



Consumer Satisfaction Services, Inc.

**Capital Region
3rd Quarter 2025**

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 use recovery or identify as a family member.

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

Typically, surveyors are present at the CSS office to schedule face-to-face appointments and occasional telephonic interviews. The surveyors schedule appointments using member names provided by Capital Area Behavioral Health Collaborative. In addition, CSS may at times schedule site visits at facility locations. CSS is always looking for ways to assure goals are met in hopes of gathering more valuable feedback for providers and also in line with the Health Choices Programs Standards and Requirements. We value provider feedback.

CSS, in collaboration with the Committee for the Improvement of Member Satisfaction (CIMS) modified the standard satisfaction survey tool in order to create a new tool that is specific to Crisis Intervention as some of the questions in the standard tool do not apply for this level of care. This tool seeks to identify strengths and opportunities for this specific level of care and avoid the confusion of questions that apply to levels of care that are lengthy or ongoing. This survey tool consists of 27 questions.

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 17 of the survey questions. These 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/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 in the tool and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score is 85 (5×17) and the lowest possible score is 17 (1×17). 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 ($n=320$) 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 320 ($n=320$) respondents from the Capital Region including 213 adult members (66.6%) and 107 child/adolescent (33.4%) members.
- Sample: Of the 213 adult members, 202 (94.8%) responded for themselves, 4 (1.9%) had a parent/guardian respond for them, and 7 (3.3%) responded for themselves with the additional input of a parent/guardian. Of the 107 child/adolescent consumers, 2 (1.9%) responded for themselves, 98 (91.6%) had a parent/guardian respond for them, and 7 (6.5%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 1 treatment level of care was utilized by respondents and are included in this reporting period, 320 (100.0%) Crisis Intervention.
- Methods: Data was collected 7 by interviewers.
- Treatment Facility: Data was collected pertaining to 8 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 320 interviews, 36 (11.3%) were conducted in person and 284 (88.8%) were conducted by phone.

Services

The survey has 13 questions that ask respondents about their satisfaction with the Crisis Intervention services. According to survey responses, individuals report some level of satisfaction with their services.

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

- 90.6% I was treated with dignity and respect by the crisis worker Q15.
- 86.9% I felt crisis responded to my needs in a timely manner Q8.
- 86.3% The crisis worker spent adequate time with me Q14.
- 85.9% I felt supported by the crisis worker during my crisis experience Q7.
- 85.9% I was involved as much as I could be in determining what care I received Q9.
- 85.9% I felt comfortable asking the crisis worker questions Q13.
- 85.3% The crisis worker informed me who to call if I have questions about my mental health/crisis or substance use services Q10.
- 85.3% Overall, I am satisfied with the crisis services I received Q19.

Outcomes of Services

The survey asks respondents 4 questions about how much they feel their life has improved based on receiving Crisis Intervention 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, 68.4% to 78.4% of individuals' responses reflect that services have improved their lives in each outcome area. Additionally, 12.2% to 19.4% of responses reflect that no change has resulted from involvement in services. Only 3.8% to 7.2% of responses reflect that things are worse as a result of services.

We welcome questions, comments and suggestions. Please contact:

Abby Robinson, Deputy Director
4785 Linglestown Road
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Request for Assistance

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

- CSS had three RFAs for the 3rd Quarter 2025.
 - Member expressed concerns that the provider did not communicate updates regarding additional services to which the member had been referred, nor did the provider offer alternative services or resources due to extended waiting lists. The provider was contacted and validated the member's concerns. Corrective action was taken to reinforce the expectations of staff related to maintaining communication with members about procedures and timeframes for requested services. A follow-up with the member confirmed that communication with the provider has improved, and services are now being received.
 - Member reported difficulty contacting her provider, stating that despite leaving multiple messages, she had not received a return call for over two weeks. The provider was contacted, and the supervisor took corrective action by providing staff education and guidance; reinforcing that all member contact attempts must be returned within a 24-hour period. In instances where this timeframe cannot be met, staff are required to notify the supervisor immediately. As a result, the member was able to successfully contact and communicate with the provider and expressed satisfaction with the resolution.
 - Member stated that their provider had not responded to requests to increase service levels. Additionally, as the provider is also the members designated payee, they failed to pay bills on time, resulting in late fees. The provider was contacted but stated that no documentation could be located to substantiate either claim. The provider indicated a willingness to assist the member in accessing services that better align with their needs. The member's Power of Attorney (POA) was informed of the provider's response but remained dissatisfied and elected to file a formal complaint with PerformCare.

* 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 320 ($n=320$) respondents from the Capital Region including 213 adult members (66.6%) and 107 child/adolescent (33.4%) members.
- Sample: Of the 213 adult members, 202 (94.8%) responded for themselves, 4 (1.9%) had a parent/guardian respond for them, and 7 (3.3%) responded for themselves with the additional input of a parent/guardian. Of the 107 child/adolescent consumers, 2 (1.9%) responded for themselves, 98 (91.6%) had a parent/guardian respond for them, and 7 (6.5%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 1 treatment level of care was utilized by respondents and are included in this reporting period, 320 (100.0%) Crisis Intervention.
- Methods: Data was collected by 8 interviewers.
- Treatment Facility: Data was collected pertaining to 8 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 320 interviews, 36 (11.3%) were conducted in person and 284 (88.8%) were conducted by phone.

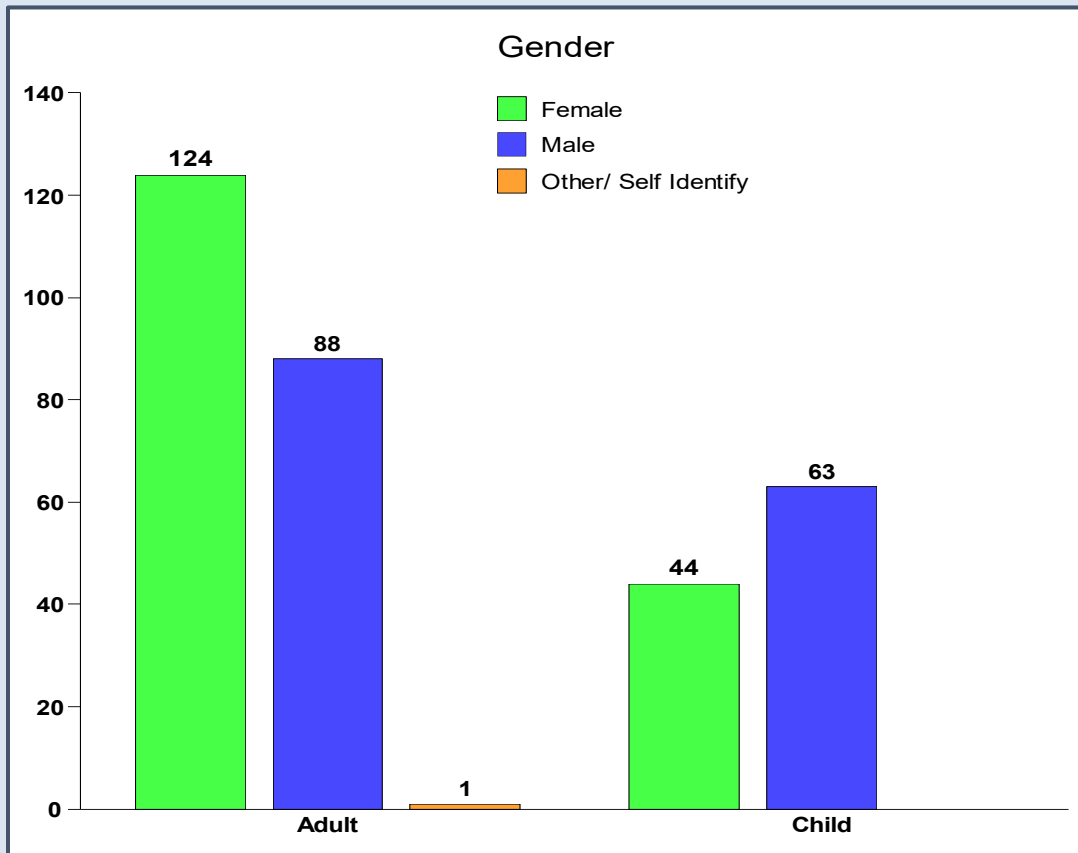
County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Lebanon County (28.4%). The remaining respondents reported residence in Cumberland (25.9%), Lancaster (23.1%), Dauphin (20.6%), and Perry County (1.9%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	320	83 25.90%	66 20.60%	74 23.10%	91 28.40%	6 1.90%
In Person	36	9 25.00%	15 41.70%	2 5.60%	10 27.80%	0 0
Phone	284	74 26.10%	51 18.00%	72 25.40%	81 28.50%	6 2.10%

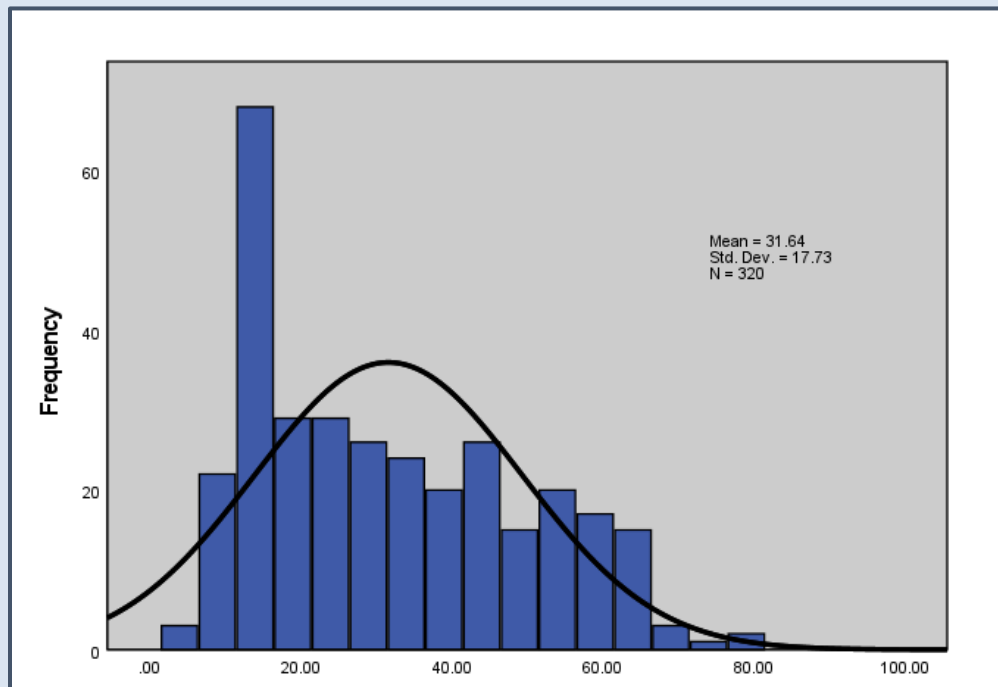
Demographic Information

Gender: Overall, the sample is 52.5% Female (168), 47.2% Male (151), and 0.3% Self-Identify Other (1).



Age: Age of all respondents ranged from 4-77 years, with a mean age of 31.64 (SD 17.730).

Age of All Respondents



Race: 320 respondents 175 (54.7%) reported their race as White/Caucasian, 73 (22.8%) as Hispanic/Latino, 38(11.9%) as African American, 22 (6.9%) as Multi-Racial, 4 (1.3%) as Asian/Pacific Islander, 5 (1.6%) as Other, and 3 (0.9%) as Native American/American Indian.

	Total	Race						
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American/American Indian	White/Caucasian	Multi-Racial	Other
Total	320	38 11.90%	4 1.30%	73 22.80%	3 0.90%	175 54.70%	22 6.90%	5 1.60%
Adult	213	33 15.50%	2 0.90%	41 19.20%	3 1.40%	121 56.80%	11 5.20%	2 0.90%
Child	107	5 4.70%	2 1.90%	32 29.90%	0 0	54 50.50%	11 10.30%	3 2.80%

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 (17) and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score is 85 (5*17) and the lowest possible score is 17 (1*17). 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 and whether services were sought voluntarily or involuntarily.

Survey Information: Overall, 65 of the 320 respondents (20.3%) reported they had been interviewed by their provider within the last year, 208 (65.0%) reported they had not been interviewed, 45 (14.1%) were not sure, and 2 (0.6%) reported that this question did not apply.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	320	65 20.30%	208 65.00%	45 14.10%	2 0.60%
Adult	213	49 23.00%	134 62.90%	28 13.10%	2 0.90%
Child	107	16 15.00%	74 69.20%	17 15.90%	0 0

Total Satisfaction Score				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Dev
Adult	Yes	49	72.96	6.10
	No	134	67.20	10.67
	Not sure	28	71.01	8.70
	N/A	2	70.50	.71
	Total	213	69.06	9.78
Child	Yes	16	72.75	6.18
	No	74	67.31	10.46
	Not sure	17	72.99	8.80
	Total	107	69.03	9.96

Our analysis indicates that adult respondents who stated they had not been interviewed by their provider during the last year reported significantly lower total satisfaction than those who had been interviewed during the last year.

Voluntarily/Involuntarily Sought Crisis Intervention Service:

- Of the 320 respondents, 176 (55.0%) reported that they sought out crisis services for themselves. 134 (41.9%) reported that they did not seek out crisis services for themselves, 9 (2.8%) were not sure, and 1 (0.3%) reported that this question did not apply.

	Total	Did you seek out crisis services for yourself?			
		Yes	No	Not sure	N/A
Total	320	176 55.00%	134 41.90%	9 2.80%	1 0.30%
Adult	213	150 70.40%	54 25.40%	9 4.20%	0
Child	107	26 24.30%	80 74.80%	0	1 0.90%

Total Satisfaction Score				
Did you seek out crisis services for yourself?		N	Mean	Std. Dev
Adult	Yes	150	70.43	9.68
	No	54	66.16	9.35
	Not sure	9	63.56	9.24
	Total	213	69.06	9.78
Child	Yes	26	69.99	8.30
	No	80	68.55	10.42
	N/A	1	82.00	.
	Total	107	69.03	9.96

Our analysis indicates that adult respondents who did not seek out services for themselves reported significantly lower total satisfaction than those who did seek out services for themselves.

Mean Satisfaction of Treatment Facilities

- Data was collected pertaining to 8 Treatment Facilities that served members from the Capital Region. The distribution of respondents is presented below. To help with interpretation, scores highlighted in **Green** (69-85) indicate a high level of satisfaction, scores highlighted in **Yellow** (52-68) indicate some level of satisfaction and scores highlighted in **Red** (below 51) indicate some level of dissatisfaction.

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
YORK HOSPITAL CRISIS INTERVENTION	3	78.00	3.00
KEYSTONE CRISIS INTERVENTION	5	71.40	2.79
LANCASTER COUNTY BH/DS	68	70.07	8.94
DAUPHIN COUNTY MH/MR PROGRAM	33	69.82	10.24
CONNECTIONS	14	69.72	9.91
WELLSPAN PHILHAVEN	93	69.08	9.41
HOLY SPIRIT HOSPITAL MHS	98	67.76	10.51
LGH WALK IN	6	65.69	16.16
Total	320	69.05	9.83

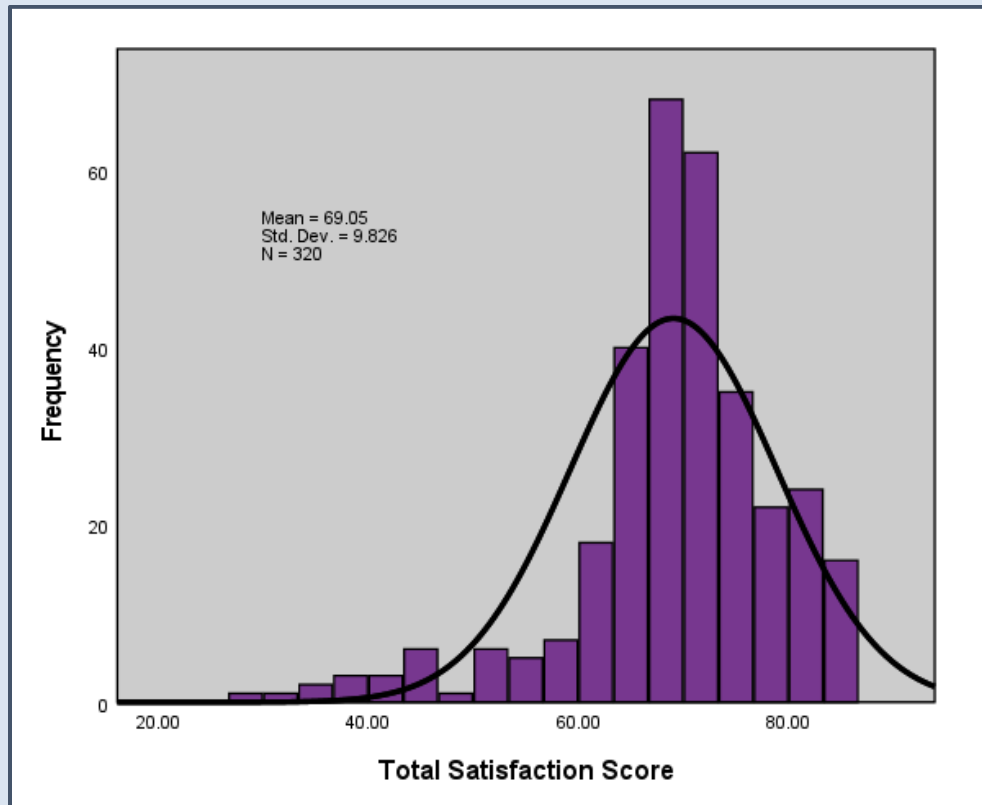
Adult Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
YORK HOSPITAL CRISIS INTERVENTION	3	78.00	3.00
KEYSTONE CRISIS INTERVENTION	3	71.67	2.52
LANCASTER COUNTY BH/DS	53	70.71	7.77
CONNECTIONS	12	69.76	10.60
DAUPHIN COUNTY MH/MR PROGRAM	22	69.17	12.15
HOLY SPIRIT HOSPITAL MHS	63	68.50	9.64
WELLSPAN PHILHAVEN	53	67.70	10.17
LGH WALK IN	4	62.55	17.74
Total	213	69.06	9.78

Child/Adolescent Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
LGH WALK IN	2	71.9630	15.60873
DAUPHIN COUNTY MH/MR PROGRAM	11	71.1111	4.74501
KEYSTONE CRISIS INTERVENTION	2	71.0000	4.24264
WELLSPAN PHILHAVEN	40	70.9231	8.05895
CONNECTIONS	2	69.4630	6.31158
LANCASTER COUNTY BH/DS	15	67.7890	12.27492
HOLY SPIRIT HOSPITAL MHS	35	66.4260	11.95659
Total	107	69.0257	9.95574

Total Satisfaction

Overall Satisfaction: CSS includes 17 questions in the Total Satisfaction Score (TSS). These are questions 7-23 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 17-85. Scores 69-85 indicate a high level of satisfaction, scores 52-68 indicate some level of satisfaction and scores below 51 indicate some level of dissatisfaction.

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 69.05 with a standard deviation of 9.826 indicating a high level of satisfaction. The TSS scores ranged from 29.09–85.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

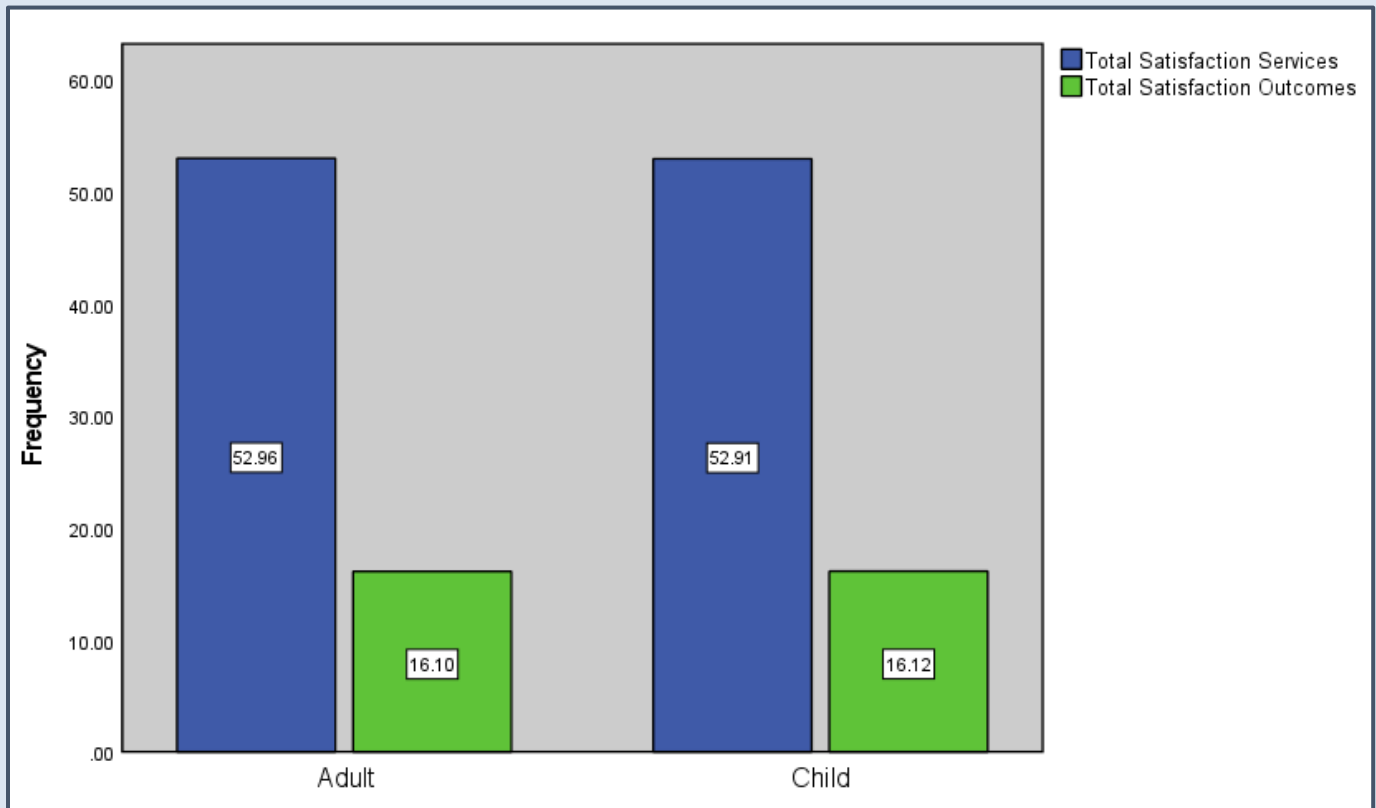


Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 13-65. Scores 53-65 indicate a high level of satisfaction, scores 39-52 indicate some level of satisfaction and scores below 39 indicate some level of dissatisfaction with services.

Outcomes of services scores ranged from 4-20. Scores 17-20 indicate a high level of satisfaction, scores 12-16 indicate some level of satisfaction and scores below 16 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 13 questions that ask respondents about their satisfaction with the Crisis Intervention services. According to survey responses, individuals report some level of satisfaction with their services.

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

- 90.6% I was treated with dignity and respect by the crisis worker Q15.
- 86.9% I felt crisis responded to my needs in a timely manner Q8.
- 86.3% The crisis worker spent adequate time with me Q14.
- 85.9% I felt supported by the crisis worker during my crisis experience Q7.
- 85.9% I was involved as much as I could be in determining what care I received Q9.
- 85.9% I felt comfortable asking the crisis worker questions Q13.
- 85.3% The crisis worker informed me who to call if I have questions about my mental health/crisis or substance use services Q10.
- 85.3% Overall, I am satisfied with the crisis services I received Q19.

Summary responses from the Total group of respondents (N=320) are presented in Table 1.

Summary responses from the Adult group of respondents (N=213) are presented in Table 2.

Summary responses from the Child/Adolescent group of respondents (N=107) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=320	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	85.9	6.9	2.9	0.7	1.9
8. I felt crisis responded to my needs in a timely manner.	86.9	4.7	2.9	0.7	2.2
9. I was involved as much as I could be in determining what care I received.	85.9	6.6	2.9	0.7	2.2
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance use services.	85.3	5.9	2.9	0.8	3.8
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	82.2	4.7	3.1	1.0	7.5
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	77.8	7.8	2.9	1.0	5.6
13. I felt comfortable asking the crisis worker questions.	85.9	5.0	2.9	0.7	3.1
14. The crisis worker spent adequate time with me.	86.3	5.9	2.9	0.7	2.2
15. I was treated with dignity and respect by the crisis worker.	90.6	4.1	2.9	0.6	1.9
16. I trusted the crisis provider.	84.1	5.9	2.9	0.7	2.5
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	76.6	6.6	2.9	1.0	5.9
18. The crisis worker explained the advantages and limitations of my recommended care.	80.3	6.6	2.9	0.8	3.8
19. Overall, I am satisfied with the crisis services I received.	85.3	7.5	2.9	0.7	2.5

Table 2 – Total Satisfaction – Services Questions - Adult

N=213	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	85.5	7.0	2.8	0.7	1.4
8. I felt crisis responded to my needs in a timely manner.	84.5	4.7	2.9	0.7	2.3
9. I was involved as much as I could be in determining what care I received.	84.0	6.1	2.9	0.7	2.3
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance use services.	84.0	5.2	2.9	0.8	3.8
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	81.2	4.7	3.1	1.0	8.5
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	77.0	8.0	3.0	1.0	6.6
13. I felt comfortable asking the crisis worker questions.	86.4	3.8	3.0	0.7	3.8
14. The crisis worker spent adequate time with me.	85.9	4.7	2.9	0.7	2.3
15. I was treated with dignity and respect by the crisis worker.	90.6	3.3	3.0	0.6	2.3
16. I trusted the crisis provider.	85.4	5.2	2.9	0.7	2.3
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	73.7	7.5	2.9	1.0	7.0
18. The crisis worker explained the advantages and limitations of my recommended care.	78.9	6.6	2.9	0.9	4.2
19. Overall, I am satisfied with the crisis services I received.	84.5	7.0	2.9	0.8	2.8

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

N=107	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	87.9	6.5	2.9	0.7	2.8
8. I felt crisis responded to my needs in a timely manner.	91.6	4.7	2.9	0.6	1.9
9. I was involved as much as I could be in determining what care I received.	89.7	7.5	2.9	0.7	1.9
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance use services.	87.9	7.5	3.0	0.8	3.7
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	84.1	4.7	3.0	0.9	5.6
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	79.4	7.5	2.9	0.8	3.7
13. I felt comfortable asking the crisis worker questions.	85.0	7.5	2.9	0.7	1.9
14. The crisis worker spent adequate time with me.	86.9	8.4	2.9	0.7	1.9
15. I was treated with dignity and respect by the crisis worker.	90.7	5.6	2.9	0.6	0.9
16. I trusted the crisis provider.	81.3	7.5	2.9	0.8	2.8
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	82.2	4.7	2.9	0.8	3.7
18. The crisis worker explained the advantages and limitations of my recommended care.	83.2	6.5	2.9	0.8	2.8
19. Overall, I am satisfied with the crisis services I received.	86.9	8.4	2.9	0.7	1.9

Outcomes of Services

The survey asks respondents 4 questions about how much they feel their life has improved based on receiving Crisis Intervention 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, 68.4% to 78.4% of individuals' responses reflect that services have improved their lives in each outcome area. Additionally, 12.2% to 19.4% of responses reflect that no change has resulted from involvement in services. Only 3.8% to 7.2% of responses reflect that things are worse as a result of services.

Summary responses from the Total group of respondents (N=320) are presented in Table 4.

Summary responses from the Total group Adult respondents (N=213) are presented in Table 5.

Summary responses from the Total group Child/ Adolescent of respondents (N=107) are presented in Table 6.

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

	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
Total N=320						
20. Feeling in control of my crisis situation.	78.4	12.2	7.2	2.8	0.8	2.2
21. Feeling in control of my life.	68.4	18.8	5.6	2.9	1.0	7.2
22. Coping with personal crisis.	75.0	19.4	3.8	2.8	0.7	1.9
23. How I feel about myself.	76.3	15.6	6.3	2.8	0.7	1.9

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

	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
Total N=213						
20. Feeling in control of my crisis situation.	77.9	10.3	8.9	2.8	0.8	2.8
21. Feeling in control of my life.	68.1	19.2	6.1	2.9	1.0	6.6
22. Coping with personal crisis.	75.6	17.8	4.2	2.8	0.7	2.3
23. How I feel about myself.	77.9	13.1	7.0	2.8	0.7	1.9

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

	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
Total N=107						
20. Feeling in control of my crisis situation.	79.4	15.9	3.7	2.8	0.6	0.9
21. Feeling in control of my life.	69.2	17.8	4.7	3.0	1.1	8.4
22. Coping with personal crisis.	73.8	22.4	2.8	2.7	0.6	0.9
23. How I feel about myself.	72.9	20.6	4.7	2.8	0.7	1.9

Satisfaction with the Managed Care Organization

There are six survey questions that assess member satisfaction with the Managed Care Organization, Perform Care.

- 40.0% of respondents (128 of the 320) reported that they had received a copy of the PerformCare member handbook, 32.2% (103) reported that they had not received a copy of the member handbook, and 27.8% (89) were not sure.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	320	128 40.00%	103 32.20%	89 27.80%	0 0
Adult					
Cumberland	52	21 40.40%	15 28.80%	16 30.80%	0 0
Dauphin	49	18 36.70%	19 38.80%	12 24.50%	0 0
Lancaster	57	16 28.10%	25 43.90%	16 28.10%	0 0
Lebanon	52	19 36.50%	19 36.50%	14 26.90%	0 0
Perry	3	3 100.00%	0 0	0 0	0 0
Child					
Cumberland	31	19 61.30%	7 22.60%	5 16.10%	0 0
Dauphin	17	7 41.20%	5 29.40%	5 29.40%	0 0
Lancaster	17	6 35.30%	7 41.20%	4 23.50%	0 0
Lebanon	39	17 43.60%	5 12.80%	17 43.60%	0 0
Perry	3	2 66.70%	1 33.30%	0 0	0 0

- 83.8% of respondents (268 of the 320) reported that they were aware of their right to file a complaint or grievance, 11.3% (36) reported that they were not aware of their right to file a complaint or grievance, 4.7% (15) reported that they were not sure, and 0.3% (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	320	268 83.80%	36 11.30%	15 4.70%	1 0.30%
Adult					
Cumberland	52	49 94.20%	2 3.80%	1 1.90%	0 0
Dauphin	49	41 83.70%	7 14.30%	1 2.00%	0 0
Lancaster	57	45 78.90%	9 15.80%	3 5.30%	0 0
Lebanon	52	40 76.90%	8 15.40%	3 5.80%	1 1.90%
Perry	3	3 100.00%	0 0	0 0	0 0
Child					
Cumberland	31	29 93.50%	0 0	2 6.50%	0 0
Dauphin	17	13 76.50%	3 17.60%	1 5.90%	0 0
Lancaster	17	16 94.10%	1 5.90%	0 0	0 0
Lebanon	39	29 74.40%	6 15.40%	4 10.30%	0 0
Perry	3	3 100.00%	0 0	0 0	0 0

- 63.8% of respondents (204 of the 320) reported that they knew who to call to file a complaint or grievance. 31.3% (100) reported that they did not know who to call, 4.4% (14) were not sure, and 0.6% (2) 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	320	204 63.80%	100 31.30%	14 4.40%	2 0.60%
Adult					
Cumberland	52	38 73.10%	10 19.20%	3 5.80%	1 1.90%
Dauphin	49	23 46.90%	26 53.10%	0 0	0 0
Lancaster	57	32 56.10%	22 38.60%	3 5.30%	0 0
Lebanon	52	32 61.50%	18 34.60%	1 1.90%	1 1.90%
Perry	3	2 66.70%	1 33.30%	0 0	0 0
Child					
Cumberland	31	24 77.40%	3 9.70%	4 12.90%	0 0
Dauphin	17	10 58.80%	5 29.40%	2 11.80%	0 0
Lancaster	17	13 76.50%	4 23.50%	0 0	0 0
Lebanon	39	28 71.80%	10 25.60%	1 2.60%	0 0
Perry	3	2 66.70%	1 33.30%	0 0	0 0

- 16.6% of respondents (53 of the 320) reported that they had called PerformCare in the last twelve months for information, 74.7% (239) reported that they had not called PerformCare within the last twelve months, 5.3% (17) were not sure, and 3.4% (11) reported that this question does not apply.

	Total	Q4 In the last twelve months, did you call member services at PerformCare to get information? (example: help for counseling, treatment or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	320	53 16.60%	239 74.70%	17 5.30%	11 3.40%
Adult					
Cumberland	52	8 15.40%	40 76.90%	1 1.90%	3 5.80%
Dauphin	49	10 20.40%	34 69.40%	3 6.10%	2 4.10%
Lancaster	57	8 14.00%	42 73.70%	5 8.80%	2 3.50%
Lebanon	52	8 15.40%	40 76.90%	3 5.80%	1 1.90%
Perry	3	0 0	3 100.00%	0 0	0 0
Child					
Cumberland	31	9 29.00%	19 61.30%	1 3.20%	2 6.50%
Dauphin	17	1 5.90%	15 88.20%	1 5.90%	0 0
Lancaster	17	3 17.60%	14 82.40%	0 0	0 0
Lebanon	39	6 15.40%	29 74.40%	3 7.70%	1 2.60%
Perry	3	0 0	3 100.00%	0 0	0 0

- 92.5% of those that requested information from PerformCare (49 of the 53) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 5.7% (3) reported that they were not able to obtain information without unnecessary delays, and 1.9% (1) reported that this question did not apply.

	Total	Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?			
		Yes	No	Not Sure	Does Not Apply
Total	53	49 92.50%	3 5.70%	1 1.90%	0 0
Adult					
Cumberland	8	8 100.00%	0 0	0 0	0 0
Dauphin	10	9 90.00%	1 10.00%	0 0	0 0
Lancaster	8	8 100.00%	0 0	0 0	0 0
Lebanon	8	7 87.50%	1 12.50%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0
Child					
Cumberland	9	9 100.00%	0 0	0 0	0 0
Dauphin	1	1 100.00%	0 0	0 0	0 0
Lancaster	3	3 100.00%	0 0	0 0	0 0
Lebanon	6	4 66.70%	1 16.70%	1 16.70%	0 0
Perry	0	0 0	0 0	0 0	0 0

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

- 66.7% of respondents (90 of the 135) reported when they called PerformCare staff treats them courteously and with respect, 24.4% (33) reported when they called PerformCare staff did not treat them courteously and with respect, and 8.9% (12) were not sure.

	Total	Q5 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	135	90 66.70%	33 24.40%	12 8.90%
Adult				
Cumberland	26	23 88.50%	2 7.70%	1 3.80%
Dauphin	15	9 60.00%	3 20.00%	3 20.00%
Lancaster	20	12 60.00%	4 20.00%	4 20.00%
Lebanon	21	7 33.30%	12 57.10%	2 9.50%
Perry	2	2 100.00%	0 0	0 0
Child				
Cumberland	21	19 90.50%	1 4.80%	1 4.80%
Dauphin	3	2 66.70%	1 33.30%	0 0
Lancaster	7	6 85.70%	1 14.30%	0 0
Lebanon	18	8 44.40%	9 50.00%	1 5.60%
Perry	2	2 100.00%	0 0	0 0

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

- 96.1% of respondents (245 of 255) report overall they are satisfied with their interactions with PerformCare, 1.2% (3) report overall they are not satisfied with their interactions, and 2.7% (7) were not sure.

	Total	Q6 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	255	245 96.10%	3 1.20%	7 2.70%
Adult				
Cumberland	34	33 97.10%	0 0	1 2.90%
Dauphin	47	45 95.70%	1 2.10%	1 2.10%
Lancaster	30	28 93.30%	0 0	2 6.70%
Lebanon	51	46 90.20%	2 3.90%	3 5.90%
Perry	3	3 100.00%	0 0	0 0
Child				
Cumberland	24	24 100.00%	0 0	0 0
Dauphin	15	15 100.00%	0 0	0 0
Lancaster	10	10 100.00%	0 0	0 0
Lebanon	38	38 100.00%	0 0	0 0
Perry	3	3 100.00%	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?

- I have received stuff from them, but I can't remember what.

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

- Now I am.
- My son has a social worker who is the one who makes all the calls.

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

- People directed me from the service provider. Great instructions and meetings. They asked, "what are your needs for him," I felt listened to. Everything went smoothly.
- I know it's in the handbook.
- I know how to file a complaint if needed.

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

- They helped me with free rides.
- They called me to offer resources.
- They called me to give me information.
- No. I got information from other sources when I was attending Career Link.
- I have never called. (2)
- I needed information on coverage for my son.
- My son's case worker is the one that makes all the needed calls.
- Maybe once.
- I have a case worker, and they help with that. (4)
- For counseling services and treatment.
- I asked about housing, I need a new place.

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

- I called several times asking for someone who is a patient advocate to reach out to me and no one has.
- I couldn't get help because I lost my card.

Q5 When you call PerformCare do staff treat you courteously and with respect.

- When they called me. I haven't called them.
- When they call me. (4)
- They never called back.
- Staff was very respectful.
- I have never called. (13)

Q6 Overall, are you satisfied with the interactions you have had with PerformCare?

- Very much so.
- I would say they are very thorough.