



Consumer Satisfaction Services, Inc.

**Capital Region
4th Quarter 2022**

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 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=1125) 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 1125 ($n=1125$) respondents from the Capital Region including 321 adult consumers (28.5%) and 804 child/adolescent (71.5%) consumers.
- Sample: Of the 321 adult consumers, 304 (94.7%) responded for themselves, 12 (3.7%) had a parent/guardian respond for them, and 5 (1.6%) responded for themselves with the additional input of a parent/guardian. Of the 804 child/adolescent consumers, 1 (0.1%) responded for themselves, 798 (99.3%) had a parent/guardian respond for them, and 5 (0.6%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 4 treatment levels of care were utilized by respondents and are included in this reporting period, 825 (73.3%) Intensive Behavioral Health Services (IBHS), 153 (13.6%) SUD Outpatient, 114 (10.1%) SUD Intensive Outpatient, and 33 (2.9%) Assertive Community Treatment (ACT).
- Methods: Data was collected by 7 interviewers.
- Treatment Facility: Data was collected pertaining to 54 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 1125 interviews, 290 (25.8%) were conducted in person and 835 (74.2%) were conducted by phone.

Services

- 97.4% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 97.2% You feel comfortable in asking questions regarding your treatment Q18.
- 97.0% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 96.7% Your provider asks your permission before sharing your personal information Q20.
- 95.9% You are an important part of the treatment process Q26.
- 95.0% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 93.6% You have the option to change your service provider should you choose to Q16.
- 93.0% Your service provider explained the advantages of therapy or treatment Q27.
- 92.8% You trust your service provider Q22.
- 91.1% Your service provider spends adequate time with you Q19.
- 91.1% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.
- 90.9% Your service provider explained the limitations of therapy or treatment Q28.
- 90.3% Your provider informed you who to call if you have questions about your mental health or substance abuse services Q13.

- 89.9% Overall, you are satisfied with the services received/are receiving Q29.
- 85.3% 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, 97.9% agreed or strongly agreed, 1.2% reported no change, 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 the 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 follow up.

- CSS had no Requests for Assistance for the 4th 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 1125 ($n=1125$) respondents from the Capital Region including 321 adult consumers (28.5%) and 804 child/adolescent (71.5%) consumers.
- Sample: Of the 321 adult consumers, 304 (94.7%) responded for themselves, 12 (3.7%) had a parent/guardian respond for them, and 5 (1.6%) responded for themselves with the additional input of a parent/guardian. Of the 804 child/adolescent consumers, 1 (0.1%) responded for themselves, 798 (99.3%) had a parent/guardian respond for them, and 5 (0.6%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 4 treatment levels of care were utilized by respondents and are included in this reporting period, 825 (73.3%) Intensive Behavioral Health Services (IBHS), 153 (13.6%) SUD Outpatient, 114 (10.1%) SUD Intensive Outpatient, and 33 (2.9%) Assertive Community Treatment (ACT).
- Methods: Data was collected by 7 interviewers.
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- Type: Overall, of the 1125 interviews, 290 (25.8%) were conducted in person and 835 (74.2%) were conducted by phone.

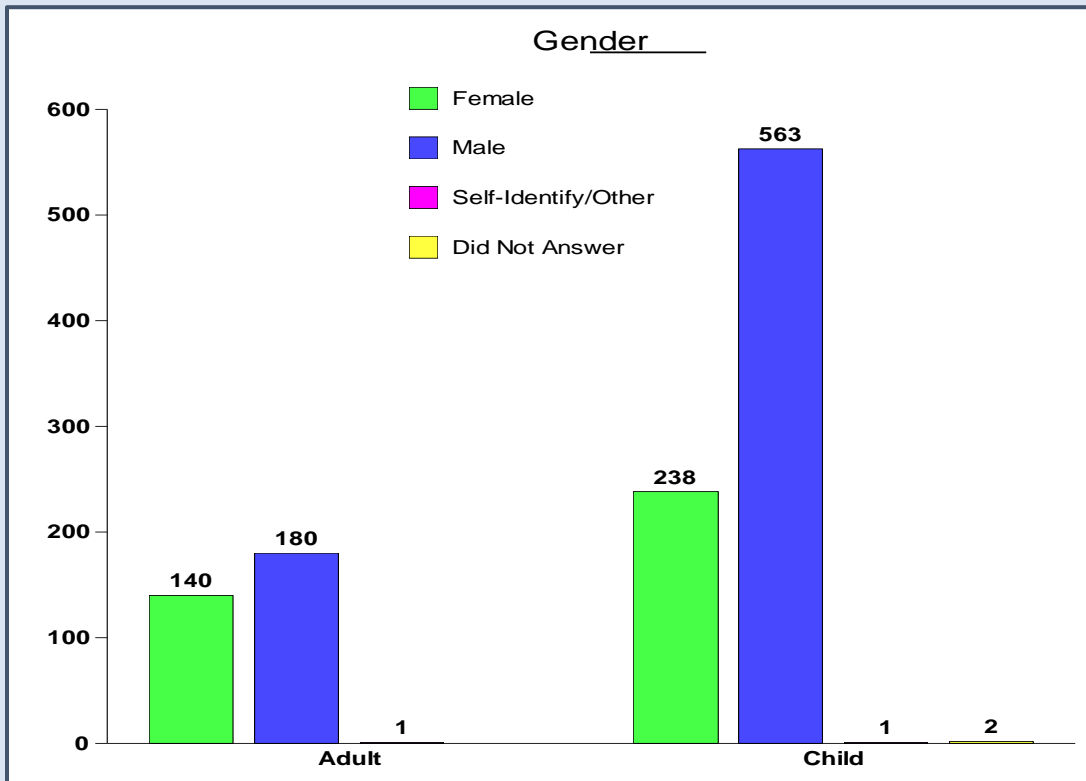
County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster (34.5%). The remaining respondents reported residence in Dauphin (31.1%), Cumberland (17.7%), Lebanon (14.7%), and Perry County (2.0%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	1125	199 17.70%	350 31.10%	388 34.50%	165 14.70%	23 2.00%
Age Type						
Adult	321	75 23.40%	88 27.40%	129 40.20%	28 8.70%	1 0.30%
Child	804	124 15.40%	262 32.60%	259 32.20%	137 17.00%	22 2.70%

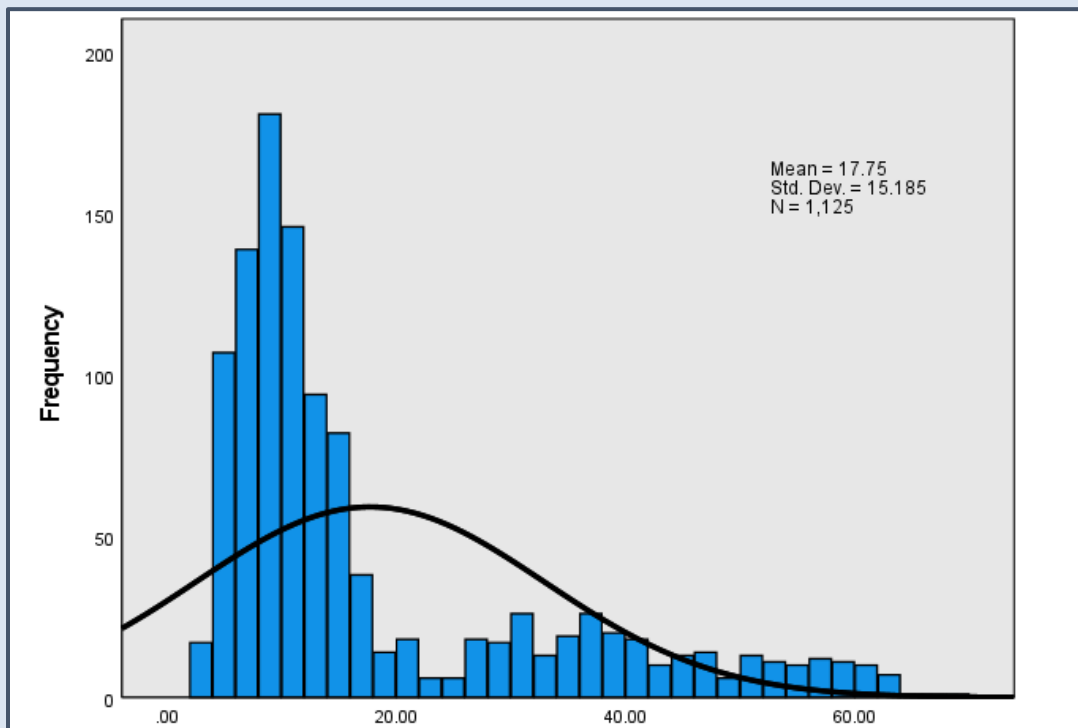
Demographic Information

Gender: Overall, the sample is 66.0% Male (743), 33.6% Female (378), 0.2% Self-Identify Other (2), and 0.2% Did Not Answer (2).



Age: Age of all respondents ranged from 3-68 years, with a mean age of 17.75 (SD 15.185).

Age of All Respondents



Race: 601 respondents (53.4%) reported their race as White/Caucasian, 186 (16.5%) as African American, 157 (14.0%) as Hispanic/Latino, 135 (12.0%) as Multi-Racial, 21 (1.9%) as Asian/Pacific Islander, 10 (0.9%) as Other, 9 (0.8%) Did Not Answer, and 6 (0.5%) as Native American/American Indian.

	Total	Race							
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American/American Indian	White/Caucasian	Multi-Racial	Other	Did Not Answer
Total	1125	186 16.50%	21 1.90%	157 14.00%	6 0.50%	601 53.40%	135 12.00%	10 0.90%	9 0.80%
Age Type									
Adult	321	54 16.80%	0 0	41 12.80%	0 0	211 65.70%	13 4.00%	1 0.30%	1 0.30%
Child	804	132 16.40%	21 2.60%	116 14.40%	6 0.70%	390 48.50%	122 15.20%	9 1.10%	8 1.00%

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, 631 of the 1125 respondents (56.1%) reported they had been interviewed by their provider within the last year, 368 (32.7%) reported they had not been interviewed, 123 (10.9%) were not sure, and 3 (0.3%) reported that this question did not apply to them.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	1125	631 56.10%	368 32.70%	123 10.90%	3 0.30%
Age Type					
Adult	321	207 64.50%	98 30.50%	16 5.00%	0 0
Child	804	424 52.70%	270 33.60%	107 13.30%	3 0.40%

Total Satisfaction Score				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Deviation
Adult	Yes	207	120.55	9.35
	No	98	115.60	14.08
	Not sure	16	119.83	10.77
	Total	321	119.00	11.27
Child	Yes	424	116.72	10.71
	No	270	110.66	12.76
	Not sure	107	113.98	10.43
	N/A	3	104.44	9.44
	Total	804	114.28	11.73

Our analysis indicates that adult and child/adolescent respondents 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 1125 respondents, 326 (29.0%) reported that they experienced some delay before beginning treatment. 778 respondents (69.2%) reported no delay before beginning treatment, and 21 (1.9%) reported that this question did not apply to them.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	1125	326 29.00%	778 69.20%	21 1.90%
Age Type				
Adult	321	17 5.30%	302 94.10%	2 0.60%
Child	804	309 38.40%	476 59.20%	19 2.40%

Emergency Treatment: 143 of the 1125 respondents (12.7%) indicated they needed emergency mental health or substance abuse service during the past year, 978 respondents (86.9%) reported that they did not need emergency service, and 4 respondents (0.4%) 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 3.62 with a standard deviation of 1.468.

	Total	Q42a If yes, how satisfied are you with the help you received?					
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied	Does Not Apply
Total	143	24 16.80%	13 9.10%	8 5.60%	47 32.90%	51 35.70%	0 0
Age Type							
Adult	68	10 14.70%	6 8.80%	1 1.50%	23 33.80%	28 41.20%	0 0
Child	75	14 18.70%	7 9.30%	7 9.30%	24 32.00%	23 30.70%	0 0

County:

Total Satisfaction Score				
County		N	Mean	Std. Deviation
Adult	Cumberland	75	118.74	8.00
	Dauphin	88	119.19	9.96
	Lancaster	129	120.46	11.13
	Lebanon	28	113.03	19.07
	Perry	1	101.03	0.0
	Total	321	119.00	11.27
Child	Cumberland	124	111.47	11.02
	Dauphin	262	113.71	12.69
	Lancaster	259	113.99	10.78
	Lebanon	137	118.53	11.32
	Perry	22	113.76	11.04
	Total	804	114.28	11.73

Our analysis indicates that adult respondents who identified their county of residence as Lancaster County reported significantly higher satisfaction than those who identified their county of residence as Lebanon County. Our analysis also 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 Cumberland, Lancaster, and Dauphin Counties.

Mean Satisfaction of Treatment Facilities

- Data was collected from 54 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
HARRISBURG PA COUNSELING	1	140.00	0.0
EXPRESSIVE PATHWAYS LLC	6	131.85	6.52
INTEGRATIVE COUNSELING SERVICES PC	1	129.00	0.0
BLUEPRINTS FOR ADDICTION RECOVERY	12	127.81	11.22
SACA-NUESTRA CLINICA	9	125.20	10.41
ROXBURY	12	124.91	7.01
YOUTH COUNSELING SERVICES LLC	4	124.70	10.19
CTC MECHANICSBURG	7	122.09	5.29
LEBANON TW PONESSA	4	122.01	13.16
COMMUNITY CARE AND ADDICTION RECOVERY	24	121.72	12.18
LANCASTER PA COUNSELING	14	121.57	14.14
LANCASTER TW PONESSA	17	121.23	7.69
HARRISBURG MAZZITTI AND SULLIVAN	21	121.19	13.56
GAUDENZIA SAOP HARRISBURG	31	120.45	8.14
BTI CENTER SERVICES LLC	5	119.46	6.06
STEVENS CENTER	6	119.44	5.83
GATEHOUSE FOR MEN AND WOMEN	22	119.10	10.13
MERAKEY PENNSYLVANIA	18	118.90	11.27
YOUTH ADVOCATE PROGRAMS INC	68	118.66	12.08
MECHANICSBURG MAZZITTI AND SULLIVAN	17	118.45	5.11
NEW INSIGHTS II	8	118.36	9.49
PALMYRA MAZZITTI AND SULLIVAN	9	118.23	8.65
GAUDENZIA SAOP WESTSHORE	9	117.86	10.35
PA HEALTH MANAGEMENT	4	117.72	10.06
CHESTER COUNTY INTERMEDIATE UNIT	23	117.53	11.92
SMITH HUGH S	17	117.17	14.19
PROGRESS FAMILY CARE SERVICES PC	6	117.08	11.45
NAAMAN CENTER (TEEN CHALLENGE)	19	116.85	7.25
CARLISLE PA COUNSELING	10	116.75	7.42

HOLCOMB ASSOCIATES INC	14	116.37	8.47
LAUREL LIFE (FOLIUM)	25	116.28	10.38
WELLSPAN PHILHAVEN	151	115.13	10.27
CATHOLIC CHARITIES OF THE DIOCESE OF HARRISBURG PA	6	114.79	14.99
PENNSYLVANIA COUNSELING SERVICES	95	114.69	10.36
DAUPHIN TW PONESSA	13	114.58	7.50
SWANK EARLY SKILLS DEVELOPMENT	9	114.46	8.68
ALL BRIGHT ABA	7	114.06	6.13
THE VISTA FOUNDATION	22	113.20	23.95
THE BEHAVIORAL HEALTH AND WELLNESS ACADEMY	1	113.00	0.0
ABA SUPPORT SERVICES LLC	6	112.65	14.18
TEAMCARE BEHAVIORAL HEALTH LLC	28	112.46	9.76
DIAKON CHILD FAMILY & COMMUNITY MINISTRIES	9	112.35	11.14
BRIGHT BEGINNINGS THERAPEUTIC SERVICES LLC	15	112.28	10.18
T W PONESSA & ASSOCIATES COUNSELING SERVICES INC	232	112.21	11.87
GENESIS HOUSE	1	112.00	0.0
PPI (PA PYSCH INSTITUTE)	1	112.00	0.0
TRUENORTH WELLNESS SERVICES	18	110.59	15.75
PENNSYLVANIA COMPREHENSIVE BEHAVIORAL HEALTH	22	109.83	12.06
BEHAVIOR INTERVENTIONS	9	109.56	11.86
COMMUNITY SERVICES GROUP	13	108.69	8.53
PARAGON BEHAVIORAL HEALTH	16	107.82	8.33
ACHIEVING TRUE SELF	5	107.41	14.36
LANCASTER-LEBANON IU13	1	101.31	0.0
REHAB AFTER WORK	2	97.95	18.94
Total	1125	115.62	11.79

Adult			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
HARRISBURG PA COUNSELING	1	140.00	0.0
BLUEPRINTS FOR ADDICTION RECOVERY	12	127.81	11.22
SACA-NUESTRA CLINICA	9	125.20	10.41
ROXBURY	12	124.91	7.01

CTC MECHANICSBURG	7	122.09	5.29
LEBANON TW PONESSA	4	122.01	13.16
COMMUNITY CARE AND ADDICTION RECOVERY	24	121.72	12.18
LANCASTER PA COUNSELING	14	121.57	14.14
LANCASTER TW PONESSA	17	121.23	7.69
HARRISBURG MAZZITTI AND SULLIVAN	21	121.19	13.56
GAUDENZIA SAOP HARRISBURG	31	120.45	8.14
STEVENS CENTER	6	119.44	5.83
GATEHOUSE FOR MEN AND WOMEN	22	119.10	10.13
BEHAVIOR INTERVENTIONS	2	118.50	10.61
MECHANICSBURG MAZZITTI AND SULLIVAN	17	118.45	5.11
NEW INSIGHTS II	8	118.36	9.49
YOUTH ADVOCATE PROGRAMS INC	3	118.33	15.37
PALMYRA MAZZITTI AND SULLIVAN	9	118.23	8.65
GAUDENZIA SAOP WESTSHORE	9	117.86	10.35
PA HEALTH MANAGEMENT	4	117.72	10.06
PENNSYLVANIA COUNSELING SERVICES	1	117.27	0.0
MERAKEY PENNSYLVANIA	7	117.10	10.34
NAAMAN CENTER (TEEN CHALLENGE)	19	116.85	7.25
CARLISLE PA COUNSELING	10	116.75	7.42
TRUENORTH WELLNESS SERVICES	1	115.00	0.0
WELLSPAN PHILHAVEN	22	114.68	7.67
DAUPHIN TW PONESSA	13	114.58	7.50
GENESIS HOUSE	1	112.00	0.0
PPI (PA PYSCH INSTITUTE)	1	112.00	0.0
T W PONESSA & ASSOCIATES COUNSELING SERVICES INC	4	109.41	4.37
COMMUNITY SERVICES GROUP	1	108.31	0.0
LAUREL LIFE (FOLIUM)	1	104.02	0.0
DIAKON CHILD FAMILY & COMMUNITY MINISTRIES	1	103.34	0.0
SMITH HUGH S	1	99.00	0.0
REHAB AFTER WORK	2	97.95	18.94
THE VISTA FOUNDATION	4	96.44	46.16
Total	321	119.00	11.27

Child/Adolescent			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
EXPRESSIVE PATHWAYS LLC	6	131.85	6.52
INTEGRATIVE COUNSELING SERVICES PC	1	129.00	0.0
YOUTH COUNSELING SERVICES LLC	4	124.70	10.19
MERAKEY PENNSYLVANIA	11	120.05	12.17
BTI CENTER SERVICES LLC	5	119.46	6.06
YOUTH ADVOCATE PROGRAMS INC	65	118.68	12.06
SMITH HUGH S	16	118.31	13.84
CHESTER COUNTY INTERMEDIATE UNIT	23	117.53	11.92
PROGRESS FAMILY CARE SERVICES PC	6	117.08	11.45
THE VISTA FOUNDATION	18	116.93	15.86
LAUREL LIFE (FOLIUM)	24	116.79	10.27
HOLCOMB ASSOCIATES INC	14	116.37	8.47
WELLSPAN PHILHAVEN	129	115.20	10.67
CATHOLIC CHARITIES OF THE DIOCESE OF HARRISBURG PA	6	114.79	14.99
PENNSYLVANIA COUNSELING SERVICES	94	114.66	10.42
SWANK EARLY SKILLS DEVELOPMENT	9	114.46	8.68
ALL BRIGHT ABA	7	114.06	6.13
DIAKON CHILD FAMILY & COMMUNITY MINISTRIES	8	113.48	11.35
THE BEHAVIORAL HEALTH AND WELLNESS ACADEMY	1	113.00	0.0
ABA SUPPORT SERVICES LLC	6	112.65	14.18
TEAMCARE BEHAVIORAL HEALTH LLC	28	112.46	9.76
BRIGHT BEGINNINGS THERAPEUTIC SERVICES LLC	15	112.28	10.18
T W PONESSA & ASSOCIATES COUNSELING SERVICES INC	228	112.26	11.96
TRUENORTH WELLNESS SERVICES	17	110.33	16.19
PENNSYLVANIA COMPREHENSIVE BEHAVIORAL HEALTH	22	109.83	12.06
COMMUNITY SERVICES GROUP	12	108.72	8.91
PARAGON BEHAVIORAL HEALTH	16	107.82	8.33
ACHIEVING TRUE SELF	5	107.41	14.36
BEHAVIOR INTERVENTIONS	7	107.00	11.60
LANCASTER-LEBANON IU13	1	101.31	0.0
Total	804	114.28	11.73

Mean Satisfaction Level of Care

Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
INTENSIVE OUTPATIENT	114	120.39	10.41
OUTPATIENT	153	119.96	9.96
ACT (Assertive Community Treatment)	33	115.88	8.21
IBHS	825	114.15	12.04
Total	1125	115.62	11.79

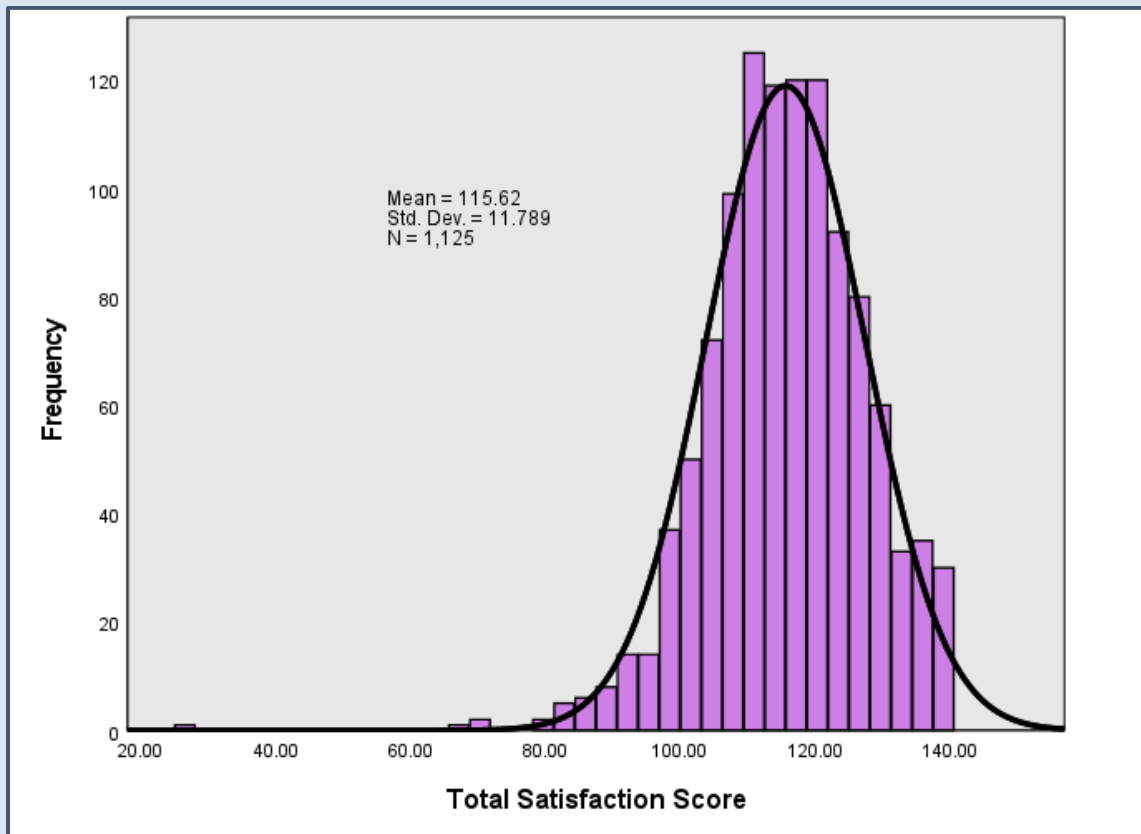
Adult			
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
INTENSIVE OUTPATIENT	114	120.39	10.41
OUTPATIENT	153	119.96	9.96
ACT (Assertive Community Treatment)	33	115.88	8.21
IBHS	21	109.41	20.64
Total	321	119.00	11.27

Child/Adolescent			
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
IBHS	804	114.28	11.73
Total	804	114.28	11.73

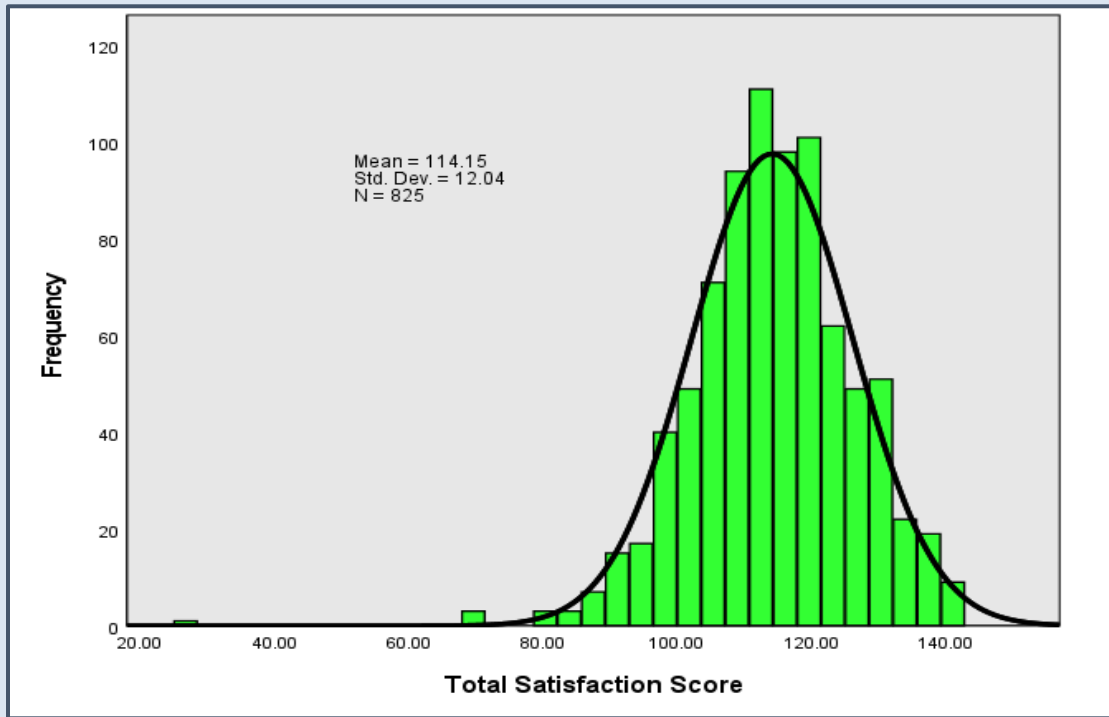
Total Satisfaction

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.

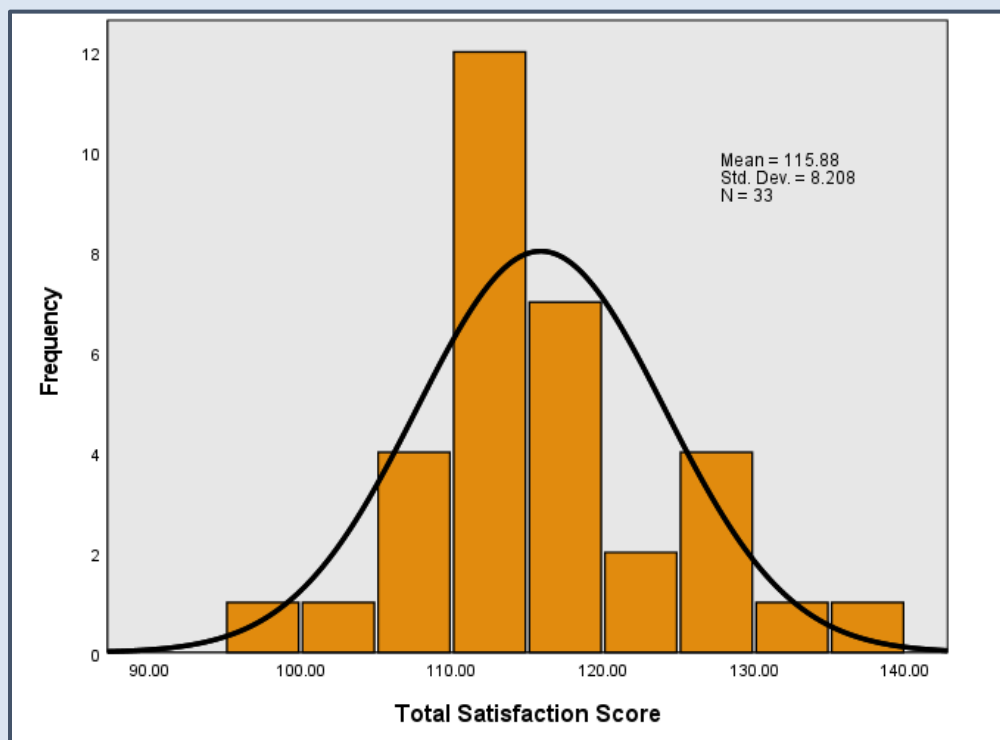
- The overall mean for all respondents for Total Satisfaction Score (TSS) was 115.62 with a standard deviation of 11.789 indicating a high level of satisfaction. The TSS scores ranged from 28.0–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



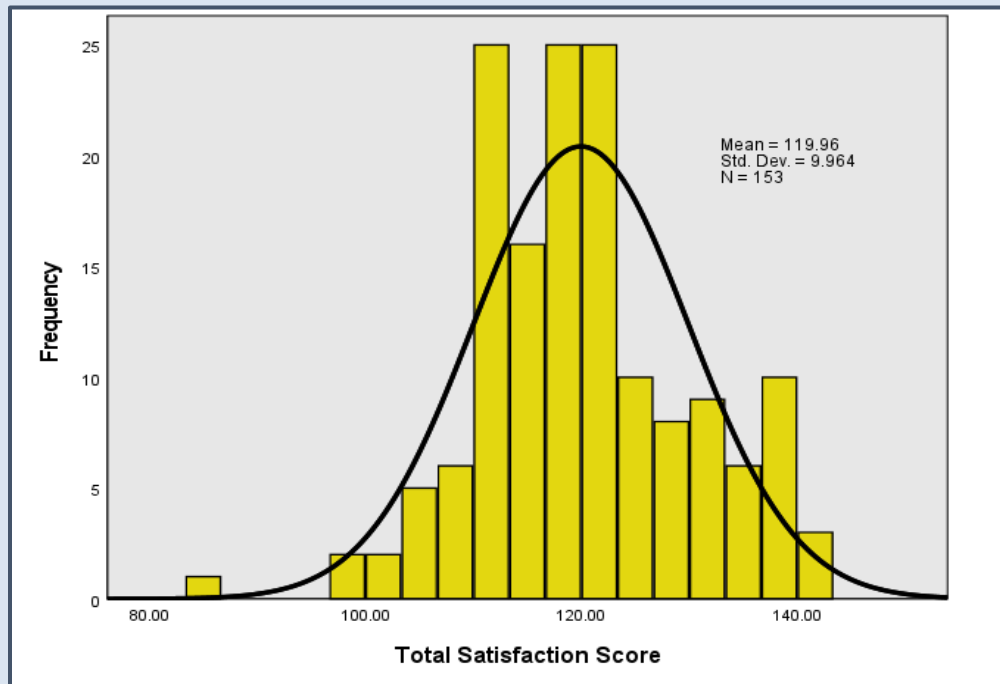
- The overall mean for all IBHS respondents for Total Satisfaction Score (TSS) was 114.15 with a standard deviation of 12.04 indicating a high level of satisfaction. The TSS scores ranged from 28.0–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



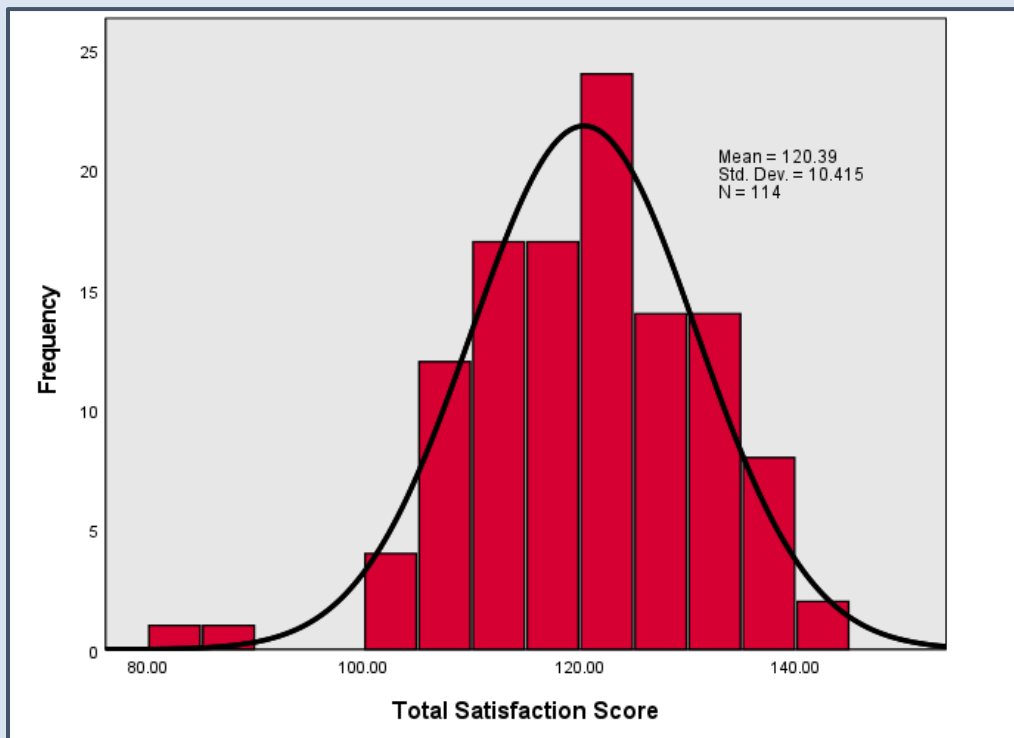
- The overall mean for ACT respondents for Total Satisfaction Score (TSS) was 115.88 with a standard deviation of 8.208 indicating a high level of satisfaction. The TSS scores ranged from 98.02–136.03. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all SUD Outpatient respondents for Total Satisfaction Score (TSS) was 119.96 with a standard deviation of 9.964 indicating a high level of satisfaction. The TSS scores ranged from 84.0–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all SUD Intensive Outpatient respondents for Total Satisfaction Score (TSS) was 120.39 with a standard deviation of 10.415 indicating a high level of satisfaction. The TSS scores ranged from 84.55–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

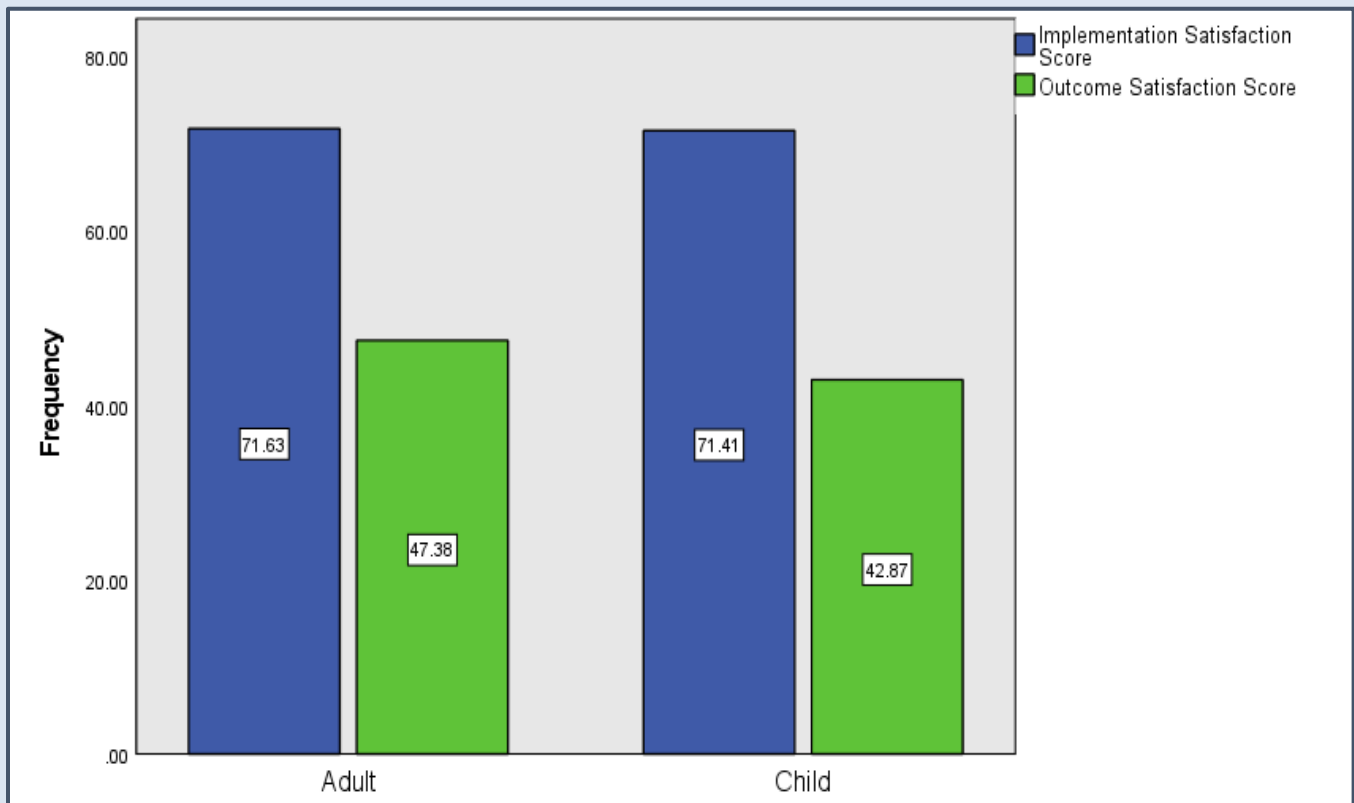


Mean Satisfaction with Services and Outcomes of Services

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:

- 97.4% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 97.2% You feel comfortable in asking questions regarding your treatment Q18.
- 97.0% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 96.7% Your provider asks your permission before sharing your personal information Q20.
- 95.9% You are an important part of the treatment process Q26.
- 95.0% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 93.6% You have the option to change your service provider should you choose to Q16.
- 93.0% Your service provider explained the advantages of therapy or treatment Q27.
- 92.8% You trust your service provider Q22.
- 91.1% Your service provider spends adequate time with you Q19.
- 91.1% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.
- 90.9% Your service provider explained the limitations of therapy or treatment Q28.
- 90.3% Your provider informed you who to call if you have questions about your mental health or substance abuse services Q13.
- 89.9% Overall, you are satisfied with the services received/are receiving Q29.
- 85.3% 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, 97.9% agreed or strongly agreed, 1.2% reported no change, 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=1125) are presented in Table 1.

Summary responses from the Adult group of respondents (N=321) are presented in Table 2.

Summary responses from the Child/Adolescent group of respondents (N=804) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=1125	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.	90.3	5.8	2.9	0.6	0.6
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	79.1	7.6	3.0	1.0	7.6
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.).	85.3	8.4	2.9	0.7	2.2
16. You have the option to change your service provider should you choose to.	93.6	2.9	2.9	0.5	0.7
17. You were informed about your rights and responsibilities regarding the treatment you received.	97.0	1.2	3.0	0.3	0.4
18. You feel comfortable in asking questions regarding your treatment.	97.2	1.6	3.0	0.3	0.3
19. Your service provider spends adequate time with you.	91.1	5.3	2.9	0.5	0.3
20. Your provider asks your permission before sharing your personal information.	96.7	0.7	3.0	0.4	1.0
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	97.4	0.5	3.0	0.3	1.0
22. You trust your service provider.	92.8	3.5	2.9	0.5	0.5
23. You feel safe at this facility.	79.7	0.7	3.5	1.2	18.6
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	91.1	3.6	3.0	0.6	2.2
25. You are included in the development of your treatment/recovery plan and goals for recovery.	95.0	1.7	3.0	0.5	1.3
26. You are an important part of the treatment process.	95.9	1.7	3.0	0.4	0.9
27. Your service provider explained the advantages of therapy or treatment.	93.0	3.5	2.9	0.5	1.0
28. Your service provider explained the limitations of therapy or treatment.	90.9	4.5	2.9	0.5	0.7
29. Overall, you are satisfied with the services received/are receiving.	89.9	5.9	2.9	0.5	0.3

Table 2 – Total Satisfaction – Services Questions – Adult Respondents

N=321	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.	90.3	5.0	2.9	0.5	0.6
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	84.7	4.7	3.0	0.8	5.0
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.).	89.1	6.5	2.9	0.6	1.2
16. You have the option to change your service provider should you choose to.	90.0	4.7	2.9	0.6	0.9
17. You were informed about your rights and responsibilities regarding the treatment you received.	96.9	0.9	3.0	0.2	0.0
18. You feel comfortable in asking questions regarding your treatment.	98.1	0.9	3.0	0.2	0.0
19. Your service provider spends adequate time with you.	95.6	3.4	2.9	0.4	0.0
20. Your provider asks your permission before sharing your personal information.	98.1	0.3	3.0	0.2	0.0
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	99.4	0.3	3.0	0.2	0.3
22. You trust your service provider.	96.0	1.6	3.0	0.3	0.3
23. You feel safe at this facility.	95.0	0.3	3.1	0.6	3.7
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	91.3	3.4	3.0	0.6	1.9
25. You are included in the development of your treatment/recovery plan and goals for recovery.	97.8	1.7	3.0	0.3	0.0
26. You are an important part of the treatment process.	99.1	0.6	3.0	0.2	0.0
27. Your service provider explained the advantages of therapy or treatment.	94.7	3.1	2.9	0.4	0.3
28. Your service provider explained the limitations of therapy or treatment.	91.3	4.0	2.9	0.5	0.3
29. Overall, you are satisfied with the services received/are receiving.	96.3	1.9	2.9	0.3	0.0

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

N=804	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.	90.3	6.1	2.9	0.6	0.6
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	76.9	8.8	3.0	1.1	8.7
15. Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.).	83.8	9.2	2.9	0.8	2.6
16. You have the option to change your service provider should you choose to.	95.0	2.2	3.0	0.4	0.6
17. You were informed about your rights and responsibilities regarding the treatment you received.	97.0	1.4	3.0	0.3	0.6
18. You feel comfortable in asking questions regarding your treatment.	96.9	1.9	3.0	0.3	0.4
19. Your service provider spends adequate time with you.	89.3	6.1	2.8	0.5	0.4
20. Your provider asks your permission before sharing your personal information.	96.1	0.9	3.0	0.4	1.4
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	96.6	0.6	3.0	0.4	1.2
22. You trust your service provider.	91.5	4.2	2.9	0.5	0.6
23. You feel safe at this facility.	73.6	0.9	3.7	1.3	24.5
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	91.0	3.6	3.0	0.6	2.4
25. You are included in the development of your treatment/recovery plan and goals for recovery.	93.9	1.7	3.0	0.5	1.9
26. You are an important part of the treatment process.	94.7	2.1	3.0	0.5	1.2
27. Your service provider explained the advantages of therapy or treatment.	92.3	3.6	2.9	0.5	1.2
28. Your service provider explained the limitations of therapy or treatment.	90.8	4.7	2.9	0.5	0.9
29. Overall, you are satisfied with the services received/are receiving.	87.3	7.5	2.8	0.6	0.4

Outcomes of Services

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

Respondents describe their lives as being better as a result of their services in the majority of cases. In total, 54.9% to 82.1% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 14.8% to 28.4% of responses reflect that no change has resulted from involvement in services. Finally, 1.7% to 5.6% of responses reflect things are worse as a result of services.

*Summary responses from the Total group of respondents (N=1125) are presented in Table 4.
Summary responses from the Adult group of respondents (N=321) are presented in Table 5.
Summary responses from the Child/Adolescent group of respondents (N=804) are presented in Table 6.*

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

Total N=1125	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	74.0	19.1	5.6	2.7	0.7	1.2
31. Feeling in control of your life.	66.2	24.9	4.9	2.8	0.9	4.0
32. Coping with personal crisis.	55.6	26.3	5.6	3.0	1.3	12.4
33. How you feel about yourself.	73.7	19.0	3.8	2.8	0.8	3.5
34. Feeling good (hopeful) about the future.	69.7	20.9	2.8	2.9	1.0	6.7
35. Enjoying your free time.	82.1	14.8	1.7	2.9	0.6	1.3
36. Strengthening your social support network.	70.6	23.8	2.9	2.8	0.7	2.7
37. Being involved in community activities.	54.9	28.4	3.6	3.0	1.3	13.2
38. Participating with school or work activities.	62.3	20.0	4.6	3.1	1.2	13.1
39. Interacting with people in social situations.	70.3	23.4	4.4	2.7	0.7	1.9
40. Coping with the specific problems or issues that led you to seek services.	70.3	22.7	5.4	2.7	0.7	1.6

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

Total N=321	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	91.0	7.5	1.6	2.9	0.4	0.0
31. Feeling in control of your life.	84.7	11.8	2.5	2.9	0.5	0.9
32. Coping with personal crisis.	73.2	17.1	3.4	2.9	0.9	6.2
33. How you feel about yourself.	90.0	7.2	2.5	2.9	0.4	0.3
34. Feeling good (hopeful) about the future.	89.1	7.5	1.6	3.0	0.6	1.9
35. Enjoying your free time.	88.8	8.7	1.9	2.9	0.5	0.6
36. Strengthening your social support network.	85.4	13.1	0.9	2.9	0.5	0.6
37. Being involved in community activities.	63.2	15.9	1.9	3.4	1.3	19.0
38. Participating with school or work activities.	55.5	9.3	2.5	3.8	1.6	32.7
39. Interacting with people in social situations.	84.4	14.0	1.2	2.8	0.4	0.3
40. Coping with the specific problems or issues that led you to seek services.	89.7	8.7	0.9	2.9	0.4	0.6

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=804						
30. Managing daily problems.	67.3	23.8	7.2	2.7	0.8	1.7
31. Feeling in control of your life.	58.8	30.1	5.8	2.7	1.0	5.2
32. Coping with personal crisis.	48.6	30.0	6.5	3.0	1.4	14.9
33. How you feel about yourself.	67.2	23.8	4.4	2.8	0.9	4.7
34. Feeling good (hopeful) about the future.	61.9	26.2	3.2	2.9	1.1	8.6
35. Enjoying your free time.	79.5	17.3	1.6	2.8	0.6	1.6
36. Strengthening your social support network.	64.7	28.1	3.7	2.7	0.8	3.5
37. Being involved in community activities.	51.6	33.3	4.2	2.9	1.2	10.8
38. Participating with school or work activities.	65.0	24.3	5.5	2.8	0.9	5.2
39. Interacting with people in social situations.	64.7	27.1	5.7	2.7	0.8	2.5
40. Coping with the specific problems or issues that led you to seek services.	62.6	28.2	7.2	2.6	0.8	2.0

Satisfaction with the Managed Care Organization

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

- 58.0% of respondents (653 of the 1125) reported that they had received a copy of the PerformCare member handbook, 27.0% (304) reported that they had not received a copy of the member handbook, 14.7% (165) were not sure, and 0.3% (3) reported that this question did not apply.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	1125	653 58.00%	304 27.00%	165 14.70%	3 0.30%
Adult					
Cumberland	75	33 44.00%	32 42.70%	10 13.30%	0 0
Dauphin	88	33 37.50%	47 53.40%	8 9.10%	0 0
Lancaster	129	57 44.20%	60 46.50%	12 9.30%	0 0
Lebanon	28	9 32.10%	14 50.00%	5 17.90%	0 0
Perry	1	1 100.00%	0 0	0 0	0 0
Child					
Cumberland	124	79 63.70%	23 18.50%	22 17.70%	0 0
Dauphin	262	178 67.90%	51 19.50%	33 12.60%	0 0
Lancaster	259	155 59.80%	50 19.30%	52 20.10%	2 0.80%
Lebanon	137	94 68.60%	20 14.60%	22 16.10%	1 0.70%
Perry	22	14 63.60%	7 31.80%	1 4.50%	0 0

- 91.4% of respondents (1028 of the 1125) reported that they were aware of their right to file a complaint or grievance, 7.6% (86) reported that they were not aware of their right to file a complaint or grievance, 0.7% (8) reported that they were not sure, and 0.3% (3) 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	1125	1028 91.40%	86 7.60%	8 0.70%	3 0.30%
Adult					
Cumberland	75	67 89.30%	8 10.70%	0 0	0 0
Dauphin	88	83 94.30%	5 5.70%	0 0	0 0
Lancaster	129	113 87.60%	12 9.30%	2 1.60%	2 1.60%
Lebanon	28	25 89.30%	0 0	3 10.70%	0 0
Perry	1	1 100.00%	0 0	0 0	0 0
Child					
Cumberland	124	115 92.70%	9 7.30%	0 0	0 0
Dauphin	262	240 91.60%	21 8.00%	1 0.40%	0 0
Lancaster	259	240 92.70%	18 6.90%	1 0.40%	0 0
Lebanon	137	122 89.10%	13 9.50%	1 0.70%	1 0.70%
Perry	22	22 100.00%	0 0	0 0	0 0

- 68.5% of respondents (771 of the 1125) reported that they knew who to call to file a complaint or grievance, 27.3% (307) reported that they did not know who to call, 3.6% (41) were not sure, and 0.5% (6) 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	1125	771 68.50%	307 27.30%	41 3.60%	6 0.50%
Adult					
Cumberland	75	43 57.30%	27 36.00%	5 6.70%	0 0
Dauphin	88	48 54.50%	38 43.20%	1 1.10%	1 1.10%
Lancaster	129	74 57.40%	48 37.20%	5 3.90%	2 1.60%
Lebanon	28	17 60.70%	9 32.10%	2 7.10%	0 0
Perry	1	0 0	1 100.00%	0 0	0 0
Child					
Cumberland	124	109 87.90%	12 9.70%	2 1.60%	1 0.80%
Dauphin	262	192 73.30%	56 21.40%	13 5.00%	1 0.40%
Lancaster	259	182 70.30%	70 27.00%	7 2.70%	0 0
Lebanon	137	88 64.20%	43 31.40%	5 3.60%	1 0.70%
Perry	22	18 81.80%	3 13.60%	1 4.50%	0 0

- 18.7% of respondents (210 of the 1125) reported that they had called PerformCare in the last twelve months for information, 77.3% (870) reported that they had not called PerformCare within the last twelve months, 1.3% (15) were not sure, and 2.7% (30) reported this question did not apply.

	Total	Q4 In the last twelve months, did you call member services at PerformCare to get information? (example: help for counseling, treatment, or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	1125	210 18.70%	870 77.30%	15 1.30%	30 2.70%
Adult					
Cumberland	75	17 22.70%	55 73.30%	2 2.70%	1 1.30%
Dauphin	88	16 18.20%	67 76.10%	3 3.40%	2 2.30%
Lancaster	129	25 19.40%	101 78.30%	2 1.60%	1 0.80%
Lebanon	28	7 25.00%	21 75.00%	0 0	0 0
Perry	1	0 0	0 0	0 0	1 100.00%
Child					
Cumberland	124	22 17.70%	87 70.20%	3 2.40%	12 9.70%
Dauphin	262	47 17.90%	212 80.90%	3 1.10%	0 0
Lancaster	259	46 17.80%	199 76.80%	2 0.80%	12 4.60%
Lebanon	137	22 16.10%	114 83.20%	0 0	1 0.70%
Perry	22	8 36.40%	14 63.60%	0 0	0 0

- 91.9% of those that requested information from PerformCare (193 of the 210) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 5.7% (12) reported that they were not able to obtain information without unnecessary delays, and 2.4% (5) were not sure.

	Total	Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?			
		Yes	No	Not Sure	Does Not Apply
Total	210	193 91.90%	12 5.70%	5 2.40%	0 0
Adult					
Cumberland	17	16 94.10%	1 5.90%	0 0	0 0
Dauphin	16	15 93.80%	1 6.30%	0 0	0 0
Lancaster	25	22 88.00%	1 4.00%	2 8.00%	0 0
Lebanon	7	7 100.00%	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0
Child					
Cumberland	22	14 63.60%	6 27.30%	2 9.10%	0 0
Dauphin	47	44 93.60%	3 6.40%	0 0	0 0
Lancaster	46	45 97.80%	0 0	1 2.20%	0 0
Lebanon	22	22 100.00%	0 0	0 0	0 0
Perry	8	8 100.00%	0 0	0 0	0 0

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

- 65.0% of respondents (731 of 1125) reported that they were given a choice of at least 2 providers regarding the type of service they were seeking, 24.1% (271) reported that they were not given a choice, 6.0% (67) were not sure, and 5.0% (56) 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	1125	731 65.00%	271 24.10%	67 6.00%	56 5.00%
Adult					
Cumberland	75	44 58.70%	20 26.70%	6 8.00%	5 6.70%
Dauphin	88	46 52.30%	31 35.20%	4 4.50%	7 8.00%
Lancaster	129	76 58.90%	36 27.90%	10 7.80%	7 5.40%
Lebanon	28	15 53.60%	9 32.10%	3 10.70%	1 3.60%
Perry	1	1 100.00%	0 0	0 0	0 0
Child					
Cumberland	124	68 54.80%	29 23.40%	10 8.10%	17 13.70%
Dauphin	262	192 73.30%	55 21.00%	11 4.20%	4 1.50%
Lancaster	259	173 66.80%	62 23.90%	13 5.00%	11 4.20%
Lebanon	137	99 72.30%	24 17.50%	10 7.30%	4 2.90%
Perry	22	17 77.30%	5 22.70%	0 0	0 0

- 84.5% of respondents (951 of 1125) reported that they were informed of the time approved for their services, 10.7% of respondents (120) were not informed of the time approved for services, 3.4% (38) were not sure, and 1.4% (16) 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
Total	1125	951 84.50%	120 10.70%	38 3.40%	16 1.40%
Adult					
Cumberland	75	66 88.00%	7 9.30%	1 1.30%	1 1.30%
Dauphin	88	75 85.20%	10 11.40%	1 1.10%	2 2.30%
Lancaster	129	97 75.20%	22 17.10%	10 7.80%	0 0
Lebanon	28	21 75.00%	4 14.30%	3 10.70%	0 0
Perry	1	0 0	1 100.00%	0 0	0 0
Child					
Cumberland	124	107 86.30%	9 7.30%	2 1.60%	6 4.80%
Dauphin	262	230 87.80%	24 9.20%	7 2.70%	1 0.40%
Lancaster	259	219 84.60%	26 10.00%	10 3.90%	4 1.50%
Lebanon	137	114 83.20%	17 12.40%	4 2.90%	2 1.50%
Perry	22	22 100.00%	0 0	0 0	0 0

- 95.8% of respondents (677 of the 707) reported when they called PerformCare staff treats them courteously and with respect, 2.8% (20) reported when they called PerformCare staff did not treat them courteously and with respect, and 1.4% (10) were not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	707	677 95.80%	20 2.80%	10 1.40%
Adult				
Cumberland	58	57 98.30%	1 1.70%	0 0
Dauphin	62	61 98.40%	1 1.60%	0 0
Lancaster	74	70 94.60%	3 4.10%	1 1.40%
Lebanon	9	9 100.00%	0 0	0 0
Perry	0	0 0	0 0	0 0
Child				
Cumberland	60	58 96.70%	2 3.30%	0 0
Dauphin	208	194 93.30%	9 4.30%	5 2.40%
Lancaster	182	179 98.40%	0 0	3 1.60%
Lebanon	34	30 88.20%	3 8.80%	1 2.90%
Perry	20	19 95.00%	1 5.00%	0 0

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

- 84.2% of respondents (947 of 1125) report overall they are satisfied with their interactions with PerformCare, 1.6% (18) report overall they are not satisfied with their interactions, 1.9% (21) were not sure, and 12.4% (139) 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
Total	1125	947 84.20%	18 1.60%	21 1.90%	139 12.40%
Adult					
Cumberland	75	65 86.70%	2 2.70%	0 0	8 10.70%
Dauphin	88	73 83.00%	2 2.30%	3 3.40%	10 11.40%
Lancaster	129	116 89.90%	1 0.80%	2 1.60%	10 7.80%
Lebanon	28	22 78.60%	0 0	1 3.60%	5 17.90%
Perry	1	1 100.00%	0 0	0 0	0 0
Child					
Cumberland	124	63 50.80%	2 1.60%	1 0.80%	58 46.80%
Dauphin	262	230 87.80%	3 1.10%	10 3.80%	19 7.30%
Lancaster	259	228 88.00%	2 0.80%	2 0.80%	27 10.40%
Lebanon	137	127 92.70%	6 4.40%	2 1.50%	2 1.50%
Perry	22	22 100.00%	0 0	0 0	0 0

PerformCare Comments:

Q1 Have you received a copy of the Member Handbook from PerformCare?

- Digitally.
- Got it online.
- In the mail.
- May have the first time around years ago, though.
- Not recently.
- Not this year.
- Was offered.

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

- Yes, but I do not have a complainer bone in my body.
- I was not aware.
- No need to.
- No one told me.
- Have filed a complaint.

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

- Can look it up in the handbook.
- Could find in handbook.
- I now know I can call PerformCare.

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

- No, we called providers ourselves.
- Called Roxbury directly.
- They actually called me.
- I talked to PerformCare many times because my son is on waiting lists for a number of services, but still has only one service.
- Yes, inquiring about services.
- To find providers.

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

- They took three days to get back to me.
- I did not get answers.
- I used to have a contact from PerformCare who would check in with us monthly. That stopped in the middle of Covid, and we have not been contacted since.
- No one could help because there were no therapists available.
- No. They were rude and not helpful at all.
- We are still waiting for answers.
- There was confusion about me paying for outpatient myself.

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

- We had already chosen our provider beforehand.
- Children and Youth recommended.
- Came to current provider on my own.
- Came to TW Ponessa, since he had services here before.
- Cannot remember.
- Chose Naaman, voluntarily.
- Chose Mazzitti & Sullivan myself.

- I contacted the provider directly.
- I did not have a choice due to parole.
- Found it on my own.
- They gave me a list of 20 some and that was it. There really was not much help, we were kind of just on our own with the list then.
- Got a list.
- Had to find my own.
- Have received services here before.
- I chose the provider.
- I chose this place.
- I picked it myself.
- I picked my own through the school.
- I searched for the list myself.
- It was set up through my rehab. The other place did not have room to take me.
- Mandatory from county jail.
- Yes, more than two.
- My choice.
- My choice to come here.
- Not needed.
- Only one provider in our area.
- PerformCare is not helping me with resources or getting my kid in services.
- I picked it myself. (3)
- Referred to provider by my lawyer.
- Requested Gaudenzia.
- Told to call CMU, and it was the same thing, no availability.
- They said the providers will contact you.
- Was arranged for me from rehabilitation.
- Was only given one choice.
- We chose his provider.
- We were seeking providers of the same ethnicity.
- White Deer Run recommended this to me.

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

- Yes, but staffing is such that he does not get his full time.
- We have not begun services yet.
- I was not informed.
- Not sure if I was informed by my provider or PerformCare.
- Not that I recall.
- My provider provided this. (4)
- Still on wait list. (2)
- Waiting for PerformCare to approve.
- Was not informed.
- When you request it.

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

- Always.
- Definitely.
- Does Not Apply: I did not call them. (10)
- I speak with answering machines most of the time.

- I usually have to leave a message.
- Does Not Apply: Never called PerformCare.
- Rude very rude.
- Some staff can be nasty on the phone.
- They call me. I have not called them.

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

- 50% of the time.
- Absolutely.
- I do not recall interactions with them.
- Have never talked with them.
- No. He needs more services.
- I cannot seem to get my child the services she needs.
- I did not feel that they were proactive since I believe the facility was falsifying information.
- I have not received any information about what is going on.
- I would like to have PerformCare call us at regular intervals to check on my son.
- No interactions that I am aware of.
- Not 100 percent satisfied.
- So-so.
- They exceed expectations.
- They have been great to us.