



# **Consumer Satisfaction Services, Inc.**

**Capital Region  
3<sup>rd</sup> Quarter 2022**

**PREPARED FOR:**

**Capital Area Behavioral Health Collaborative (CABHC)**

**Prepared By**

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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 member names provided by Capital Area Behavioral Health Collaborative. In order to keep staff and respondents safe during the Covid 19 pandemic, CSS surveyed the majority of individuals over the phone rather than visit in person for face to face interviews. The transition back to in person surveying continues however telephone was the preferred method for the majority of this feedback. CSS is always looking for ways to assure goals are met in hopes of gathering more valuable feedback for providers and also in line with the Health Choices Programs Standards and Requirements. We value provider feedback.

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

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

## Statistical Analysis

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

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

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

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

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

Frequencies may not sum to total (n=190) 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 190 ( $n=190$ ) respondents from the Capital Region including 7 adult consumers (3.7%) and 183 child/adolescent (96.3%) consumers.
- Sample: Of the 7 adult consumers, 1 (14.3%) responded for themselves, 4 (57.1%) had a parent/guardian respond for them, and 2 (28.6%) responded for themselves with the additional input of a parent/guardian. Of the 183 child/adolescent consumers, 1 (0.5%) responded for themselves and 182 (99.5%) 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, 144 (75.8%) Family Based, 41 (21.6%) After School Program (ASP), and 5 (2.6%) Summer Therapeutic Activities Program (STAP).
- Methods: Data was collected by 5 interviewers.
- Treatment Facility: Data was collected from 11 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 190 interviews, 2 (1.1%) were conducted in person and 188 (98.9%) 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.

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

- 97.9% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 96.8% You are an important part of the treatment process Q26.
- 95.8% You feel comfortable in asking questions regarding your treatment Q18.
- 95.8% Your provider asks your permission before sharing your personal information Q20.
- 95.8% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 95.8% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 95.3% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.
- 94.7% Your provider informed you who to call if you have questions about your mental health or substance abuse services Q13.
- 93.2% Your service provider spends adequate time with you Q19.
- 92.6% You trust your service provider Q22.

- 92.1% Overall, you are satisfied with the services received/are receiving Q29.
- 91.1% Your service provider explained the advantages of therapy or treatment Q27.
- 90.0% You have the option to change your service provider should you choose to Q16.
- 89.5% Your service provider explained the limitations of therapy or treatment Q28.
- 87.4% 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.

*\* You feel safe at this facility Q23. A high number of respondents reported that this question did not apply to them. With these cases removed, 99.1% agreed or strongly agreed and 0.9% disagreed or strongly disagreed. This is a more accurate representation of the data.*

### **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 a majority of cases. In total, 52.2% to 75.8% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 19.5% to 31.1% of responses reflect that no change has resulted from involvement in services. Finally, 4.7% to 12.6% of responses reflect things are worse as a result of services.

**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 2022.

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

## Survey Information

- Sample: The survey represents 190 ( $n=190$ ) respondents from the Capital Region including 7 adult consumers (3.7%) and 183 child/adolescent (96.3%) consumers.
- Sample: Of the 7 adult consumers, 1 (14.3%) responded for themselves, 4 (57.1%) had a parent/guardian respond for them, and 2 (28.6%) responded for themselves with the additional input of a parent/guardian. Of the 183 child/adolescent consumers, 1 (0.5%) responded for themselves and 182 (99.5%) 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, 144 (75.8%) Family Based, 41 (21.6%) After School Program (ASP), and 5 (2.6%) Summer Therapeutic Activities Program (STAP).
- Methods: Data was collected by 5 interviewers.
- Treatment Facility: Data was collected from 11 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 190 interviews, 2 (1.1%) were conducted in person and 188 (98.9%) were conducted by phone.

### County of Residence:

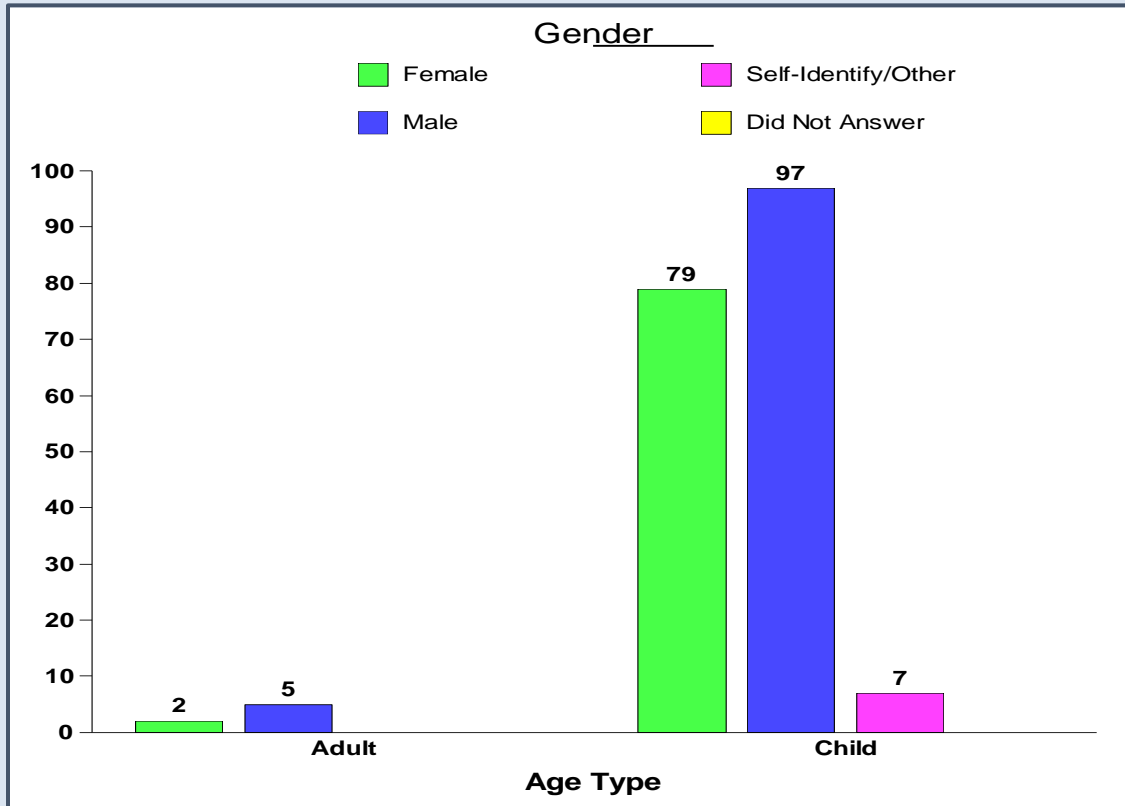
The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster (36.3%). The remaining respondents reported residence in Dauphin (22.1%), Cumberland (20.5%), Lebanon (19.5%), and Perry County (1.6%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
<b>Total</b>	190	39 20.50%	42 22.10%	69 36.30%	37 19.50%	3 1.60%
<b>Age Type</b>						
<b>Adult</b>	7	0 0	2 28.60%	2 28.60%	3 42.90%	0 0
<b>Child</b>	183	39 21.30%	40 21.90%	67 36.60%	34 18.60%	3 1.60%



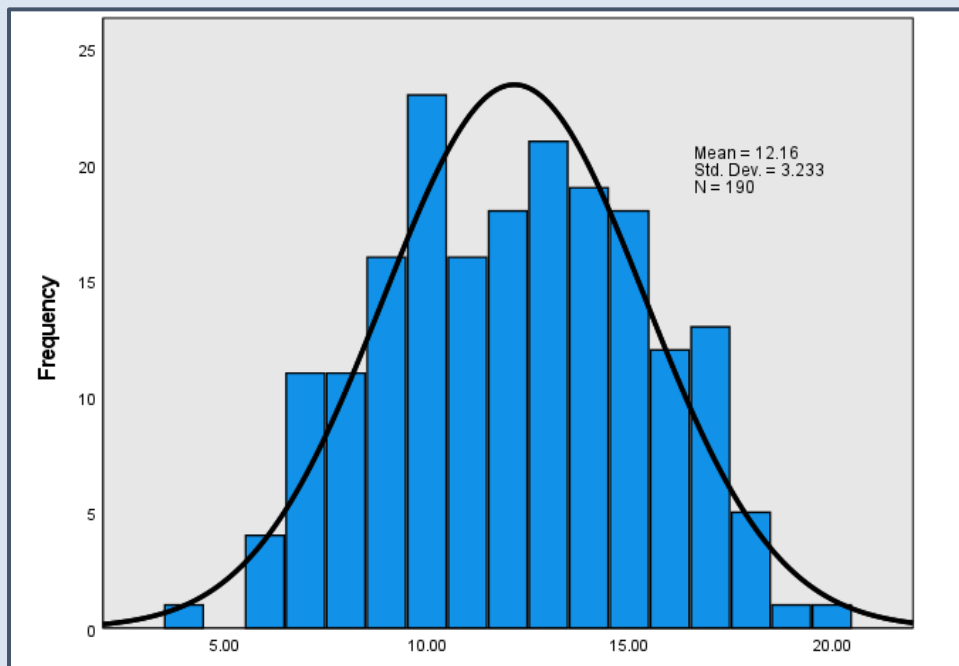
## Demographic Information

**Gender:** Overall, the sample is 42.6% Female (81), 53.7% Male (102), and 3.7% Self-Identify Other (7).



**Age:** Age of all respondents ranged from 4-20 years, with a mean age of 12.16 (SD 3.233).

### Age of All Respondents



**Race:** 106 respondents (55.8%) reported their race as White/Caucasian, 31 (16.3%) as Hispanic/Latino, 29 (15.3%) as Multi-Racial, 14 (7.4%) as African American, 4 (2.1%) as Asian/Pacific Islander, 3 (1.6%) as Native American/American Indian, 2 (1.1%) as Other, and 1 (0.5%) Did Not Answer.

	Total	Race							
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American/American Indian	White/Caucasian	Multi-Racial	Other	Did Not Answer
<b>Total</b>	190	14 7.40%	4 2.10%	31 16.30%	3 1.60%	106 55.80%	29 15.30%	2 1.10%	1 0.50%
<b>Age Type</b>									
<b>Adult</b>	7	0 0	0 0	3 42.90%	0 0	3 42.90%	1 14.30%	0 0	0 0
<b>Child</b>	183	14 7.70%	4 2.20%	28 15.30%	3 1.60%	103 56.30%	28 15.30%	2 1.10%	1 0.50%

## 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, 106 of the 190 respondents (55.8%) reported they had been interviewed by their provider within the last year, 53 (27.9%) reported they had not been interviewed, and 31 (16.3%) were not sure.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
<b>Total</b>	190	106 55.80%	53 27.90%	31 16.30%	0 0
<b>Age Type</b>					
<b>Adult</b>	7	4 57.10%	1 14.30%	2 28.60%	0 0
<b>Child</b>	183	102 55.70%	52 28.40%	29 15.80%	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	4	130.93	8.51
	No	1	102.71	0.0
	Not sure	2	105.74	.81
	Total	7	119.70	15.28
Child	Yes	102	116.84	10.81
	No	52	108.05	14.99
	Not sure	29	114.11	10.06
	Total	183	113.91	12.57

*Our analysis indicates that child/adolescent 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 190 consumers, 58 (30.5%) reported that they experienced some delay before beginning treatment. 126 consumers (66.3%) reported no delay before beginning treatment, and 6 (3.2%) reported that this question did not apply to them.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
<b>Total</b>	190	58 30.50%	126 66.30%	6 3.20%
<b>Age Type</b>				
<b>Adult</b>	7	1 14.30%	5 71.40%	1 14.30%
<b>Child</b>	183	57 31.10%	121 66.10%	5 2.70%

**Emergency Treatment:** 55 of the 190 respondents (28.9%) indicated they needed emergency mental health or substance abuse service during the past year, 133 respondents (70.0%) reported that they did not need emergency service, and 2 respondents (1.1%) were unsure.

- Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.24 with standard deviation 1.515.

	Total	Q42a If yes, how satisfied are you with the help you received?					
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied	Does Not Apply
<b>Total</b>	55	11 20.00%	10 18.20%	3 5.50%	17 30.90%	14 25.50%	0 0
<b>Age Type</b>							
<b>Adult</b>	1	0 0	0 0	0 0	1 100.00%	0 0	0 0
<b>Child</b>	54	11 20.40%	10 18.50%	3 5.60%	16 29.60%	14 25.90%	0 0

**County:**

Total Satisfaction Score				
County		N	Mean	Std. Deviation
Adult	Dauphin	2	110.85	11.52
	Lancaster	2	119.59	20.38
	Lebanon	3	125.67	17.16
	Total	7	119.70	15.28
Child	Cumberland	39	112.17	11.20
	Dauphin	41	112.95	12.30
	Lancaster	66	113.78	12.37
	Lebanon	34	119.08	11.95
	Perry	3	94.11	22.79
	Total	183	113.91	12.57

*Our analysis indicates that child/adolescent consumers who reported their county of residence as Lebanon County reported significantly higher total satisfaction than those reported their county of residence as Perry County. Due to the limited number of respondents, this analysis may not constitute a consensus population view.*

## Mean Satisfaction of Treatment Facilities

- Data was collected from 11 Treatment Providers in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed separately for Adult and Child/Adolescent Services for each facility. To help with interpretation, scores highlighted in **Green** (113-140) indicate a high level of satisfaction, scores highlighted in **Yellow** (85-112) indicate some level of satisfaction and scores highlighted in **Red** (below 84) indicate some level of dissatisfaction.

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
MERAKEY PENNSYLVANIA	10	119.27	9.58
YOUTH ADVOCATE PROGRAMS INC	5	116.72	16.92
PENNSYLVANIA COUNSELING SERVICES	65	116.64	12.03
DIAKON CHILD FAMILY & COMMUNITY MINISTRIES	14	116.55	7.98
WELLSPAN PHILHAVEN	50	114.73	12.45
FRANKLIN FAMILY SERVICES INC	4	112.24	8.06
TEAMCARE BEHAVIORAL HEALTH LLC	13	112.18	13.28
COMMUNITY SERVICES GROUP	15	110.24	13.61
NHS STEVENS CENTER-33 STATE AVE	5	100.82	5.60
LAUREL LIFE (FOLIUM)	7	99.65	16.53
JEWISH FAMILY SERVICE OF GREATER HARRISBURG INC	2	97.51	7.35
<b>Total</b>	190	114.13	12.68

Adult			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
YOUTH ADVOCATE PROGRAMS INC	1	139.00	0.0
PENNSYLVANIA COUNSELING SERVICES	2	119.59	20.38
WELLSPAN PHILHAVEN	2	119.01	17.95
COMMUNITY SERVICES GROUP	1	119.00	0.0
JEWISH FAMILY SERVICE OF GREATER HARRISBURG INC	1	102.71	0.0
<b>Total</b>	7	119.70	15.28

<b>Child/Adolescent Total Satisfaction Score</b>			
<b>Name of Treatment Facility</b>	<b>N</b>	<b>Mean</b>	<b>Std. Deviation</b>
MERAKEY PENNSYLVANIA	10	119.27	9.58
PENNSYLVANIA COUNSELING SERVICES	63	116.55	11.94
DIAKON CHILD FAMILY & COMMUNITY MINISTRIES	14	116.55	7.98
WELLSPAN PHILHAVEN	48	114.55	12.41
FRANKLIN FAMILY SERVICES INC	4	112.24	8.06
TEAMCARE BEHAVIORAL HEALTH LLC	13	112.18	13.28
YOUTH ADVOCATE PROGRAMS INC	4	111.16	13.22
COMMUNITY SERVICES GROUP	14	109.61	13.89
NHS STEVENS CENTER-33 STATE AVE	5	100.82	5.60
LAUREL LIFE (FOLIUM)	7	99.65	16.53
JEWISH FAMILY SERVICE OF GREATER HARRISBURG INC	1	92.32	0.0
<b>Total</b>	<b>183</b>	<b>113.91</b>	<b>12.57</b>

### Mean Satisfaction Level of Care

<b>Total Satisfaction Score</b>			
<b>Level of Care</b>	<b>N</b>	<b>Mean</b>	<b>Std. Deviation</b>
ASP	41	115.32	11.17
FAMILY BASED	144	113.84	13.20
STAP	5	112.43	9.75
<b>Total</b>	<b>190</b>	<b>114.13</b>	<b>12.68</b>

<b>Total Satisfaction Score</b>			
<b>Adult Level of Care</b>	<b>N</b>	<b>Mean</b>	<b>Std. Deviation</b>
FAMILY BASED	7	119.70	15.28
<b>Total</b>	<b>7</b>	<b>119.70</b>	<b>15.28</b>

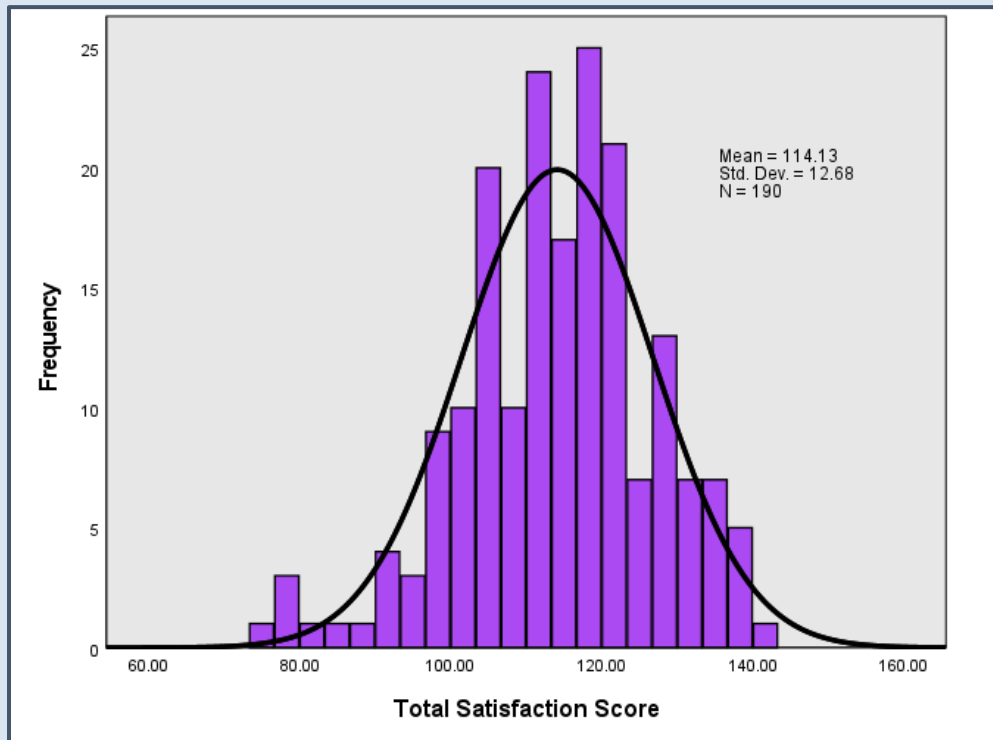
<b>Total Satisfaction Score</b>			
<b>Child/Adolescent Level of Care</b>	<b>N</b>	<b>Mean</b>	<b>Std. Deviation</b>
<b>ASP</b>	41	115.32	11.17
<b>FAMILY BASED</b>	137	113.55	13.08
<b>STAP</b>	5	112.43	9.75
<b>Total</b>	183	113.91	12.57



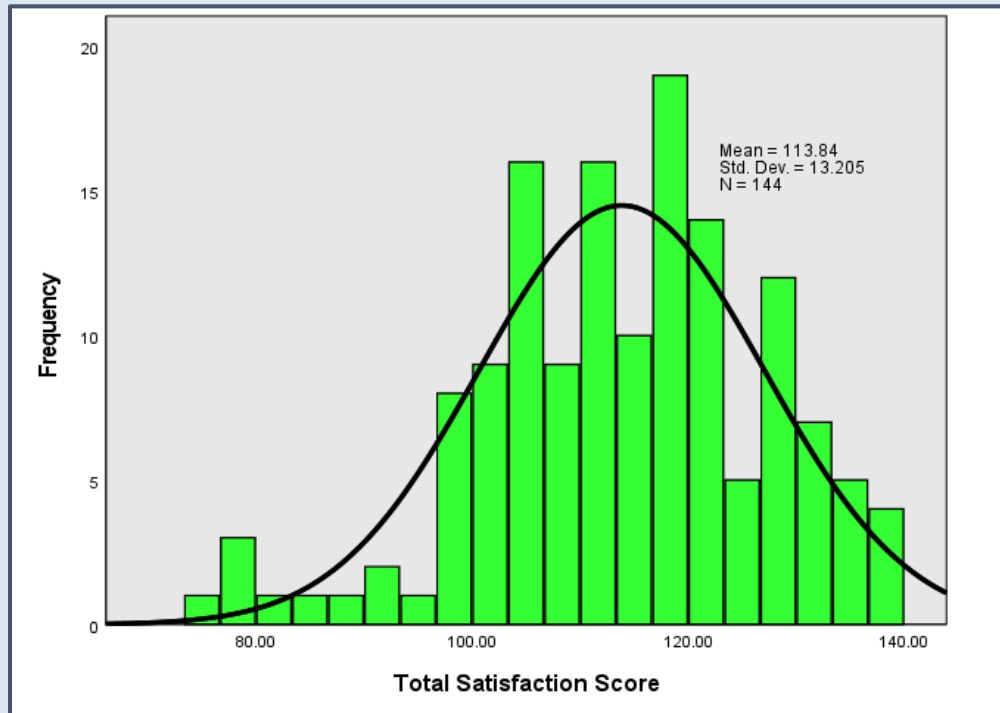
## Total Satisfaction

**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 114.13 with a standard deviation 12.68 indicating a high level of satisfaction. The TSS scores ranged from 76.32–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



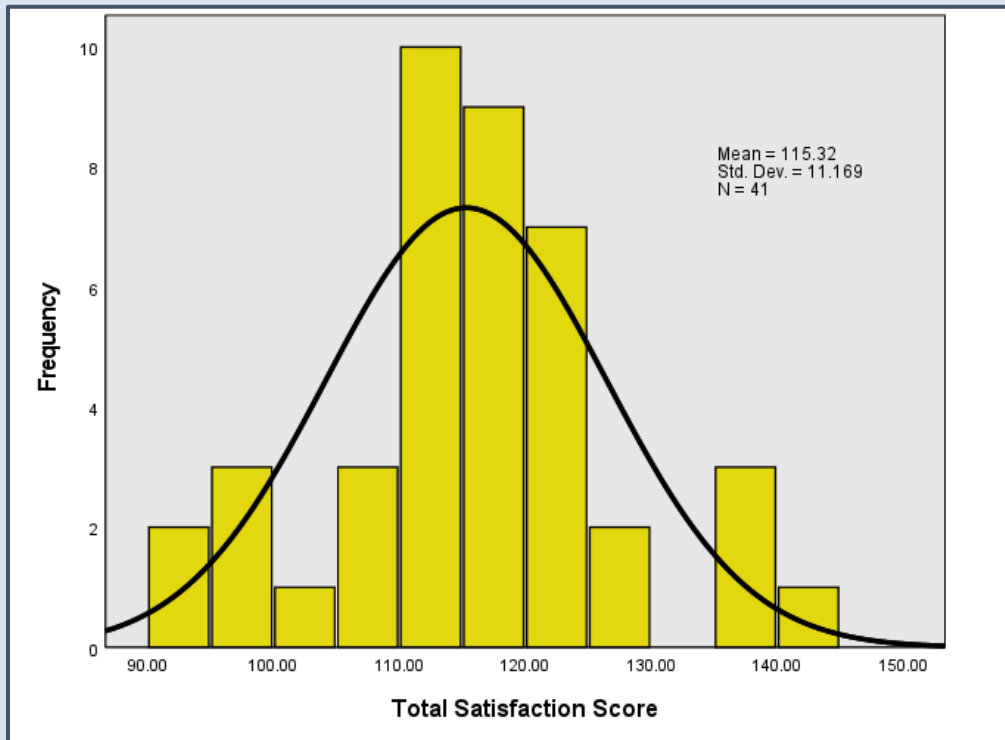
- The overall mean for all Family Based respondents for Total Satisfaction Score (TSS) was 113.84 with a standard deviation 13.205 indicating a high level of satisfaction. The TSS scores ranged from 76.32–139.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for STAP (Summer Therapeutic Activities Program) respondents for Total Satisfaction Score (TSS) was 112.43 with a standard deviation 9.20 indicating some level of satisfaction. The TSS scores ranged from 103.15–129.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all ASP (After School Program) respondents for Total Satisfaction Score (TSS) was 115.32 with a standard deviation 11.169 indicating a high level of satisfaction. The TSS scores ranged from 93.0–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

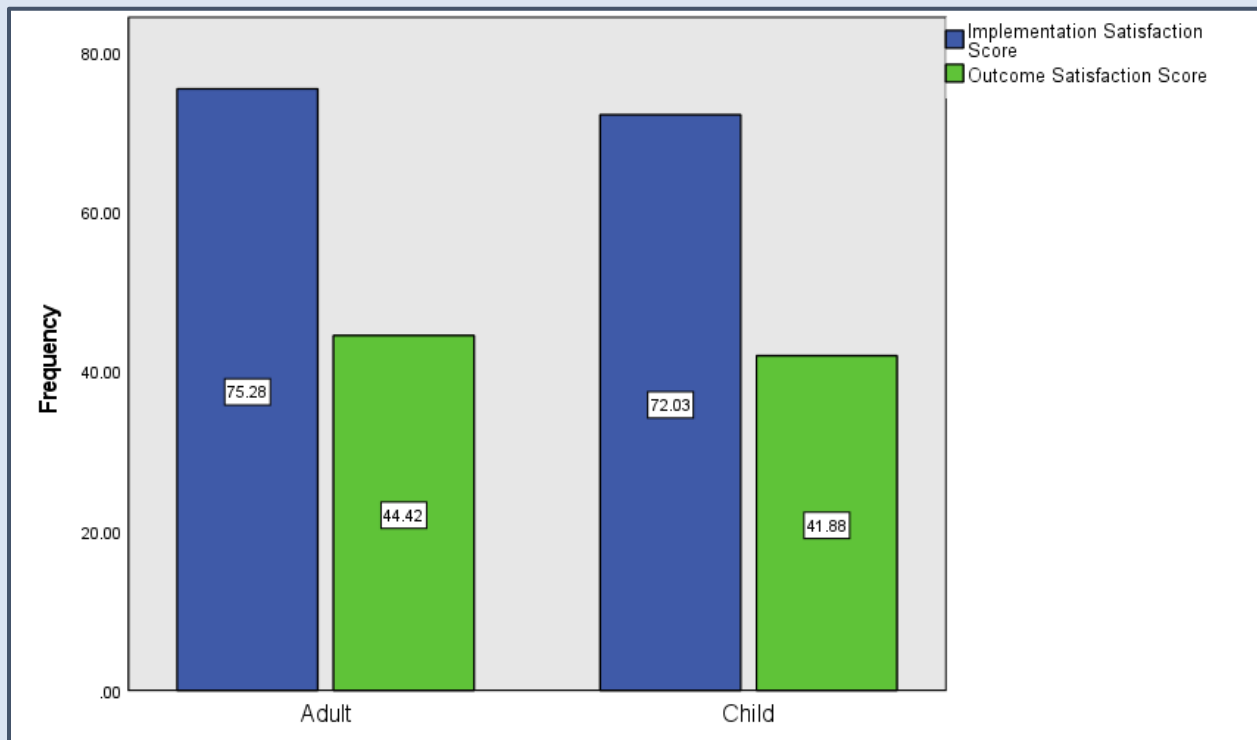


## Mean Satisfaction with Services and Outcomes of Services

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:

- 97.9% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 96.8% You are an important part of the treatment process Q26.
- 95.8% You feel comfortable in asking questions regarding your treatment Q18.
- 95.8% Your provider asks your permission before sharing your personal information Q20.
- 95.8% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 95.8% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 95.3% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.
- 94.7% Your provider informed you who to call if you have questions about your mental health or substance abuse services Q13.
- 93.2% Your service provider spends adequate time with you Q19.
- 92.6% You trust your service provider Q22.
- 92.1% Overall, you are satisfied with the services received/are receiving Q29.
- 91.1% Your service provider explained the advantages of therapy or treatment Q27.
- 90.0% You have the option to change your service provider should you choose to Q16.
- 89.5% Your service provider explained the limitations of therapy or treatment Q28.
- 87.4% 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.

*\* You feel safe at this facility Q23. A high number of respondents reported that this question did not apply to them. With these cases removed, 99.1% agreed or strongly agreed and 0.9% disagreed or strongly disagreed. This is a more accurate representation of the data.*

**Summary responses from the Total group of respondents (N=190) are presented in Table 1.**

**Summary responses from the Adult group of respondents (N=7) are presented in Table 2.**

**Summary responses from the Child/Adolescent group of respondents (N=183) are presented in Table 3.**

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

N=190	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.	94.7	2.6	2.9	0.4	0.0
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	80.5	5.3	3.2	1.1	10.5
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.).	87.4	6.8	2.9	0.7	2.1
16. You have the option to change your service provider should you choose to.	90.0	3.7	2.9	0.5	0.5
17. You were informed about your rights and responsibilities regarding the treatment you received.	97.9	1.1	3.0	0.4	1.1
18. You feel comfortable in asking questions regarding your treatment.	95.8	3.2	2.9	0.4	0.5
19. Your service provider spends adequate time with you.	93.2	4.2	2.9	0.5	0.5
20. Your provider asks your permission before sharing your personal information.	95.8	1.1	3.0	0.3	0.5
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	95.8	0.5	3.0	0.5	2.1
22. You trust your service provider.	92.6	3.7	3.0	0.6	1.6
23. You feel safe at this facility.	57.9	0.5	4.2	1.5	41.6
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	95.3	2.6	3.0	0.5	1.1
25. You are included in the development of your treatment/recovery plan and goals for recovery.	95.8	0.5	3.0	0.3	0.5
26. You are an important part of the treatment process.	96.8	0.5	3.0	0.4	1.6
27. Your service provider explained the advantages of therapy or treatment.	91.1	3.7	2.9	0.5	0.5
28. Your service provider explained the limitations of therapy or treatment.	89.5	4.7	2.9	0.5	0.5
29. Overall, you are satisfied with the services received/are receiving.	92.1	5.3	2.9	0.5	0.5

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

N=7	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).	57.1	0.0	3.7	1.6	28.6
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.).	100.0	0.0	3.0	0.0	0.0
16. You have the option to change your service provider should you choose to.	85.7	14.3	2.7	0.8	0.0
17. You were informed about your rights and responsibilities regarding the treatment you 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.	100.0	0.0	3.0	0.0	0.0
20. Your provider asks your permission before sharing your personal information.	85.7	14.3	2.9	0.4	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.	85.7	0.0	2.9	0.4	0.0
23. You feel safe at this facility.	71.4	0.0	3.9	1.5	28.6
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	100.0	0.0	3.0	0.0	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.	96.7	0.5	3.0	0.0	0.0
27. Your service provider explained the advantages of therapy or treatment.	85.7	0.0	2.9	0.4	0.0
28. Your service provider explained the limitations of therapy or treatment.	85.7	0.0	2.9	0.4	0.0
29. Overall, you are satisfied with the services received/are receiving.	100.0	0.0	3.0	0.0	0.0

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

N=183	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.	94.5	2.7	2.9	0.4	0.0
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	81.4	5.5	3.2	1.1	9.8
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.).	86.9	7.1	2.9	0.7	2.2
16. You have the option to change your service provider should you choose to.	90.2	3.3	2.9	0.5	0.5
17. You were informed about your rights and responsibilities regarding the treatment you received.	97.8	1.1	3.0	0.4	1.1
18. You feel comfortable in asking questions regarding your treatment.	95.6	3.3	2.9	0.4	0.5
19. Your service provider spends adequate time with you.	92.9	4.4	2.9	0.5	0.5
20. Your provider asks your permission before sharing your personal information.	96.2	1.1	3.0	0.3	0.5
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	95.6	0.5	3.0	0.5	2.2
22. You trust your service provider.	92.9	3.8	3.0	0.6	1.6
23. You feel safe at this facility.	57.4	0.5	4.3	1.5	42.1
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	95.1	2.7	3.0	0.5	1.1
25. You are included in the development of your treatment/recovery plan and goals for recovery.	95.6	0.5	3.0	0.3	0.5
26. You are an important part of the treatment process.	96.7	0.5	3.0	0.4	1.6
27. Your service provider explained the advantages of therapy or treatment.	91.3	3.8	2.9	0.5	0.5
28. Your service provider explained the limitations of therapy or treatment.	89.6	4.9	2.9	0.5	0.5
29. Overall, you are satisfied with the services received/are receiving.	91.8	5.5	2.9	0.5	0.5



## 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 a majority of cases. In total, 52.2% to 75.8% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 19.5% to 31.1% of responses reflect that no change has resulted from involvement in services. Finally, 4.7% to 12.6% of responses reflect things are worse as a result of services.

*Summary responses from the Total group of respondents (N=190) are presented in Table 4.  
Summary responses from the Total group of respondents (N=7) are presented in Table 5.  
Summary responses from the Total group of respondents (N=183) are presented in Table 6.*

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

Total N=190	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	67.9	21.6	10.5	2.6	0.7	0.0
31. Feeling in control of your life.	57.9	27.4	12.6	2.5	0.9	2.1
32. Coping with personal crisis.	59.5	21.1	12.1	2.8	1.1	7.4
33. How you feel about yourself.	62.1	26.3	11.1	2.5	0.7	0.5
34. Feeling good (hopeful) about the future.	69.5	23.2	5.8	2.7	0.7	1.6
35. Enjoying your free time.	75.8	19.5	4.7	2.7	0.5	0.0
36. Strengthening your social support network.	66.8	25.8	6.3	2.6	0.7	1.1
37. Being involved in community activities.	54.2	30.5	8.4	2.7	1.1	6.8
38. Participating with school or work activities.	60.0	31.1	5.3	2.7	0.9	3.7
39. Interacting with people in social situations.	62.1	30.0	7.4	2.6	0.7	0.5
40. Coping with the specific problems or issues that led you to seek services.	66.8	22.6	10.0	2.6	0.7	0.5

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

Total N=7	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	85.7	0.0	14.3	2.7	0.8	0.0
31. Feeling in control of your life.	71.4	14.3	14.3	2.6	0.8	0.0
32. Coping with personal crisis.	57.1	0.0	14.3	3.6	1.8	28.6
33. How you feel about yourself.	71.4	14.3	14.3	2.6	0.8	0.0
34. Feeling good (hopeful) about the future.	71.4	14.3	14.3	2.6	0.8	0.0
35. Enjoying your free time.	71.4	14.3	14.3	2.6	0.8	0.0
36. Strengthening your social support network.	71.4	0.0	28.6	2.4	1.0	0.0
37. Being involved in community activities.	57.1	0.0	28.6	2.9	1.7	14.3
38. Participating with school or work activities.	85.7	0.0	0.0	3.4	1.1	14.3
39. Interacting with people in social situations.	71.4	14.3	14.3	2.6	0.8	0.0
40. Coping with the specific problems or issues that led you to seek services.	57.1	28.6	14.3	2.4	0.8	0.0

**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=183						
30. Managing daily problems.	67.2	22.4	10.4	2.6	0.7	0.0
31. Feeling in control of your life.	57.4	27.9	12.6	2.5	0.9	2.2
32. Coping with personal crisis.	59.6	21.9	12.0	2.7	1.1	6.6
33. How you feel about yourself.	61.7	26.8	10.9	2.5	0.7	0.5
34. Feeling good (hopeful) about the future.	69.4	23.5	5.5	2.7	0.7	1.6
35. Enjoying your free time.	76.0	19.7	4.4	2.7	0.5	0.0
36. Strengthening your social support network.	66.7	26.8	5.5	2.7	0.7	1.1
37. Being involved in community activities.	54.1	31.7	7.7	2.7	1.1	6.6
38. Participating with school or work activities.	59.0	32.2	5.5	2.7	0.9	3.3
39. Interacting with people in social situations.	61.7	30.6	7.1	2.6	0.7	0.5
40. Coping with the specific problems or issues that led you to seek services.	67.2	22.4	9.8	2.6	0.7	0.5

## Satisfaction with the Managed Care Organization

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

- 63.7% of respondents (121 of the 190) reported that they had received a copy of the PerformCare member handbook, 16.8% (32) reported that they had not received a copy of the member handbook, and 19.5% (37) were not sure.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	190	121 63.70%	32 16.80%	37 19.50%	0 0
<b>Adult</b>					
<b>Cumberland</b>	0	0 0	0 0	0 0	0 0
<b>Dauphin</b>	2	1 50.00%	0 0	1 50.00%	0 0
<b>Lancaster</b>	2	1 50.00%	0 0	1 50.00%	0 0
<b>Lebanon</b>	3	2 66.70%	0 0	1 33.30%	0 0
<b>Perry</b>	0	0 0	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	39	27 69.20%	5 12.80%	7 17.90%	0 0
<b>Dauphin</b>	40	27 67.50%	5 12.50%	8 20.00%	0 0
<b>Lancaster</b>	67	38 56.70%	13 19.40%	16 23.90%	0 0
<b>Lebanon</b>	34	23 67.60%	8 23.50%	3 8.80%	0 0
<b>Perry</b>	3	2 66.70%	1 33.30%	0 0	0 0

- 94.7% of respondents (180 of the 190) reported that they are aware of their right to file a complaint or grievance, 4.7% (9) reported that they are not aware of their right to file a complaint or grievance, and 0.5% (1) reported that they were not sure.

	Total	Q2 Are you aware of your right to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	190	180 94.70%	9 4.70%	1 0.50%	0 0
<b>Adult</b>					
<b>Cumberland</b>	0	0 0	0 0	0 0	0 0
<b>Dauphin</b>	2	2 100.00%	0 0	0 0	0 0
<b>Lancaster</b>	2	2 100.00%	0 0	0 0	0 0
<b>Lebanon</b>	3	3 100.00%	0 0	0 0	0 0
<b>Perry</b>	0	0 0	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	39	38 97.40%	1 2.60%	0 0	0 0
<b>Dauphin</b>	40	39 97.50%	1 2.50%	0 0	0 0
<b>Lancaster</b>	67	61 91.00%	5 7.50%	1 1.50%	0 0
<b>Lebanon</b>	34	32 94.10%	2 5.90%	0 0	0 0
<b>Perry</b>	3	3 100.00%	0 0	0 0	0 0

- 81.1% of respondents (154 of the 190) reported that they knew who to call to file a complaint or grievance, 16.8% (32) reported that they did not know who to call, and 2.1% (4) were not sure.

	Total	Q3 Do you know who to call to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	190	154 81.10%	32 16.80%	4 2.10%	0 0
<b>Adult</b>					
<b>Cumberland</b>	0	0 0	0 0	0 0	0 0
<b>Dauphin</b>	2	2 100.00%	0 0	0 0	0 0
<b>Lancaster</b>	2	2 100.00%	0 0	0 0	0 0
<b>Lebanon</b>	3	2 66.70%	1 33.30%	0 0	0 0
<b>Perry</b>	0	0 0	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	39	37 94.90%	2 5.10%	0 0	0 0
<b>Dauphin</b>	40	32 80.00%	7 17.50%	1 2.50%	0 0
<b>Lancaster</b>	67	53 79.10%	11 16.40%	3 4.50%	0 0
<b>Lebanon</b>	34	23 67.60%	11 32.40%	0 0	0 0
<b>Perry</b>	3	3 100.00%	0 0	0 0	0 0

- 30.0% of respondents (57 of the 190) reported that they had called PerformCare in the last twelve months for information, 64.2% (122) reported that they had not called PerformCare within the last twelve months, 3.7% (7) were not sure, and 2.1% (4) 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
<b>Total</b>	190	57 30.00%	122 64.20%	7 3.70%	4 2.10%
<b>Adult</b>					
<b>Cumberland</b>	0	0 0	0 0	0 0	0 0
<b>Dauphin</b>	2	0 0	2 100.00%	0 0	0 0
<b>Lancaster</b>	2	0 0	2 100.00%	0 0	0 0
<b>Lebanon</b>	3	2 66.70%	1 33.30%	0 0	0 0
<b>Perry</b>	0	0 0	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	39	14 35.90%	21 53.80%	3 7.70%	1 2.60%
<b>Dauphin</b>	40	11 27.50%	29 72.50%	0 0	0 0
<b>Lancaster</b>	67	23 34.30%	37 55.20%	4 6.00%	3 4.50%
<b>Lebanon</b>	34	6 17.60%	28 82.40%	0 0	0 0
<b>Perry</b>	3	1 33.30%	2 66.70%	0 0	0 0

- 84.2% of those that requested information from PerformCare (48 of the 57) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 10.5% (6) reported that they were not able to obtain information without unnecessary delays, and 5.3% (3) 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
<b>Total</b>	57	48 84.20%	6 10.50%	3 5.30%	0 0
<b>Adult</b>					
<b>Cumberland</b>	0	0 0	0 0	0 0	0 0
<b>Dauphin</b>	0	0 0	0 0	0 0	0 0
<b>Lancaster</b>	0	0 0	0 0	0 0	0 0
<b>Lebanon</b>	2	0 0	2 100.00%	0 0	0 0
<b>Perry</b>	0	0 0	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	14	10 71.40%	1 7.10%	3 21.40%	0 0
<b>Dauphin</b>	11	8 72.70%	3 27.30%	0 0	0 0
<b>Lancaster</b>	23	23 100.00%	0 0	0 0	0 0
<b>Lebanon</b>	6	6 100.00%	0 0	0 0	0 0
<b>Perry</b>	1	1 100.00%	0 0	0 0	0 0

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



- 69.5% of respondents (132 of 190) reported that they were given a choice of at least 2 providers regarding the type of service they were seeking, 16.3% (31) reported that they were not given a choice, 7.4% (14) were not sure, and 6.8% (13) reported that this question did not apply.

	Total	Q5 Were you given a choice of at least two (2) Providers from PerformCare regarding the type of service you were seeking?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	190	132 69.50%	31 16.30%	14 7.40%	13 6.80%
<b>Adult</b>					
<b>Cumberland</b>	0	0 0	0 0	0 0	0 0
<b>Dauphin</b>	2	0 0	0 0	2 100.00%	0 0
<b>Lancaster</b>	2	1 50.00%	0 0	1 50.00%	0 0
<b>Lebanon</b>	3	2 66.70%	0 0	1 33.30%	0 0
<b>Perry</b>	0	0 0	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	39	26 66.70%	7 17.90%	1 2.60%	5 12.80%
<b>Dauphin</b>	40	29 72.50%	7 17.50%	3 7.50%	1 2.50%
<b>Lancaster</b>	67	49 73.10%	12 17.90%	2 3.00%	4 6.00%
<b>Lebanon</b>	34	23 67.60%	5 14.70%	3 8.80%	3 8.80%
<b>Perry</b>	3	2 66.70%	0 0	1 33.30%	0 0

- 86.3% of respondents (164 of 190) reported that they were informed of the time approved for their services, 5.8% of respondents (11) were not informed of the time approved for services, 6.8% (13) were not sure, and 1.1% (2) reported that this question did not apply.

	Total	Q6 Were you informed of the time approved for your services? (Example: IBHS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	190	164 86.30%	11 5.80%	13 6.80%	2 1.10%
<b>Adult</b>					
<b>Cumberland</b>	0	0 0	0 0	0 0	0 0
<b>Dauphin</b>	2	2 100.00%	0 0	0 0	0 0
<b>Lancaster</b>	2	2 100.00%	0 0	0 0	0 0
<b>Lebanon</b>	3	3 100.00%	0 0	0 0	0 0
<b>Perry</b>	0	0 0	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	39	33 84.60%	2 5.10%	3 7.70%	1 2.60%
<b>Dauphin</b>	40	35 87.50%	2 5.00%	2 5.00%	1 2.50%
<b>Lancaster</b>	67	60 89.60%	3 4.50%	4 6.00%	0 0
<b>Lebanon</b>	34	27 79.40%	4 11.80%	3 8.80%	0 0
<b>Perry</b>	3	2 66.70%	0 0	1 33.30%	0 0

- 97.6% of respondents (123 of the 126) reported when they called PerformCare staff treats them courteously and with respect, 1.6% (1) reported when they called PerformCare staff did not treat them courteously and with respect, and 0.8% (1) were not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
<b>Total</b>	126	123 97.60%	2 1.60%	1 0.80%
<b>Adult</b>				
<b>Cumberland</b>	0	0 0	0 0	0 0
<b>Dauphin</b>	2	2 100.00%	0 0	0 0
<b>Lancaster</b>	1	1 100.00%	0 0	0 0
<b>Lebanon</b>	1	1 100.00%	0 0	0 0
<b>Perry</b>	0	0 0	0 0	0 0
<b>Child</b>				
<b>Cumberland</b>	27	25 92.60%	1 3.70%	1 3.70%
<b>Dauphin</b>	35	34 97.10%	1 2.90%	0 0
<b>Lancaster</b>	51	51 100.00%	0 0	0 0
<b>Lebanon</b>	7	7 100.00%	0 0	0 0
<b>Perry</b>	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.*

- 85.8% of respondents (163 of 190) report overall they are satisfied with their interactions with PerformCare, 2.1% (4) report overall they are not satisfied with their interactions, 0.5% (1) were not sure, and 11.6% (22) reported that this question did not apply.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	190	163 85.80%	4 2.10%	1 0.50%	22 11.60%
<b>Adult</b>					
<b>Cumberland</b>	0	0 0	0 0	0 0	0 0
<b>Dauphin</b>	2	2 100.00%	0 0	0 0	0 0
<b>Lancaster</b>	2	2 100.00%	0 0	0 0	0 0
<b>Lebanon</b>	3	3 100.00%	0 0	0 0	0 0
<b>Perry</b>	0	0 0	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	39	26 66.70%	1 2.60%	0 0	12 30.80%
<b>Dauphin</b>	40	35 87.50%	1 2.50%	1 2.50%	3 7.50%
<b>Lancaster</b>	67	60 89.60%	0 0	0 0	7 10.40%
<b>Lebanon</b>	34	32 94.10%	2 5.90%	0 0	0 0
<b>Perry</b>	3	3 100.00%	0 0	0 0	0 0

## 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?

- **No comments.**

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

- **They usually call me.**
- **Very satisfied with services.**

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

- **Case manager was not available for services, due to family matters. We were left with no one.**
- **They have never helped us in any way.**

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

- **Availability was an issue.**
- **I did not call.**
- **Not by PerformCare directly, but from someone else.**
- **Reached out to a provider about this.**

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

- **He attended once or twice, hated it, so I pulled him out. He wants to be on his video games.**
- **I did not always know at first.**
- **Services were recommended but not started until later crisis occurred.**

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

- **I have never called.**
- **Surveyor Note: Parent called PerformCare more than one year ago but did not recall how staff treated them during their interaction.**

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

- **We love them.**
- **Never helped in any situation.**
- **Therapist the provider sent had no plan when they came. There was miscommunication with PerformCare.**

## **Additional Comments**

- **In some instances, PerformCare is great at pushing kids through the system, rather than try to help them. Then they deny that they do this.**