



Consumer Satisfaction Services, Inc.

**Capital Region
3rd Quarter 2021**

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

**Prepared By
Consumer Satisfaction Services**

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Consumer Satisfaction Services, Inc.

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

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Executive Summary

Survey Protocol

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

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

Typically, surveyors are present at the CSS office to schedule face-to-face appointments and occasional telephonic interviews. The surveyors schedule appointments using the consumer names provided by Capital Area Behavioral Health Collaborative. In order to keep staff and respondents safe, CSS continues to survey individuals over the phone rather than visit in person for face to face interviews. CSS continues to develop guidelines regarding the process of completing surveys with recipients of services in order to obtain that valuable feedback.

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=58) 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 58 (n=58) respondents from the Capital Region including 16 adult consumers (27.6%) and 42 child/adolescents (72.4%).
- Sample: Of the 16 adult consumers, 1 (6.2%) responded for themselves, and 15 (93.8%) had a parent/guardian respond for them. Of the 42 child/adolescent consumers, 1 (2.4%) responded for themselves, 39 (92.9%) had a parent/guardian respond for them, and 2 (4.8%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 3 treatment levels of care were utilized by respondents and are included in this reporting period, 37 (63.8%) RTF (Residential Treatment Facility), 15 (25.9%) EIBS (Educationally Integrated Behavioral Services, and 6 (10.3%) CRR Host Home.
- Methods: Data was collected by 5 interviewers.
- Treatment Facility: Data was collected from 21 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 58 interviews 58 (100.0%) were conducted by phone.

Services

The standard survey has 17 questions that asks respondents about their satisfaction with the services they receive. According to survey responses, individuals report some level of satisfaction with their services.

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

- 94.8% You feel comfortable in asking questions regarding your treatment Q18.
- 91.4% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 91.4% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 89.7% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 89.7% You are an important part of the treatment process Q26.
- 87.9% Your provider asks your permission before sharing your personal information Q20.
- 86.2% Your provider informed you who to call if you have questions about your mental health/crisis or substance abuse services Q13.

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

- 20.7% 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.

- 19.0% Overall, you are satisfied with the services received/are receiving Q29.
- 17.2% You trust your service provider Q22.
- 15.5% Your service provider explained the limitations of therapy or treatment Q28.
- 15.5% You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training) Q14.

Outcomes

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

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 43.1% to 67.2% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 17.2% to 34.5% of responses reflect that no change has resulted from involvement in services. Finally, 8.6% to 24.1% of responses reflect things are worse as a result of services.

** Being involved in the community or in organizations outside of mental health/substance abuse activities Q37. A high number of respondents reported that this question did not apply to them. With these cases removed, 50.0% reported that participation in community activities is better or much better, 40.9% reported no change, and 9.1% reported this as worse or much worse. This is a more accurate representation of the data.*

**Participating with school or work activities Q38. A high number of respondents reported that this question did not apply to them. With these cases removed, 54.2% reported that participating with school or work is better or much better, 27.1% reported no change, and 18.8% 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

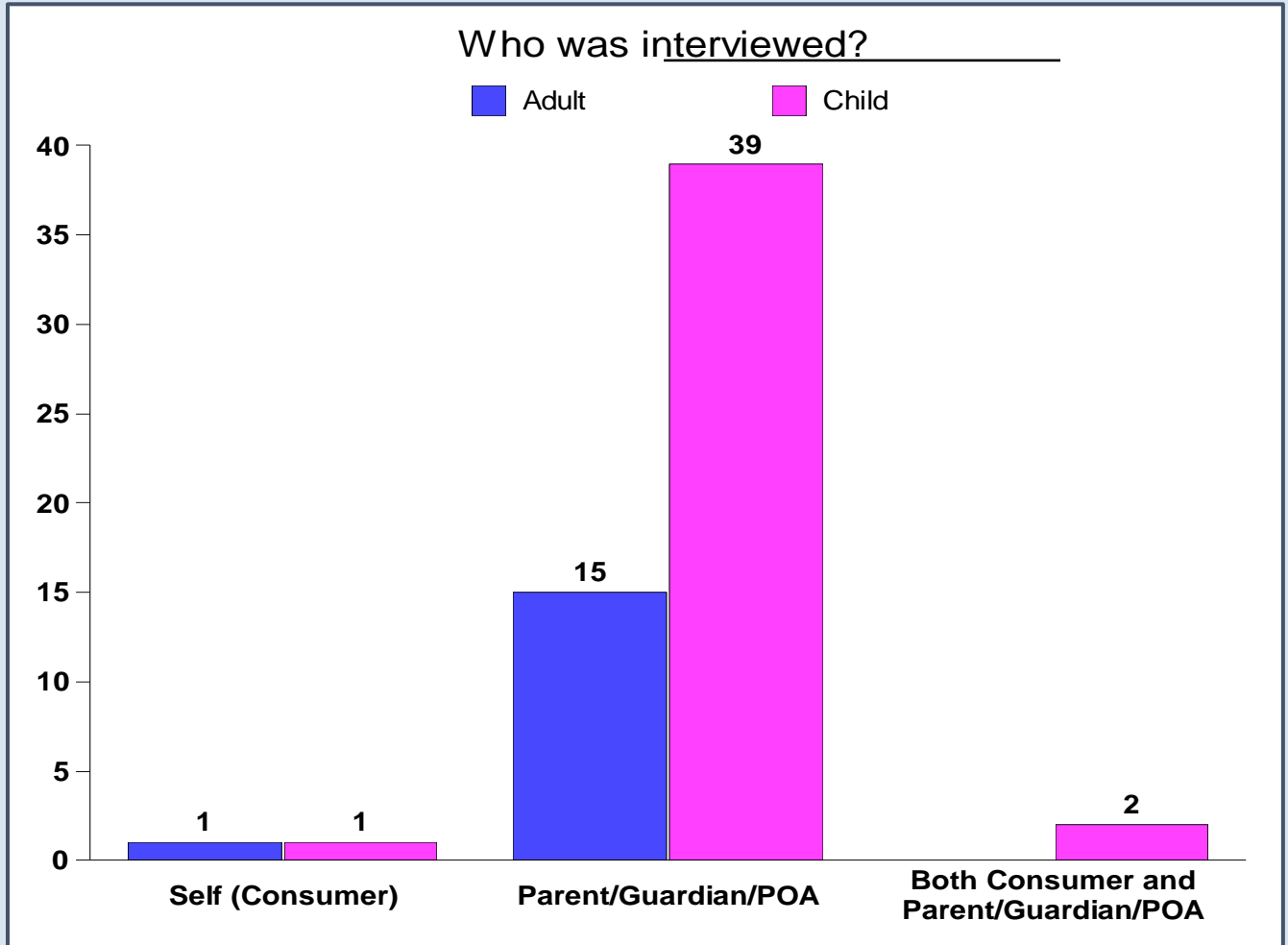
During the interview, if a respondent indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), PerformCare or any other part of the behavioral health system that can reasonably be addressed, the surveyor will ask the individual 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 3rd Quarter 2021.

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

Survey Information

- Sample: The survey represents 58 ($n=58$) respondents from the Capital Region including 16 adult consumers (27.6%) and 42 child/adolescents (72.4%).
- Sample: Of the 16 adult consumers, 1 (6.2%) responded for themselves, and 15 (93.8%) had a parent/guardian respond for them. Of the 42 child/adolescent consumers, 1 (2.4%) responded for themselves, 39 (92.9%) had a parent/guardian respond for them, and 2 (4.8%) responded for themselves with the additional input of a parent/guardian.



- Level of Care: In all, 3 treatment levels of care were utilized by respondents and are included in this reporting period, 37 (63.8%) RTF (Residential Treatment Facility), 15 (25.9%) EIBS (Educationally Integrated Behavioral Services, and 6 (10.3%) CRR Host Home.
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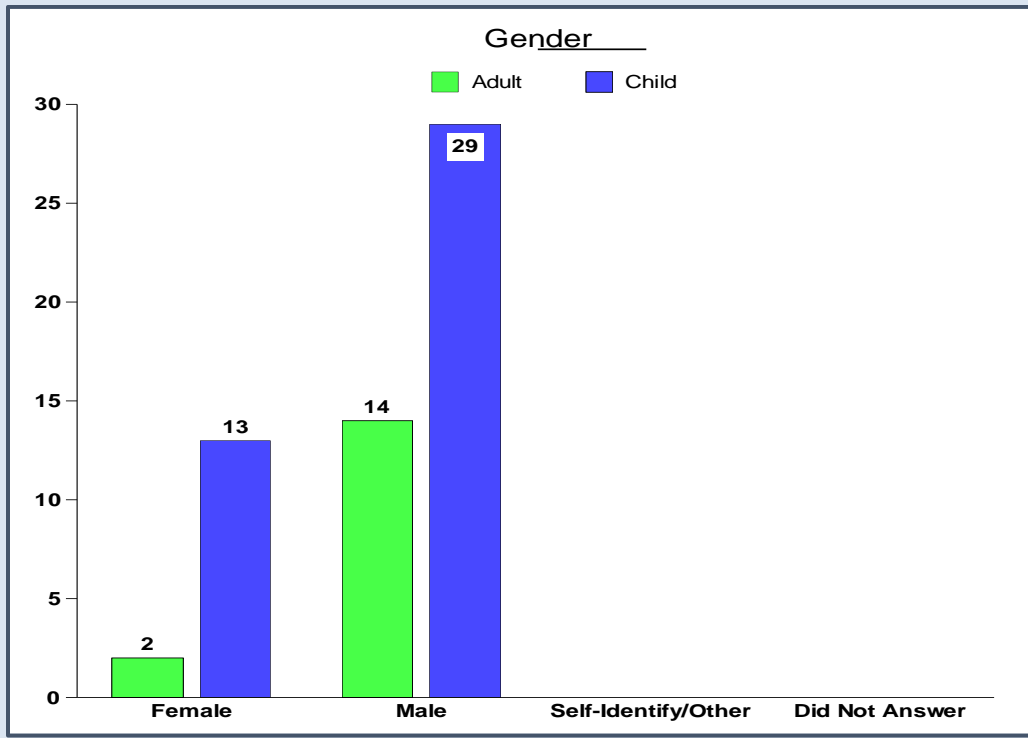
County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Cumberland (29.3%). The remaining respondents reported residence in Dauphin (27.6%), Lancaster (25.9%), Lebanon (15.5%), and Perry County (1.7%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	58	17 29.30%	16 27.60%	15 25.90%	9 15.50%	1 1.70%
Age Type						
Adult	16	3 18.80%	7 43.80%	3 18.80%	3 18.80%	0 0
Child	42	14 33.30%	9 21.40%	12 28.60%	6 14.30%	1 2.40%

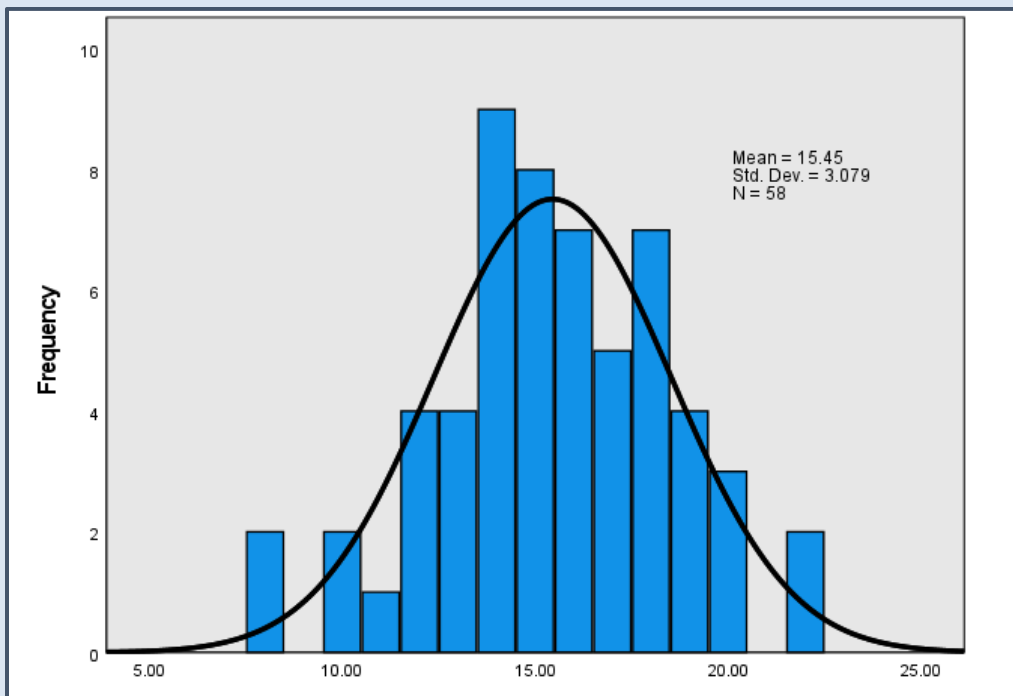
Demographic Information

Gender: Overall, the sample is 25.9% Female (15), and 74.1% Male (43). Of the 16 adult consumers, 12.5% Female (2), and 87.5% Male (14). Of the 42 child/adolescent consumers, 31.0% Female (13), and 69.0% Male (29).



Age: Age of all respondents ranged from 8-22 years, with a mean age of 15.45 (SD 3.079).

Age of All Respondents



Race: 44 respondents (75.9%) reported their race as White/Caucasian, 6 (10.3%) as Multi-Racial, 4 (6.9%) as African American, and 4 (6.9%) as Hispanic/Latino.

	Total	Age Type	
		Adult	Child
Total	58	16 27.60%	42 72.40%
Race			
African American	4	2 50.00%	2 50.00%
Asian/Pacific Islander	0	0 0	0 0
Hispanic/Latino	4	2 50.00%	2 50.00%
Native American/American Indian	0	0 0	0 0
White/Caucasian	44	12 27.30%	32 72.70%
Multi-Racial	6	0 0	6 100.00%
Other	0	0 0	0 0
Did Not Answer	0	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, 20 of the 58 respondents (34.5%) reported they had been interviewed by their provider within the last year, 30 (51.7%) reported they had not been interviewed, and 8 (13.8%) 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	58	20 34.50%	30 51.70%	8 13.80%	0 0
Age Type					
Adult	16	8 50.00%	6 37.50%	2 12.50%	0 0
Child	42	12 28.60%	24 57.10%	6 14.30%	0 0

Total Satisfaction Score			
Has your provider interviewed you on your satisfaction level with services during the last year?	N	Mean	Std. Deviation
Yes	20	114.22	13.13
No	30	100.85	19.94
Not sure	8	109.82	25.73
Total	58	106.70	19.50

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

Service Delay:

- Of the 58 consumers, 7 (12.1%) reported that they experienced some delay before beginning treatment. 49 consumers (84.5%) reported no delay before beginning treatment, and 2 (3.4%) consumers felt that this question did not apply to them.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	58	7 12.10%	49 84.50%	2 3.40%
Age Type				
Adult	16	1 6.20%	14 87.50%	1 6.20%
Child	42	6 14.30%	35 83.30%	1 2.40%

Emergency Treatment: 23 of the 58 respondents (39.7%) indicated they needed emergency mental health or substance abuse service during the past year; and 35 respondents (60.3%) 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 3.61 with standard deviation 1.469.

	Total	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
Total	23	3 13.00%	4 17.40%	0 0	8 34.80%	8 34.80%
Age Type						
Adult	6	0 0	0 0	0 0	0 0	6 100.00%
Child	17	3 17.60%	4 23.50%	0 0	8 47.10%	2 11.80%

Mean Satisfaction of Treatment Facilities

- Data was collected from 21 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. To help with interpretation, scores highlighted in **Green** (113-140) indicate a high level of satisfaction, scores highlighted in **Yellow** (85-112) indicate some level of satisfaction and scores highlighted in **Red** (below 84) indicate some level of dissatisfaction.

Total Satisfaction Score			
All Respondents			
Name of Treatment Facility	N	Mean	Std. Deviation
SILVER SPRINGS MARTIN LUTHER SCHOOL	1	137.00	.
COMMUNITY SERVICES GROUP INC	2	124.00	7.07
DEVEREUX FOUNDATION MAPLETON	1	123.00	.
CORNELL ABRAXAS GROUP INC	1	120.56	.
WOODS SERVICES INC	1	118.13	.
HOFFMAN HOMES INC	3	116.67	9.07
CHILDRENS HOME OF YORK	1	116.00	.
THE BRADLEY CENTER	4	114.21	20.52
DEVEREUX FOUNDATION GOLDSMITH	3	114.13	12.42
VISTA SCHOOL	15	111.88	11.78
SARAH A REED CHILDRENS CENTER	1	111.03	.
SOUTHWOOD PSYCHIATRIC HOSPITAL	6	105.44	9.55
MERAKEY PENNSYLVANIA 140 PENNSYLVANIA AVENUE	3	104.02	15.60
DEVEREUX FOUNDATION CROFT	5	103.49	12.71
PRESSLEY RIDGE	1	100.56	.
HARBORCREEK YOUTH SERVICES-WAGNER HOUSE	1	94.13	.
HARBORCREEK YOUTH SERVICES-COLUMBUS HOUSE	1	88.05	.
THE CHILDRENS HOME OF READING	2	84.37	12.20
GEORGE JUNIOR REPUBLIC IN PA	2	83.28	25.05
GEMMA SERVICES-COLTON COTTAGE	1	82.56	.
DIVERSIFIED TREATMENT ALTERNATIVE CENTERS LLC	3	74.84	54.44
Total	58	106.70	19.50

Total Satisfaction Score			
Adult Name of Treatment Facility	N	Mean	Std. Deviation
DEVEREUX FOUNDATION GOLDSMITH	1	128.46	.
WOODS SERVICES INC	1	118.13	.
DEVEREUX FOUNDATION CROFT	1	116.13	.
CHILDRENS HOME OF YORK	1	116.00	.
VISTA SCHOOL	8	114.57	13.49
THE BRADLEY CENTER	1	114.25	.
GEORGE JUNIOR REPUBLIC IN PA	1	101.00	.
SOUTHWOOD PSYCHIATRIC HOSPITAL	1	98.00	.
HARBORCREEK YOUTH SERVICES-WAGNER HOUSE	1	94.13	.
Total	16	112.67	12.39

Total Satisfaction Score			
Child/Adolescent Name of Treatment Facility	N	Mean	Std. Deviation
SILVER SPRINGS MARTIN LUTHER SCHOOL	1	137.00	.
COMMUNITY SERVICES GROUP INC	2	124.00	7.07
DEVEREUX FOUNDATION MAPLETON	1	123.00	.
CORNELL ABRAXAS GROUP INC	1	120.56	.
HOFFMAN HOMES INC	3	116.67	9.07
THE BRADLEY CENTER	3	114.19	25.13
SARAH A REED CHILDRENS CENTER	1	111.03	.
VISTA SCHOOL	7	108.81	9.54
DEVEREUX FOUNDATION GOLDSMITH	2	106.97	0.86
SOUTHWOOD PSYCHIATRIC HOSPITAL	5	106.93	9.87
MERAKEY PENNSYLVANIA 140 PENNSYLVANIA AVENUE	3	104.02	15.60
PRESSLEY RIDGE	1	100.56	.
DEVEREUX FOUNDATION CROFT	4	100.32	12.19
HARBORCREEK YOUTH SERVICES-COLUMBUS HOUSE	1	88.05	.
THE CHILDRENS HOME OF READING	2	84.37	12.20
GEMMA SERVICES-COLTON COTTAGE	1	82.56	.
DIVERSIFIED TREATMENT ALTERNATIVE CENTERS LLC	3	74.84	54.44
GEORGE JUNIOR REPUBLIC IN PA	1	65.57	.
Total	42	104.42	21.29

Mean Satisfaction Level of Care

Total Satisfaction Score			
All Respondents Level of Care	N	Mean	Std. Deviation
EIBS (EDUCATIONALLY INTEGRATED BEHAVIORAL SERVICES)	15	111.88	11.78
CRR HOST HOME	6	110.11	15.00
RTF (RESIDENTIAL TREATMENT FACILITY)	37	104.04	22.28
Total	58	106.70	19.50

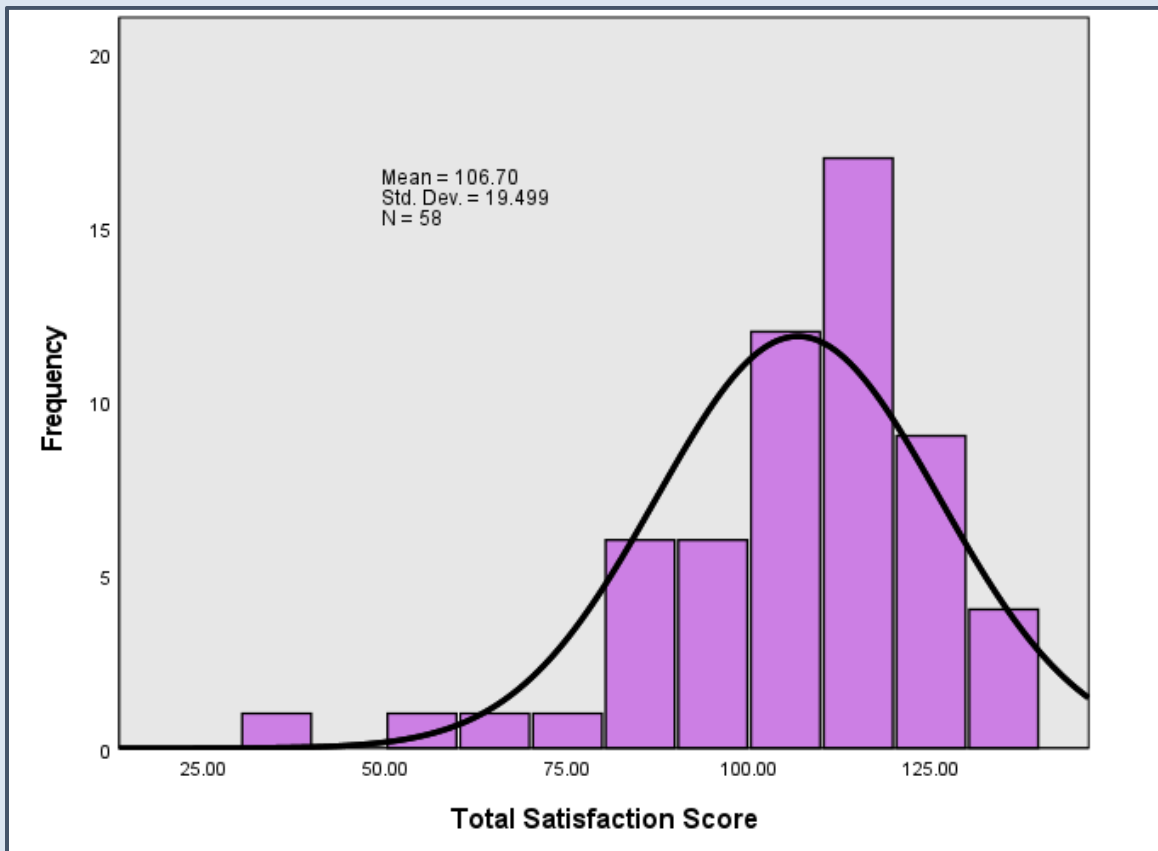
Total Satisfaction Score			
Adult Level of Care	N	Mean	Std. Deviation
EIBS (EDUCATIONALLY INTEGRATED BEHAVIORAL SERVICES)	8	114.57	13.49
RTF (RESIDENTIAL TREATMENT FACILITY)	8	110.76	11.78
Total	16	112.67	12.39

Total Satisfaction Score			
Child/Adolescent Level of Care	N	Mean	Std. Deviation
CRR HOST HOME	6	110.11	15.00
EIBS (EDUCATIONALLY INTEGRATED BEHAVIORAL SERVICES)	7	108.81	9.54
RTF (RESIDENTIAL TREATMENT FACILITY)	29	102.19	24.23
Total	42	104.42	21.29

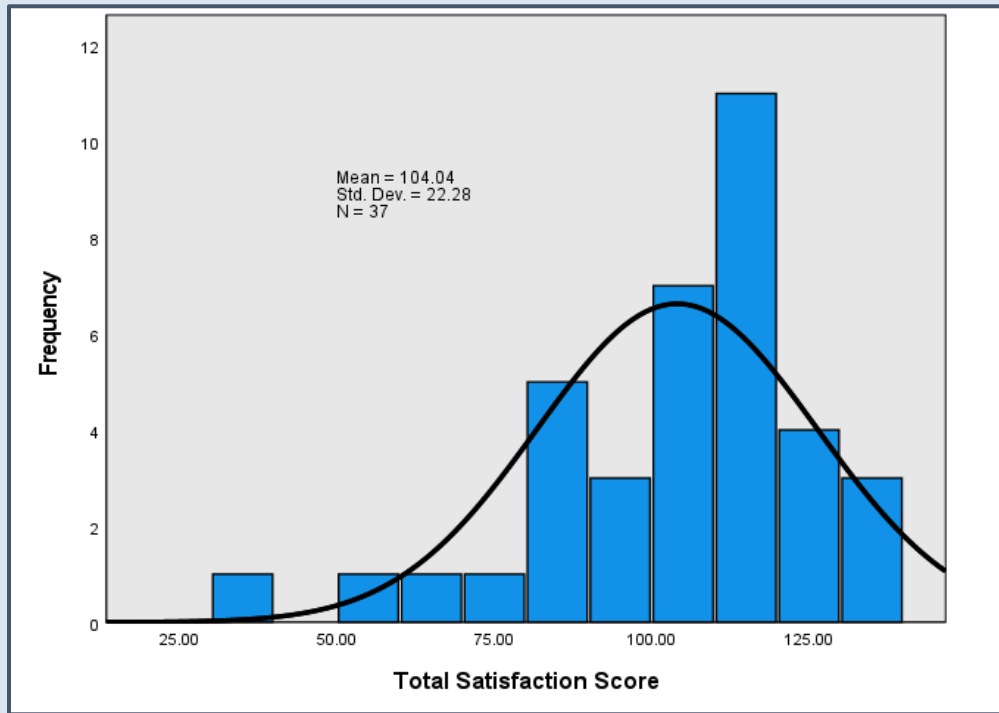
Total Satisfaction

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 106.7 with a standard deviation 19.499 indicating some level of satisfaction. The TSS scores ranged from 35.54–137.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



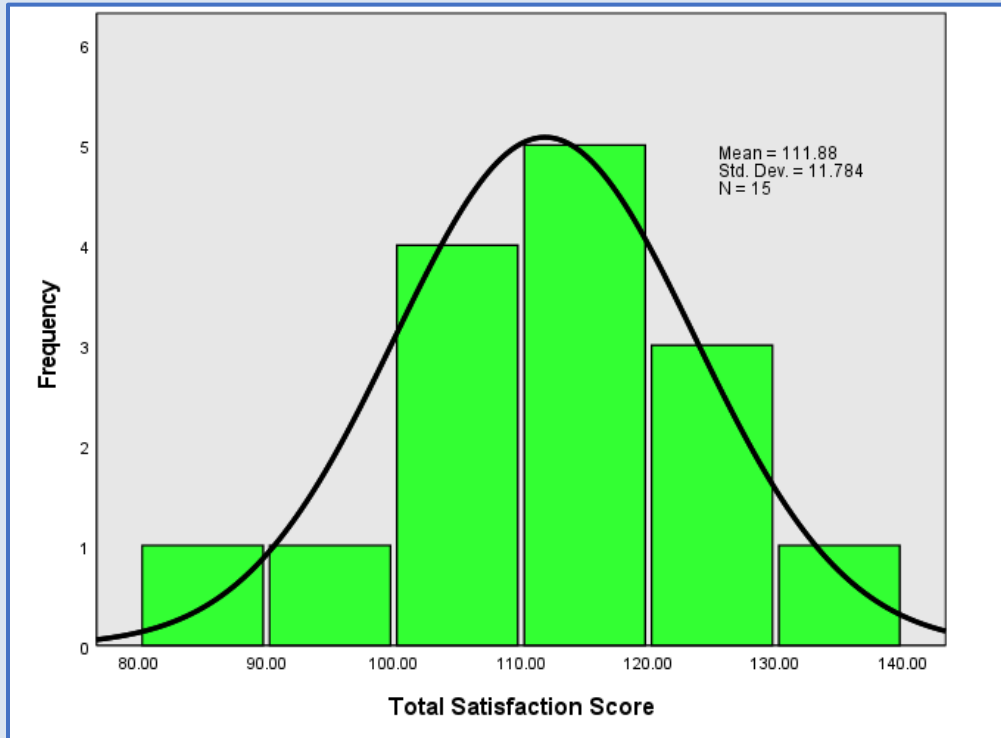
- The overall mean for all RTF respondents for Total Satisfaction Score (TSS) was 104.04 with a standard deviation 22.28 indicating some level of satisfaction. The TSS scores ranged from 35.54–137.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for CRR Host Home respondents for Total Satisfaction Score (TSS) was 110.11 with a standard deviation 14.999 indicating some level of satisfaction. The TSS scores ranged from 94.07–129. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for EIBS respondents for Total Satisfaction Score (TSS) was 111.88 with a standard deviation 11.784 indicating some level of satisfaction. The TSS scores ranged from 88–132. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

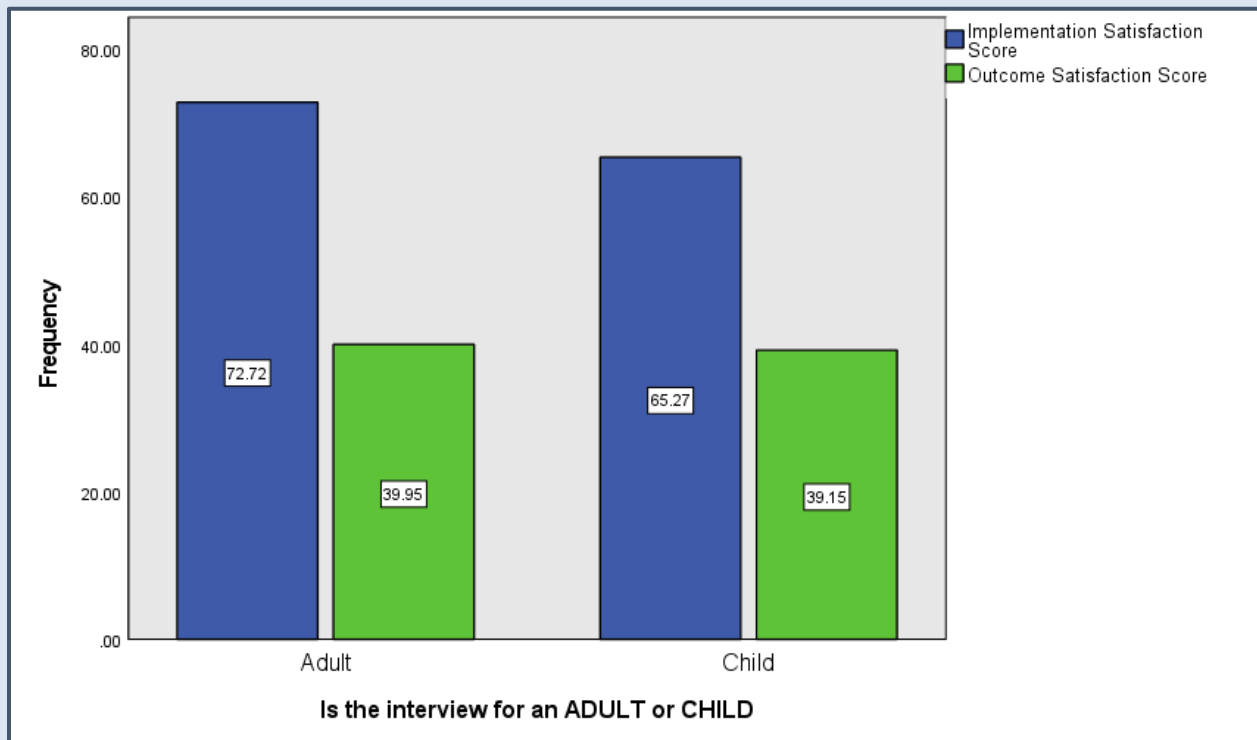


Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 17-85. Scores 68-85 indicate a high level of satisfaction, scores 51-67 indicate some level of satisfaction and scores below 50 indicate some level of dissatisfaction with services.

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

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



Services

The standard survey has 17 questions that asks respondents about their satisfaction with the services they receive. According to survey responses, individuals report some level of satisfaction with their services.

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

- 94.8% You feel comfortable in asking questions regarding your treatment Q18.
- 91.4% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 91.4% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 89.7% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 89.7% You are an important part of the treatment process Q26.
- 87.9% Your provider asks your permission before sharing your personal information Q20.
- 86.2% Your provider informed you who to call if you have questions about your mental health/crisis or substance abuse services Q13.

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

- 20.7% 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.
- 19.0% Overall, you are satisfied with the services received/are receiving Q29.
- 17.2% You trust your service provider Q22.
- 15.5% Your service provider explained the limitations of therapy or treatment Q28.
- 15.5% You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training) Q14.

Summary responses from the Total group of respondents (N=58) are presented in Table 1.

Summary responses from the Total group Adult respondents (N=16) are presented in Table 2.

Summary responses from the Total group Child/Adolescent of respondents (N=42) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=58	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.	86.2	12.1	2.7	0.7	0.0
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	77.6	15.5	2.9	1.1	6.9
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.).	69.0	20.7	2.7	1.1	5.2
16. You have the option to change your service provider should you choose to.	82.8	5.2	3.2	1.1	10.3
17. You were informed about your rights and responsibilities regarding the treatment you received.	91.4	6.9	2.8	0.5	0.0
18. You feel comfortable in asking questions regarding your treatment.	94.8	5.2	2.9	0.4	0.0
19. Your service provider spends adequate time with you.	82.8	12.1	2.8	0.9	3.4
20. Your provider asks your permission before sharing your personal information.	87.9	5.2	3.0	0.7	3.4
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	91.4	3.4	2.9	0.4	0.0
22. You trust your service provider.	75.9	17.2	2.6	0.8	0.0
23. You feel safe at this facility.	84.5	10.3	2.7	0.6	0.0
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	84.5	13.8	2.7	0.7	0.0
25. You are included in the development of your treatment/recovery plan and goals for recovery.	89.7	10.3	2.8	0.6	0.0
26. You are an important part of the treatment process.	89.7	3.4	2.9	0.6	1.7
27. Your service provider explained the advantages of therapy or treatment.	81.0	13.8	2.7	0.7	0.0
28. Your service provider explained the limitations of therapy or treatment.	79.3	15.5	2.6	0.7	0.0
29. Overall, you are satisfied with the services received/are receiving.	72.4	19.0	2.5	0.8	0.0

Table 2 – Total Satisfaction – Services Questions – Adult

N=16	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.	100.0	0.0	3.0	0.0	0.0
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	93.8	0.0	3.2	0.8	6.3
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	6.3	3.1	0.9	6.3
16. You have the option to change your service provider should you choose to.	87.5	0.0	3.4	1.0	0.0
17. You were informed about your rights and responsibilities regarding the treatment you have received.	100.0	0.0	3.0	0.0	0.0
18. You feel comfortable in asking questions regarding your treatment.	100.0	0.0	3.0	0.0	0.0
19. Your service provider spends adequate time with you.	93.8	6.3	2.9	0.5	0.0
20. Your provider asks your permission before sharing your personal information.	93.8	6.3	2.9	0.5	0.0
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	87.5	0.0	2.9	0.3	0.0
22. You trust your service provider.	93.8	0.0	2.9	0.3	0.0
23. You feel safe at this facility.	100.0	0.0	3.0	0.0	0.0
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	93.8	6.3	2.9	0.5	0.0
25. You are included in the development of your treatment/recovery plan and goals for recovery.	100.0	0.0	3.0	0.0	0.0
26. You are an important part of the treatment process.	87.5	0.0	2.9	0.3	0.0
27. Your service provider explained the advantages of therapy or treatment.	100.0	0.0	3.0	0.0	0.0
28. Your service provider explained the limitations of therapy or treatment.	93.8	6.3	2.9	0.5	0.0
29. Overall, you are satisfied with the services you received/are receiving.	81.3	12.5	2.7	0.7	0.0

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

N=42	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.	81.0	16.7	2.6	0.8	0.0
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	71.4	21.4	2.8	1.2	7.1
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.).	61.9	26.2	2.5	1.2	4.8
16. You have the option to change your service provider should you choose to.	81.0	7.1	3.1	1.1	9.5
17. You were informed about your rights and responsibilities regarding the treatment you have received.	88.1	9.5	2.8	0.6	0.0
18. You feel comfortable in asking questions regarding your treatment.	92.9	7.1	2.9	0.5	0.0
19. Your service provider spends adequate time with you.	78.6	14.3	2.8	1.0	4.8
20. Your provider asks your permission before sharing your personal information.	85.7	4.8	3.0	0.8	4.8
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	92.9	4.8	2.9	0.5	0.0
22. You trust your service provider.	69.0	23.8	2.5	0.9	0.0
23. You feel safe at this facility.	78.6	14.3	2.6	0.7	0.0
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	81.0	16.7	2.6	0.8	0.0
25. You are included in the development of your treatment/recovery plan and goals for recovery.	85.7	14.3	2.7	0.7	0.0
26. You are an important part of the treatment process.	90.5	4.8	3.0	0.7	2.4
27. Your service provider explained the advantages of therapy or treatment.	73.8	19.0	2.5	0.8	0.0
28. Your service provider explained the limitations of therapy or treatment.	73.8	19.0	2.5	0.8	0.0
29. Overall, you are satisfied with the services you received/are receiving.	69.0	21.4	2.5	0.8	0.0

Outcomes

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

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 43.1% to 67.2% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 17.2% to 34.5% of responses reflect that no change has resulted from involvement in services. Finally, 8.6% to 24.1% of responses reflect things are worse as a result of services.

** Being involved in the community or in organizations outside of mental health/substance abuse activities Q37. A high number of respondents reported that this question did not apply to them. With these cases removed, 50.0% reported that participation in community activities is better or much better, 40.9% reported no change, and 9.1% reported this as worse or much worse. This is a more accurate representation of the data.*

**Participating with school or work activities Q38. A high number of respondents reported that this question did not apply to them. With these cases removed, 54.2% reported that participating with school or work is better or much better, 27.1% reported no change, and 18.8% 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=58) are presented in Table 4.

Summary responses from the Total group Adult respondents (N=16) are presented in Table 5.

Summary responses from the Total group Child/ Adolescent of respondents (N=42) are presented in Table 6.

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

Total N=58	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	63.8	20.7	13.8	2.6	0.9	1.7
31. Feeling in control of your life.	51.7	22.4	20.7	2.5	1.1	5.2
32. Coping with personal crisis.	43.1	34.5	15.5	2.6	1.2	6.9
33. How you feel about yourself.	46.6	27.6	24.1	2.3	1.0	1.7
34. Feeling good (hopeful) about the future.	46.6	27.6	19.0	2.6	1.2	6.9
35. Enjoying your free time.	67.2	22.4	8.6	2.7	0.8	1.7
36. Strengthening your social support network.	55.2	29.3	10.3	2.7	1.0	5.2
37. Being involved in community activities.	37.9	31.0	6.9	3.3	1.7	24.1
38. Participating with school or work activities.	44.8	22.4	15.5	3.0	1.6	17.2
39. Interacting with people in social situations.	48.3	34.5	15.5	2.4	0.9	1.7
40. Coping with the specific problems or issues that led you to seek services.	60.3	17.2	22.4	2.4	0.8	0.0

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

Total N=16	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	68.8	18.8	12.5	2.6	0.7	0.0
31. Feeling in control of your life.	50.0	31.3	18.8	2.3	0.8	0.0
32. Coping with personal crisis.	43.8	43.8	12.5	2.3	0.7	0.0
33. How you feel about yourself.	31.3	37.5	31.3	2.0	0.8	0.0
34. Feeling good (hopeful) about the future.	43.8	56.3	0.0	2.4	0.5	0.0
35. Enjoying your free time.	81.3	12.5	6.3	2.8	0.6	0.0
36. Strengthening your social support network.	50.0	25.0	18.8	2.6	1.2	6.3
37. Being involved in community activities.	37.5	37.5	6.3	3.1	1.6	18.8
38. Participating with school or work activities.	43.8	18.8	12.5	3.3	1.7	25.0
39. Interacting with people in social situations.	37.5	37.5	18.8	2.4	1.2	6.3
40. Coping with the specific problems or issues that led you to seek services.	62.5	18.8	18.8	2.4	0.8	0.0

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

Total N=42	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	61.9	21.4	14.3	2.6	0.9	2.4
31. Feeling in control of your life.	52.4	19.0	21.4	2.6	1.3	7.1
32. Coping with personal crisis.	42.9	31.0	16.7	2.6	1.3	9.5
33. How you feel about yourself.	52.4	23.8	21.4	2.4	1.0	2.4
34. Feeling good (hopeful) about the future.	47.6	16.7	26.2	2.6	1.4	9.5
35. Enjoying your free time.	61.9	26.2	9.5	2.6	0.9	2.4
36. Strengthening your social support network.	57.1	31.0	7.1	2.7	1.0	4.8
37. Being involved in community activities.	38.1	28.6	7.1	3.4	1.7	26.2
38. Participating with school or work activities.	45.2	23.8	16.7	2.9	1.5	14.3
39. Interacting with people in social situations.	52.4	33.3	14.3	2.4	0.7	0.0
40. Coping with the specific problems or issues that led you to seek services.	59.5	16.7	23.8	2.4	0.9	0.0

Satisfaction with the Managed Care Organization

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

- 74.1% of respondents (43 of the 58) reported that they had received a copy of the PerformCare member handbook, 12.1% (7) reported that they had not received a copy of the member handbook, and 13.8% (8) were not sure.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	58	43 74.10%	7 12.10%	8 13.80%	0 0
Adult					
Cumberland	3	3 100.00%	0 0	0 0	0 0
Dauphin	7	4 57.10%	2 28.60%	1 14.30%	0 0
Lancaster	3	2 66.70%	0 0	1 33.30%	0 0
Lebanon	3	1 33.30%	0 0	2 66.70%	0 0
Perry	0	0 0	0 0	0 0	0 0
Child					
Cumberland	14	12 85.70%	1 7.10%	1 7.10%	0 0
Dauphin	9	9 100.00%	0 0	0 0	0 0
Lancaster	12	9 75.00%	1 8.30%	2 16.70%	0 0
Lebanon	6	2 33.30%	3 50.00%	1 16.70%	0 0
Perry	1	1 100.00%	0 0	0 0	0 0

- 94.8% of respondents (55 of the 58) reported that they are aware of their right to file a complaint or grievance, 3.4% (2) reported that they were not sure, and 1.7% (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	58	55 94.80%	0 0	2 3.40%	1 1.70%
Adult					
Cumberland	3	3 100.00%	0 0	0 0	0 0
Dauphin	7	6 85.70%	0 0	0 0	1 14.30%
Lancaster	3	3 100.00%	0 0	0 0	0 0
Lebanon	3	3 100.00%	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0
Child					
Cumberland	14	14 100.00%	0 0	0 0	0 0
Dauphin	9	9 100.00%	0 0	0 0	0 0
Lancaster	12	11 91.70%	0 0	1 8.30%	0 0
Lebanon	6	5 83.30%	0 0	1 16.70%	0 0
Perry	1	1 100.00%	0 0	0 0	0 0

- 79.3% of respondents (46 of the 58) reported that they knew who to call to file a complaint or grievance, 6.9% (4) reported that they did not know who to call, 12.1% (7) were not sure, and 1.7% (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	58	46 79.30%	4 6.90%	7 12.10%	1 1.70%
Adult					
Cumberland	3	3 100.00%	0 0	0 0	0 0
Dauphin	7	5 71.40%	1 14.30%	0 0	1 14.30%
Lancaster	3	3 100.00%	0 0	0 0	0 0
Lebanon	3	1 33.30%	0 0	2 66.70%	0 0
Perry	0	0 0	0 0	0 0	0 0
Child					
Cumberland	14	12 85.70%	1 7.10%	1 7.10%	0 0
Dauphin	9	8 88.90%	1 11.10%	0 0	0 0
Lancaster	12	8 66.70%	1 8.30%	3 25.00%	0 0
Lebanon	6	5 83.30%	0 0	1 16.70%	0 0
Perry	1	1 100.00%	0 0	0 0	0 0

- 39.7% of respondents (23 of the 58) reported that they had called PerformCare in the last twelve months for information, and 60.3% (35) did not call PerformCare within the last twelve months.

	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	58	23 39.70%	35 60.30%	0 0	0 0
Adult					
Cumberland	3	0 0	3 100.00%	0 0	0 0
Dauphin	7	0 0	7 100.00%	0 0	0 0
Lancaster	3	2 66.70%	1 33.30%	0 0	0 0
Lebanon	3	3 100.00%	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0
Child					
Cumberland	14	7 50.00%	7 50.00%	0 0	0 0
Dauphin	9	2 22.20%	7 77.80%	0 0	0 0
Lancaster	12	6 50.00%	6 50.00%	0 0	0 0
Lebanon	6	3 50.00%	3 50.00%	0 0	0 0
Perry	1	0 0	1 100.00%	0 0	0 0

- 91.3% of those that requested information from PerformCare (21 of the 23) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 2% (2) reported that they were not able to obtain information without unnecessary delays.

	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	23	21 91.30%	2 8.70%	0 0	0 0
Adult					
Cumberland	0	0 0	0 0	0 0	0 0
Dauphin	0	0 0	0 0	0 0	0 0
Lancaster	2	2 100.00%	0 0	0 0	0 0
Lebanon	3	1 33.30%	2 66.70%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0
Child					
Cumberland	7	7 100.00%	0 0	0 0	0 0
Dauphin	2	2 100.00%	0 0	0 0	0 0
Lancaster	6	6 100.00%	0 0	0 0	0 0
Lebanon	3	3 100.00%	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

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

- 63.8% of respondents (37 of 58) were given a choice of at least 2 providers regarding the type of service they were seeking, 17.2% of respondents (10) reported that they were not given a choice, 12.1% (7) were not sure, and 6.9% (4) 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	58	37 63.80%	10 17.20%	7 12.10%	4 6.90%
Adult					
Cumberland	3	3 100.00%	0 0	0 0	0 0
Dauphin	7	3 42.90%	0 0	2 28.60%	2 28.60%
Lancaster	3	2 66.70%	1 33.30%	0 0	0 0
Lebanon	3	2 66.70%	0 0	1 33.30%	0 0
Perry	0	0 0	0 0	0 0	0 0
Child					
Cumberland	14	9 64.30%	3 21.40%	1 7.10%	1 7.10%
Dauphin	9	7 77.80%	0 0	1 11.10%	1 11.10%
Lancaster	12	7 58.30%	4 33.30%	1 8.30%	0 0
Lebanon	6	3 50.00%	2 33.30%	1 16.70%	0 0
Perry	1	1 100.00%	0 0	0 0	0 0

- 87.9% of respondents (51 of 58) were informed of the time approved for their services, 5.2% of respondents (3) were not informed of the time approved for services, and 6.9% (4) were not sure.

	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	58	51 87.90%	3 5.20%	4 6.90%	0 0
Adult					
Cumberland	3	3 100.00%	0 0	0 0	0 0
Dauphin	7	5 71.40%	0 0	2 28.60%	0 0
Lancaster	3	3 100.00%	0 0	0 0	0 0
Lebanon	3	3 100.00%	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0
Child					
Cumberland	14	14 100.00%	0 0	0 0	0 0
Dauphin	9	8 88.90%	0 0	1 11.10%	0 0
Lancaster	12	10 83.30%	2 16.70%	0 0	0 0
Lebanon	6	4 66.70%	1 16.70%	1 16.70%	0 0
Perry	1	1 100.00%	0 0	0 0	0 0

- 93.6% of respondents (44 of the 47) report when they call PerformCare staff treats them courteously and with respect, and 6.4% (3) report when they call PerformCare staff do not treat them courteously and with respect.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	47	44 93.60%	3 6.40%	0 0
Adult				
Cumberland	2	2 100.00%	0 0	0 0
Dauphin	3	3 100.00%	0 0	0 0
Lancaster	3	3 100.00%	0 0	0 0
Lebanon	3	3 100.00%	0 0	0 0
Perry	0	0 0	0 0	0 0
Child				
Cumberland	10	9 90.00%	1 10.00%	0 0
Dauphin	9	8 88.90%	1 11.10%	0 0
Lancaster	11	10 90.90%	1 9.10%	0 0
Lebanon	5	5 100.00%	0 0	0 0
Perry	1	1 100.00%	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.*

- 93.9% of respondents (46 of 49) report overall they are satisfied with their interactions with PerformCare, 6.1% (3) were not satisfied with their interactions.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	49	46 93.90%	3 6.10%	0 0
Adult				
Cumberland	2	2 100.00%	0 0	0 0
Dauphin	4	3 75.00%	1 25.00%	0 0
Lancaster	3	3 100.00%	0 0	0 0
Lebanon	3	3 100.00%	0 0	0 0
Perry	0	0 0	0 0	0 0
Child				
Cumberland	11	10 90.90%	1 9.10%	0 0
Dauphin	9	9 100.00%	0 0	0 0
Lancaster	11	10 90.90%	1 9.10%	0 0
Lebanon	5	5 100.00%	0 0	0 0
Perry	1	1 100.00%	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?

- **No comments.**

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

- **No comments.**

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

Surveyor notes:

- **Gave phone number for PerformCare.**
- **Refused offer for PerformCare phone number.**
- **Gave PerformCare phone number.**

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

- **Karen is wonderful.**

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

- **I felt like nobody cared at PerformCare.**

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

- **Sometimes.**

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

- **He has received services since he was three.**

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

- **Not always.**

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

- **They have been very helpful.**
- **Perform Care is excellent and very helpful.**
- **Not really.**

Additional Comments

- **Communication is most important.**