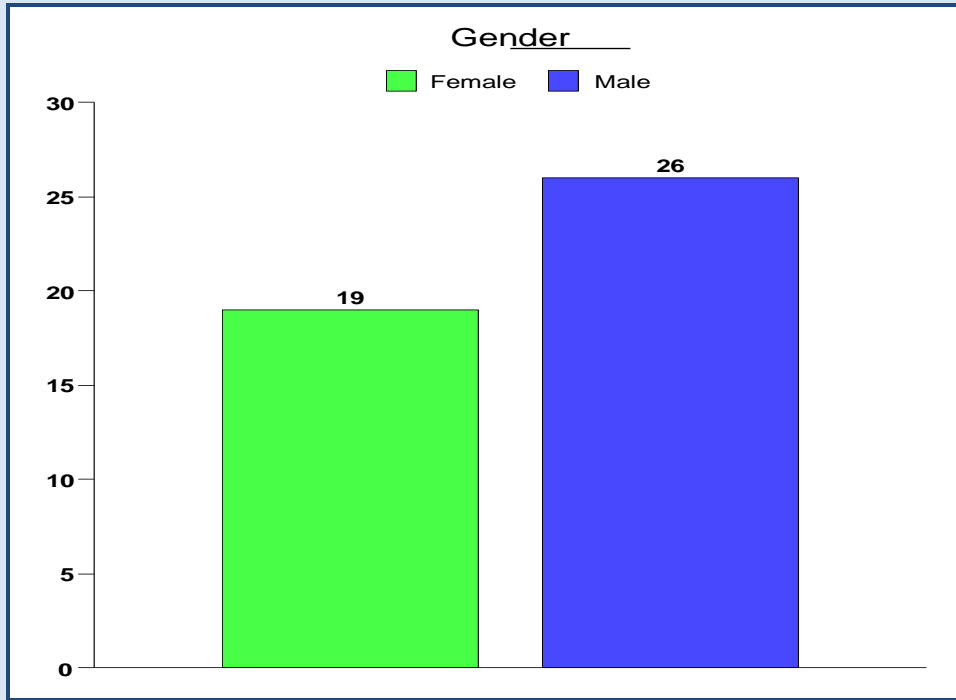
County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster County (80.0%). The remaining respondents reported residence in Dauphin (11.1%), Cumberland (6.7%), and Lebanon (2.2%).

Total	County of Residence				
	Cumberland	Dauphin	Lancaster	Lebanon	Perry
45	3 6.70%	5 11.10%	36 80.00%	1 2.20%	0 0

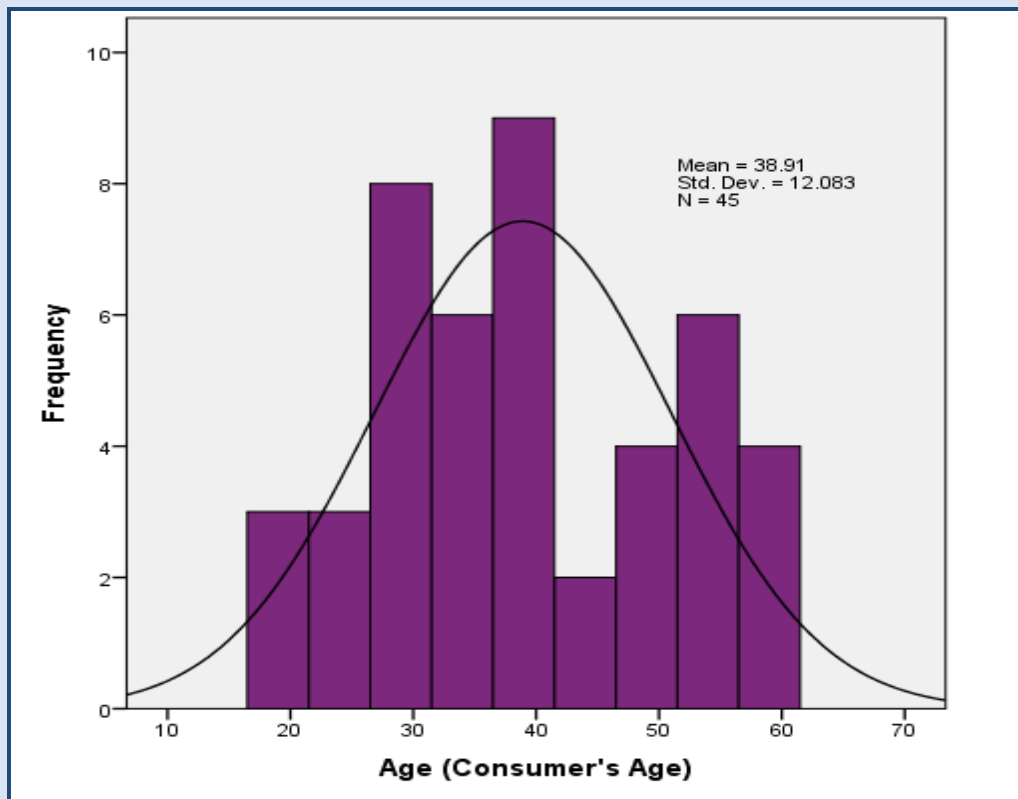
Demographic Information

Gender: Overall, the sample is 42.2% Female (19), 57.3% Male (26).



Age: Age of all respondents ranged from 19-60 years, with a mean age of 38.91 (SD 12.083).

Age of All Respondents



Race: 26 respondents (57.8%) reported their race as White/Caucasian, 12 (26.7%) as African American, 4 (8.9%) as Multi-Racial, 2 (4.4%) as Hispanic/Latino and 1 (2.2%) as Asian/Pacific Islander.

Total	Race				
	African American	Asian/Pacific Islander	Hispanic/Latino	White / Caucasian	Multi-Racial
45	12 26.70%	1 2.20%	2 4.40%	26 57.80%	4 8.90%

Consumer Satisfaction

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

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

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

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

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

Survey Information: Overall, 17 of the 45 respondents (37.8%) reported they had been interviewed by their provider within the last year, 26 (57.8%) reported they had not been interviewed, and 2 (4.4%) were not sure.

Total	Has your provider interviewed you on your satisfaction level with services during the last year?		
	Yes	No	Not sure
45	17 37.80%	26 57.80%	2 4.40%

Has your provider interviewed you on your satisfaction level with services during the last year?	N	Mean	Std. Deviation
Yes	17	130.08	8.99
No	26	116.26	13.28
Not sure	2	122.59	6.36
Total	45	121.76	13.24

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

Service Delay:

- Of the 45 consumers, 1 (2.2%) reported that they experienced some delay before beginning treatment. 44 consumers (97.8%) reported no delay before beginning treatment.

Total	Q11 Were there delays before starting these services?		
	Yes	No	N/A
45	1	44	0
	2.20%	97.80%	0

Emergency Treatment: 3 of the 45 respondents (6.7%) indicated they needed emergency mental health or substance abuse service during the past year, and 42 respondents (93.3%) reported that they did not need emergency service.

- Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 1.93 with standard deviation 0.252.

Total	Q42a If yes, how satisfied are you with the help you received?				
	Not At All	Somewhat	Neither	Satisfied	Very Satisfied
3	0	0	0	2	1
	0	0	0	66.70%	33.30%

**Not all who report they needed emergency services receive help that would allow for a response to question 42a, i.e. Naloxone given but emergency help not contacted.*

Demographic Analysis

Total Satisfaction Score			
County of Residence	N	Mean	Std. Deviation
Lancaster	36	123.39	13.15
Cumberland	3	119.44	9.80
Dauphin	5	118.35	4.73
Lebanon	1	87.09	.
Total	45	121.76	13.24

Our analysis indicates significantly lower total satisfaction for the Lebanon County respondent when compared with respondents residing in Lancaster, Cumberland, and Dauphin Counties. With Lebanon County removed, there are no significant differences between county of residence.

Mean Satisfaction of Treatment Facilities

- Data was collected from 5 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. To help with interpretation, scores highlighted in **Green** (113-140) indicate a high level of satisfaction, scores highlighted in **Yellow** (85-112) indicate some level of satisfaction and scores highlighted in **Red** (below 84) indicate some level of dissatisfaction.

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
Wellness Counseling Associates	15	126.2068	14.50361
PA Counseling Pearl Street Lancaster	19	122.8934	11.55353
Diakon Family Life Services	5	118.8870	8.25414
WellSpan Philhaven	4	114.4302	8.44779
WellSpan Ephrata Behavioral Health	2	99.5455	17.61339
Total	45	121.7627	13.23622

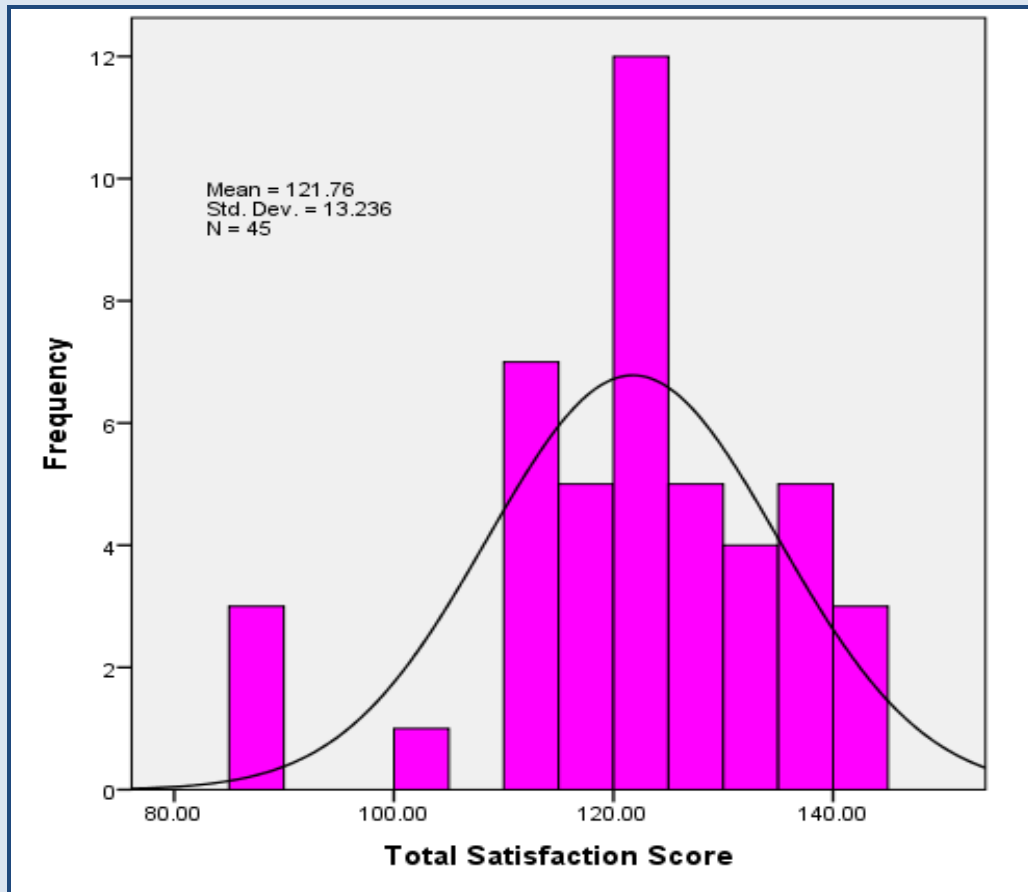
Mean Satisfaction Level of Care

Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
D&A Outpatient	39	123.65	12.40
EAC (Extended Acute Care)	6	109.47	12.80
Total	45	121.76	13.24

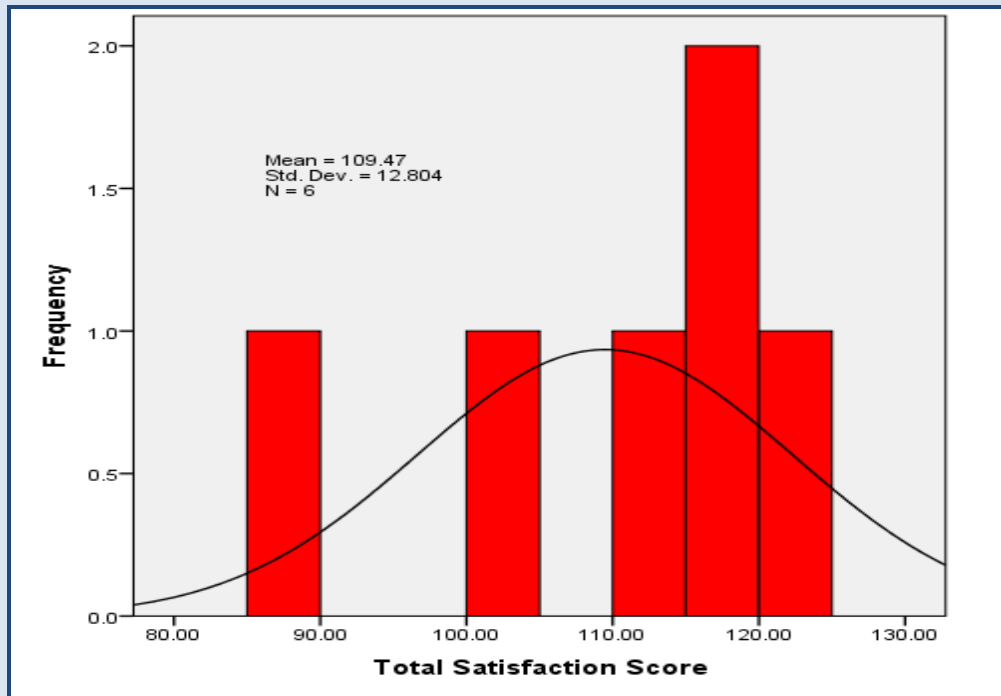
Total Satisfaction

Overall Satisfaction: CSS includes 28 questions in the Total Satisfaction Score (TSS). These are questions 13-40 on the survey. Each question has 5 possible responses that are figured into the score. The responses ranged from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better). Higher scores on questions represent higher satisfaction. The scale has a range of 28-140. Scores 113-140 indicate a high level of satisfaction, scores 85-112 indicate some level of satisfaction and scores below 84 indicate some level of dissatisfaction.

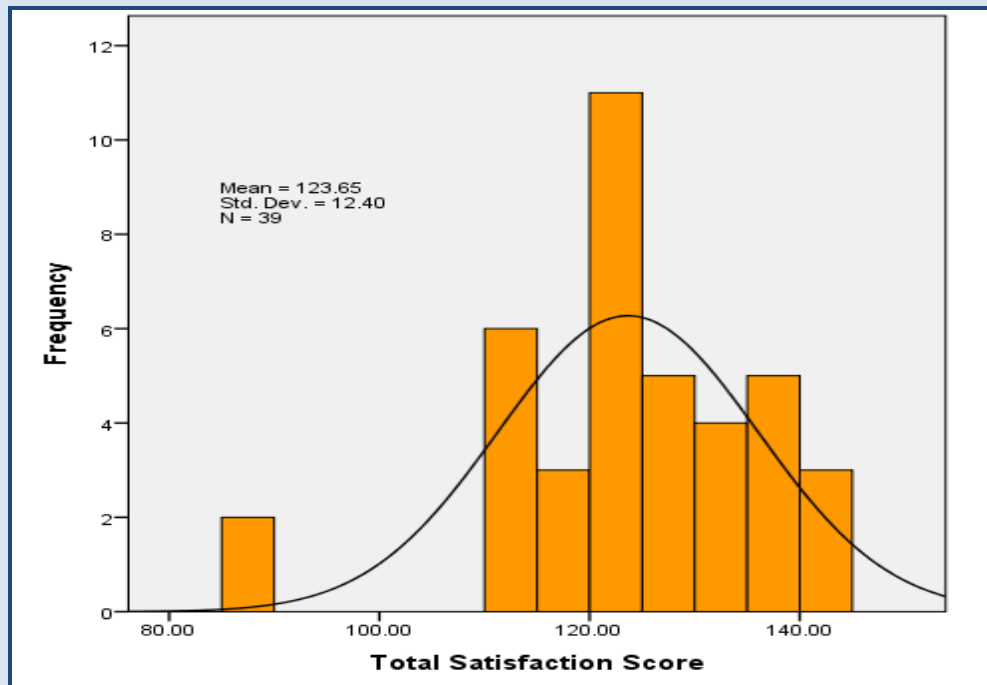
- The overall mean for all respondents for Total Satisfaction Score (TSS) was 121.76 with a standard deviation 13.236 indicating a high level of satisfaction. The TSS scores ranged from 86– 140. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all EAC (Extended Acute Care) respondents for Total Satisfaction Score (TSS) was 109.47 with a standard deviation 12.804 indicating some level of satisfaction. The TSS scores ranged from 87.09–121.09. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all D&A Outpatient respondents for Total Satisfaction Score (TSS) was 123.65 with a standard deviation 12.40 indicating a high level of satisfaction. The TSS scores ranged from 86.0–140. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

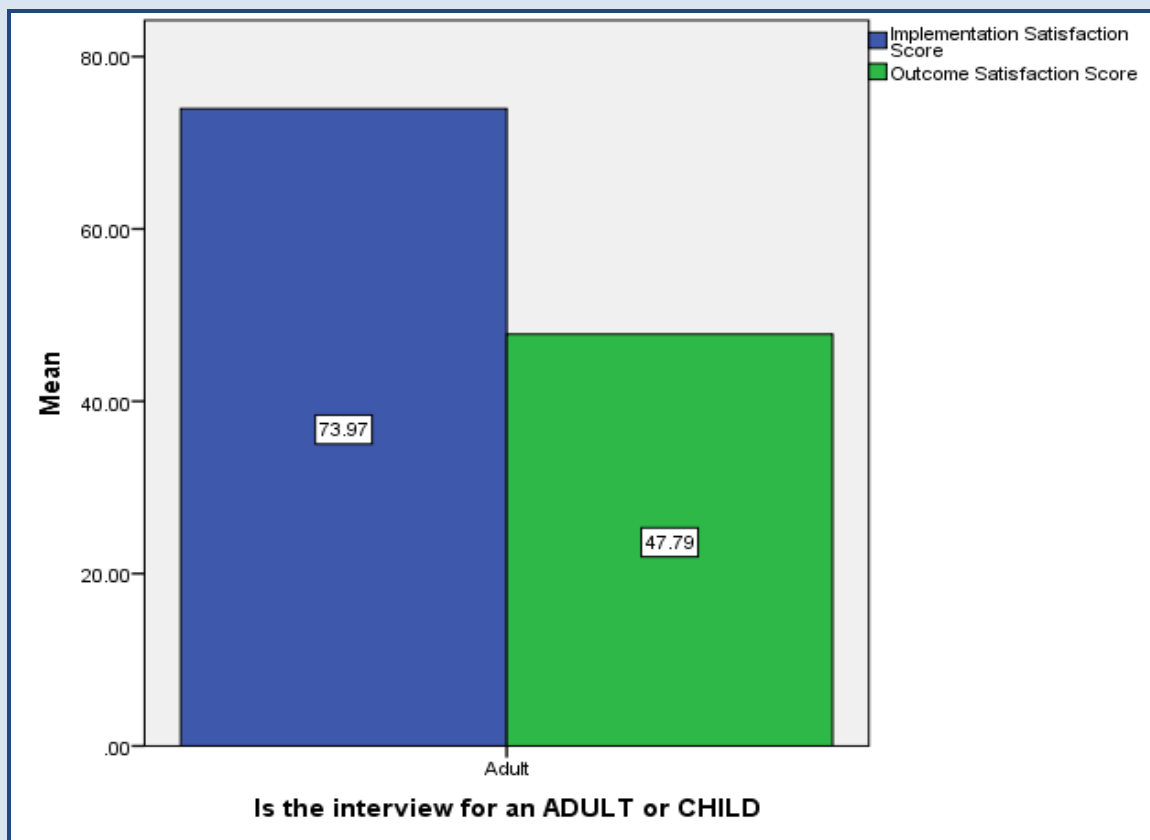


Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 50-85. 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 33-55. Scores 44-55 indicate a high level of satisfaction, scores 33-43 indicate some level of satisfaction and scores below 33 indicate some level of dissatisfaction with outcomes of services.

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



Services

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

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

- 100.0% Program staff respects your ethnic, cultural and religious background in your recovery/treatment Q21.
- 95.6% You were informed about your rights and responsibilities regarding the treatment you have received Q17.
- 95.6% You feel comfortable in asking questions regarding your treatment Q18.
- 95.6% Your service provider spends adequate time with you Q19.
- 95.6% Your provider asks your permission before sharing your personal information Q20.
- 95.6% You trust your service provider Q22.
- 95.6% You feel safe at this facility Q23.
- 95.6% You are an important part of the treatment process Q26.
- 95.6% Your service provider explained the advantages of your therapy or treatment Q27.
- 93.3% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 93.3% Overall, you are satisfied with the services you are receiving Q29.
- 88.9% You have the option to change your service provider should you choose to Q16.
- 88.9% Your service provider explained the limitations of your therapy or treatment Q28.
- 86.7% Your provider informed you who to call if you have questions about your mental health/crisis or substance abuse services Q13.

*A high number of consumers reported that question 14, you were given information on how to get additional community resources when you asked for information, did not apply to them. With these cases removed, 92.9% agree or strongly agree they were given information on how to get additional community resource, and 7.1% disagree or strongly disagree. This is a more accurate representation of the data.

While satisfaction is generally high, further exploration is warranted for the following question, unless otherwise noted (15% or greater of respondents reported that they disagree or strongly disagree with the question):

- 15.6% Your provider discussed other services that may benefit you in your treatment/recovery Q15.

Summary responses from the Total group of respondents (N=45) are presented in Table 1.

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=45	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
13. Your provider informed you who to call if you have questions about your mental health or substance abuse services.	86.7	8.9	2.8	0.6	0.0
14. You were given information on how to get additional community resources when you asked for information (example: transportation, child care, employment training).	57.8	4.4	4.0	1.6	37.8
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.).	82.2	15.6	2.7	0.7	0.0
16. You have the option to change your service provider should you choose to.	88.9	2.2	3.0	0.7	4.4
17. You were informed about your rights and responsibilities regarding the treatment you have received.	95.6	4.4	2.9	0.4	0.0
18. You feel comfortable in asking questions regarding your treatment.	95.6	4.4	2.9	0.4	0.0
19. Your service provider spends adequate time with you.	95.6	2.2	2.9	0.3	0.0
20. Your provider asks your permission before sharing your personal information.	95.6	2.2	2.9	0.3	0.0
21. Program staff respects your ethnic, cultural and religious background in your recovery/treatment.	100.0	0.0	3.0	0.0	0.0
22. You trust your service provider.	95.6	2.2	2.9	0.3	0.0
23. You feel safe at this facility.	95.6	2.2	2.9	0.3	0.0
24. Your service provider offered you the opportunity to involve family, significant others or friends into your treatment process.	80.0	6.7	2.8	0.7	2.2
25. You are included in the development of your treatment/recovery plan and goals for recovery.	93.3	4.4	3.0	0.5	2.2
26. You are an important part of the treatment process.	95.6	4.4	3.0	0.2	0.0
27. Your service provider explained the advantages of therapy or treatment.	95.6	2.2	3.0	0.5	2.2
28. Your service provider explained the limitations of therapy or treatment.	88.9	6.7	2.9	0.7	2.2
29. Overall, you are satisfied with the services you are receiving.	93.3	4.4	2.9	0.4	0.0

Outcomes of Services

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

Respondents describe their lives as being better as a result of their services in a majority of cases. In total, 48.9% to 86.7% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 8.9% to 31.1% of responses reflect that no change has resulted from involvement in services. Only 0% to 2.2% of responses reflect that things are worse as a result of services.

* Participating with school or work activities Q38. A high number of consumers reported that this question did not apply to them. With these cases removed, 66.7% reported that participation in school or work activities is better or much better, 33.3% reported no change, and 0.0% 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=45) are presented in Table 2.

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

Total N=45	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	77.8	15.6	2.2	2.9	0.8	4.4
31. Feeling in control of your life.	82.2	8.9	2.2	3.1	0.9	6.7
32. Coping with personal crisis.	71.1	22.2	0.0	3.0	0.9	6.7
33. How you feel about yourself.	86.7	8.9	0.0	3.0	0.7	4.4
34. Feeling good (hopeful) about the future.	84.4	13.3	0.0	2.9	0.6	2.2
35. Enjoying your free time.	86.7	11.1	0.0	3.0	0.6	2.2
36. Strengthening your social support network.	84.4	11.1	0.0	3.0	0.7	4.4
37. Being involved in community activities.	57.8	31.1	0.0	3.0	1.2	11.1
38. Participating with school or work activities.	48.9	24.4	0.0	3.6	1.5	26.7
39. Interacting with people in social situations.	73.3	17.8	2.2	3.0	0.9	6.7
40. Coping with specific problems or issue that led you to seek services.	86.7	11.1	0.0	3.0	0.6	2.2

Satisfaction with the Managed Care Organization

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

- 11.1% of respondents (5 of the 45) reported that they had received a copy of the PerformCare member handbook, 71.1% (32) reported that they did not receive a member handbook, and 17.8% (8) were not sure.

	Total	Q1 I have received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	45	5 11.10%	32 71.10%	8 17.80%	0 0
Cumberland	3	1 33.30%	0 0	2 66.70%	0 0
Dauphin	5	1 20.00%	4 80.00%	0 0	0 0
Lancaster	36	3 8.30%	27 75.00%	6 16.70%	0 0
Lebanon	1	0 0	1 100.00%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 86.7% of respondents (39 of the 45) reported that they are aware of their right to file a complaint or grievance. 11.1% (5) were not aware of their right to file a complaint or grievance, and 2.2% (1) reported that this question did not apply.

	Total	Q2 Are you aware of your right to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
Total	45	39 86.70%	5 11.10%	0 0	1 2.20%
Cumberland	3	2 66.70%	1 33.30%	0 0	0 0
Dauphin	5	3 60.00%	1 20.00%	0 0	1 20.00%
Lancaster	36	33 91.70%	3 8.30%	0 0	0 0
Lebanon	1	1 100.00%	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 35.6% of respondents (16 of the 45) reported that they knew who to call to file a complaint or grievance. 55.6% (25) reported that they did not know who to call, 6.7% (3) were not sure, and 2.2% (1) reported that this question did not apply.

	Total	Q3 Do you know who to call to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
Total	45	16 35.60%	25 55.60%	3 6.70%	1 2.20%
Cumberland	3	1 33.30%	2 66.70%	0 0	0 0
Dauphin	5	2 40.00%	2 40.00%	1 20.00%	0 0
Lancaster	36	13 36.10%	20 55.60%	2 5.60%	1 2.80%
Lebanon	1	0 0	1 100.00%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 8.9% of respondents (4 of the 45) reported that they had called PerformCare in the last twelve months for information. 84.4% (38) did not call PerformCare within the last twelve months, and 6.7% (3) reported that this question did not apply.

	Total	Q4 In the last twelve months, did you call member services at PerformCare to get information?			
		Yes	No	Not Sure	Does Not Apply
Total	45	4 8.90%	38 84.40%	0 0	3 6.70%
Cumberland	3	1 33.30%	0 0	0 0	2 66.70%
Dauphin	5	0 0	4 80.00%	0 0	1 20.00%
Lancaster	36	3 8.30%	33 91.70%	0 0	0 0
Lebanon	1	0 0	1 100.00%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 80.0% of those that requested information from PerformCare (4 of the 5) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, and 20.0% (1) reported that they were not able to get information without delays.

	Total	Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?		
		Yes	No	Not Sure
Total	5	4 80.00%	1 20.00%	0 0
Cumberland	1	1 100.00%	0 0	0 0
Dauphin	0	0 0	0 0	0 0
Lancaster	4	3 75.00%	1 25.00%	0 0
Lebanon	0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0

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

- 64.4% of respondents (29 of 45) were given a choice of at least 2 providers regarding the type of service they were seeking. 22.2% of respondents (10) reported that they were not given a choice, 8.9% (4) were not sure, and 4.4% (2) reported that this question did not apply.

	Total	Q5 Were you given a choice of at least two (2) Providers from PerformCare regarding the type of service you were seeking?			
		Yes	No	Not Sure	Does Not Apply
Total	45	29 64.40%	10 22.20%	4 8.90%	2 4.40%
Cumberland	3	2 66.70%	1 33.30%	0 0	0 0
Dauphin	5	1 20.00%	3 60.00%	1 20.00%	0 0
Lancaster	36	26 72.20%	6 16.70%	2 5.60%	2 5.60%
Lebanon	1	0 0	0 0	1 100.00%	0 0
Perry	0	0 0	0 0	0 0	0 0

- 62.2% of respondents (28 of 45) were informed of the time approved for their services. 28.9% of respondents (13) were not informed of the time approved for services, 2.2% (1) were not sure, and 6.7% (3) reported that this question did not apply.

	Total	Q6 Were you informed of the time approved for your services? (Example: BHRS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	45	28 62.20%	13 28.90%	1 2.20%	3 6.70%
Cumberland	3	1 33.30%	1 33.30%	0 0	1 33.30%
Dauphin	5	2 40.00%	2 40.00%	0 0	1 20.00%
Lancaster	36	25 69.40%	9 25.00%	1 2.80%	1 2.80%
Lebanon	1	0 0	1 100.00%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 100.0% of respondents (6 of the 6) report when they call PerformCare staff treats them courteously and with respect.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	6	6 100.00%	0 0	0 0
Cumberland	1	1 100.00%	0 0	0 0
Dauphin	1	1 100.00%	0 0	0 0
Lancaster	4	4 100.00%	0 0	0 0
Lebanon	0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0

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

- 100.0% of respondents (9 of 9) report overall they are satisfied with their interactions with PerformCare.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	9	9 100.00%	0 0	0 0
Cumberland	1	1 100.00%	0 0	0 0
Dauphin	1	1 100.00%	0 0	0 0
Lancaster	6	6 100.00%	0 0	0 0
Lebanon	1	1 100.00%	0 0	0 0
Perry	0	0 0	0 0	0 0

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

PerformCare Comments:

Q1 I have received a copy of the Member Handbook from PerformCare.

- Nope, I do not know who they are.

Q2 I am aware of my right to file a complaint or grievance.

- No comments.

Q3 I know whom to call to file a complaint or grievance.

- Once completed it was not needed.
- I can find out.

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

- No comments.

Q4A I was able to obtain information on treatment and/or services from PerformCare without unnecessary delays.

- I was referred to them. They were recommended.

Q5 I was given a choice of at least two (2) Providers from PerformCare regarding the type of service I am seeking.

- They were the closest to me.
- They were the closest for me.
- I went to them before.
- I was referred here.
- I think it came through parole or the recovery house I am at.
- I passed by and walked in.
- I knew about them so I chose them.
- I just picked one close to me and I knew who they were.
- I got the information.

Q6 I was informed of the time approved for my services.

- They paid for the whole thing.
- Yes. Ten sessions.
- I was referred here from my inpatient because I wanted faith based treatment.

Q7 When I call PerformCare staff treats me courteously and with respect.

- No comments.

Q8 Overall, I am satisfied with the interactions I have had with PerformCare.

- No comments.

Additional PerformCare Questions

- No additional comments.