



Consumer Satisfaction Services, Inc.

**Capital Region
4th Quarter 2025**

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

Consumer Satisfaction Services

4785 Linglestown Road

Suite 201

Harrisburg, PA 17112

(717) 651-1070

www.css-pa.org

Consumer Satisfaction Services, Inc.

Board of Directors

Chair	Traci Schaeffer
Vice Chair	Steve Barndt
Secretary	Deborah Allen
Treasurer	Chris Kroft
Member at Large	Lisa Arifer-Polcha
Member at Large	Jeff Klare
Member at Large	Martha Mercurio

Staff

Executive Director	Jessica Paul
Deputy Director	Abby Robinson
Program Administrator	Sarah Sporer
Survey Specialists	Debra Helwig
	Jennifer Stevens
	Kathy Carr
	Diana Medina
	Mackenzie Fisher
	Olivia Inch
	Fallon McFadden
	Taylor Robinson

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.

Table of Contents

Executive Summary	I
Request for Assistance	1
Survey Information	2
Demographic Information.....	3
Consumer Satisfaction.....	5
Total Satisfaction	11
Services	13
Outcomes of Services	17
Satisfaction with the Managed Care Organization.....	20
Consumer Comments	29

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.

The survey consists of 45 questions that cover topics including satisfaction with PerformCare, satisfaction with services being received, and the impact of services on overall 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 ($n=168$) 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 168 ($n=168$) respondents from the Capital Region including 131 adults (78.0%) and 37 child/adolescents (22.0%).
- Sample: Of the 131 adult members, 128 (97.7%) responded for themselves, 1 (0.8%) had a parent/guardian respond for them, and 2 (1.5%) responded for themselves with the additional input of a parent/guardian. Of the 37 child/adolescent members, 37 (100.0%) had a parent/guardian respond for them.
- Level of Care: In all, 4 treatment levels of care were utilized by respondents and are included in this reporting period, 86 (51.2%) Targeted Case Management-Blended Case Management, 46 (27.4%) Targeted Case Management-Intensive Case Management, 29 (17.3%) Targeted Case Management-Resource Coordination, and 7 (4.2%) Extended Acute Care.
- Methods: Data was collected by 7 interviewers.
- Treatment Facility: Data was collected pertaining to 9 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 168 interviews, 43 (25.6%) were conducted in person and 125 (74.4%) were conducted by phone.

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:

- 96.4% You are an important part of the treatment process Q26.
- 95.8% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 95.2% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 94.6% Your service provider spends adequate time with you Q19.
- 94.6% Your provider asks your permission before sharing your personal information Q20.
- 94.6% Your service provider explained the advantages of therapy or treatment Q27.
- 94.0% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 93.5% You have the option to change your service provider should you choose to Q16.
- 93.5% You feel comfortable in asking questions regarding your treatment Q18.
- 93.5% Overall, you are satisfied with the services received/are receiving Q29.
- 91.7% You trust your service provider Q22.
- 91.1% Your provider discussed other services that may benefit you in your treatment/recovery Q15.
- 90.5% Your provider informed you who to call if you have questions about your mental health or substance use services Q13.
- 87.5% Your service provider explained the limitations of therapy or treatment Q28.
- 86.9% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.
- 85.1% You were given information on how to get additional community resources when you asked for information Q14.

**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, 97.0% reported that feeling safe at this facility is better or much better, 2.3% reported no change, and 0.8% reported this as worse or much worse. 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, 57.7% to 76.2% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 16.1% to 33.9% of responses reflect that no change has resulted from involvement in services. Finally, 3.6% to 8.3% of responses reflect things are worse as a result of services.

**Participating with school or work activities Q38. A high number of respondents reported that this question did not apply to them. With these cases removed, 62.7% reported that participating with school or work is better or much better, 33.3% reported no change, and 3.9% reported this as worse or much worse. This is a more accurate representation of the data.*

We welcome questions, comments and suggestions. Please contact:

**Abby Robinson
Deputy Director
4785 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 RFA is forwarded to Capital Area Behavioral Health Collaborative (CABHC) for action steps and follow up.

- CSS had one RFA for the 4th Quarter 2025.
 - During a survey, a member voiced a concern, reporting that they had not received calls back from their provider and no meeting had been scheduled in the past two months. CABHC contacted the provider, who confirmed multiple documented attempts to reach the member by phone and voicemail, with no response from the member. CABHC attempted to contact the member regarding the provider's response; after no response, a letter summarizing the outcome was mailed to the member.

* 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 168 ($n=168$) respondents from the Capital Region including 131 adults (78.0%) and 37 child/adolescents (22.0%).
- Sample: Of the 131 adult members, 128 (97.7%) responded for themselves, 1 (0.8%) had a parent/guardian respond for them, and 2 (1.5%) responded for themselves with the additional input of a parent/guardian. Of the 37 child/adolescent members, 37 (100.0%) had a parent/guardian respond for them.
- Level of Care: In all, 4 treatment levels of care were utilized by respondents and are included in this reporting period, 86 (51.2%) Targeted Case Management-Blended Case Management, 46 (27.4%) Targeted Case Management-Intensive Case Management, 29 (17.3%) Targeted Case Management-Resource Coordination, and 7 (4.2%) Extended Acute Care.
- Methods: Data was collected by 7 interviewers.
- Treatment Facility: Data was collected pertaining to 9 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 168 interviews, 43 (25.6%) were conducted in person and 125 (74.4%) were conducted by phone.

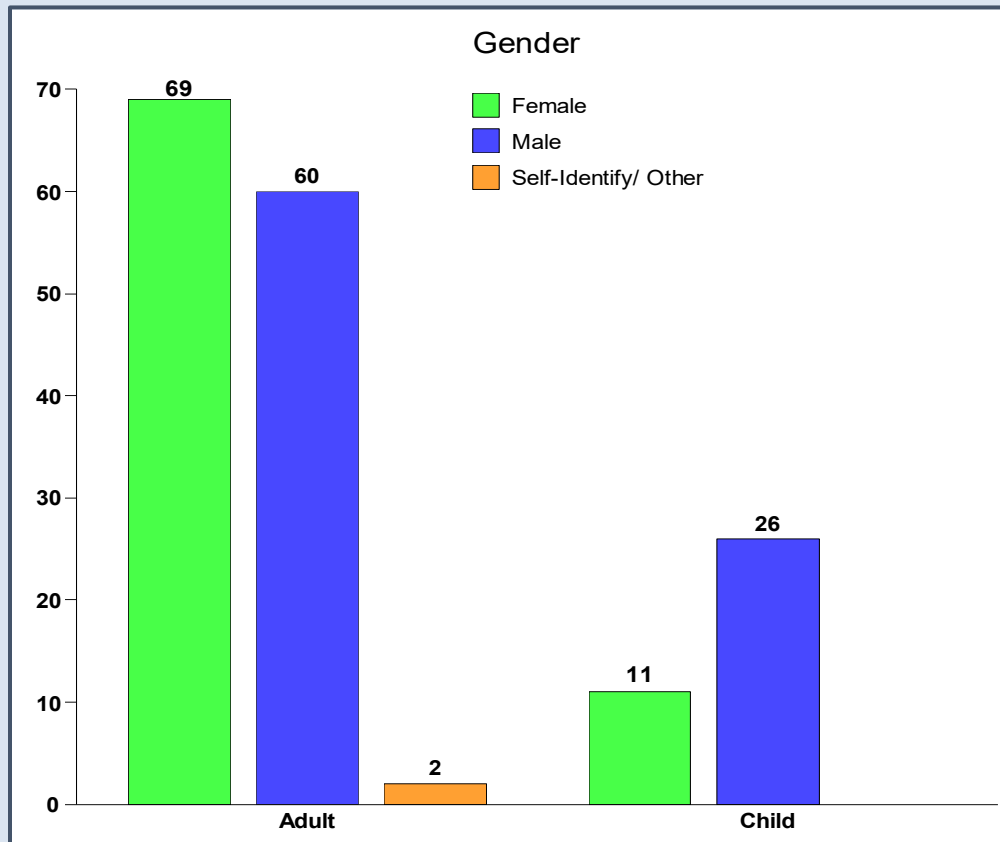
County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Dauphin (42.9%). The remaining respondents reported residence in, Cumberland (36.3%), Lancaster (15.5%), Lebanon (4.2%), and Perry County (1.2%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	168	61 36.30%	72 42.90%	26 15.50%	7 4.20%	2 1.20%
Age Type						
Adult	131	51 38.90%	53 40.50%	18 13.70%	7 5.30%	2 1.50%
Child	37	10 27.00%	19 51.40%	8 21.60%	0 0	0 0

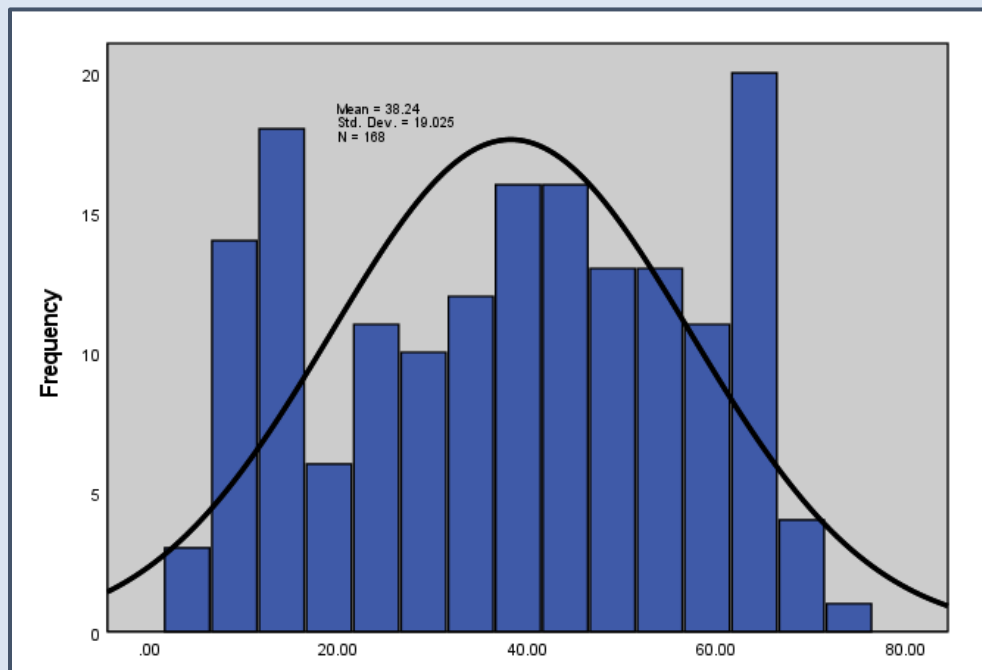
Demographic Information

Gender: Overall, the sample is 47.6% Female (80), 51.2% Male (86), and 1.2% Self-Identify Other (2).



Age: Age of all respondents ranged from 4-72 years, with a mean age of 38.24 (SD 19.025).

Age of All Respondents



Race: 94 respondents (56.0%) reported their race as White/Caucasian, 36 (21.4%) as African American, 21 (12.5%) as Hispanic/Latino, 12 (7.1%) as Multi-Racial, 2 (1.2%) as Asian/Pacific Islander, 2 (1.2%) as Native American/American Indian, and 1 (0.6%) as Other.

	Total	Race							
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American/American Indian	White/Caucasian	Multi-Racial	Other	Did Not Answer
Total	168	36 21.40%	2 1.20%	21 12.50%	2 1.20%	94 56.00%	12 7.10%	1 0.60%	0 0
Age Type									
Adult	131	31 23.70%	0 0	12 9.20%	2 1.50%	78 59.50%	7 5.30%	1 0.80%	0 0
Child	37	5 13.50%	2 5.40%	9 24.30%	0 0	16 43.20%	5 13.50%	0 0	0 0

Consumer Satisfaction

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

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

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

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

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

Survey Information: Overall, 46 of the 168 respondents (27.4%) reported they had been interviewed by their provider within the last year, 82 (48.8%) reported they had not been interviewed, 37 (22.0%) were not sure, and 3 (1.8%) 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	168	46 27.40%	82 48.80%	37 22.00%	3 1.80%
Age Type					
Adult	131	37 28.20%	60 45.80%	31 23.70%	3 2.30%
Child	37	9 24.30%	22 59.50%	6 16.20%	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	37	123.18	11.65
	No	60	112.76	17.25
	Not sure	31	114.81	11.34
	N/A	3	129.38	.77
	Total	131	116.57	15.03
Child	Yes	9	123.21	10.54
	No	22	114.37	9.53
	Not sure	6	118.80	9.99
	Total	37	117.24	10.29

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.

Service Delay: Of the 168 respondents, 24 (14.3%) reported that they experienced some delay before beginning treatment. 129 respondents (76.8%) reported no delay before beginning treatment, and 15 (8.9%) reported that this question did not apply to them.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	168	24 14.30%	129 76.80%	15 8.90%
Age Type				
Adult	131	20 15.30%	98 74.80%	13 9.90%
Child	37	4 10.80%	31 83.80%	2 5.40%

Total Satisfaction Score				
Q11 Were there delays before starting these services?		N	Mean	Std. Deviation
Adult	Yes	20	109.86	19.80
	No	98	118.09	12.82
	N/A	13	115.43	20.09
	Total	131	116.57	15.03
Child	Yes	4	118.40	12.55
	No	31	117.46	10.43
	N/A	2	111.50	1.26
	Total	37	117.24	10.29

Emergency Treatment: 32 of the 168 respondents (19.0%) indicated they needed emergency mental health or substance use service during the past year, 134 respondents (79.8%) reported that they did not need emergency service, and 2 respondents (1.2%) 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 3.56 with a standard deviation of 1.523.

	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	32	6 18.80%	3 9.40%	1 3.10%	11 34.40%	11 34.40%	0 0
Age Type							
Adult	20	5 25.00%	0 0	0 0	8 40.00%	7 35.00%	0 0
Child	12	1 8.30%	3 25.00%	1 8.30%	3 25.00%	4 33.30%	0 0

Mean Satisfaction of Treatment Facilities

- Data was collected pertaining to 9 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** (84 and below) indicate some level of dissatisfaction.

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
LANCASTER COUNTY BHDS	11	121.35	13.86
MERAKEY STEVENS CENTER	30	120.16	11.18
COMMUNITY SERVICES GROUP	13	117.56	17.22
HOLY SPIRIT HOSPITAL	30	117.17	10.59
CASE MANAGEMENT UNIT (CMU)	55	115.87	14.82
EPHRATA COMMUNITY HOSPITAL	2	115.50	19.09
KEYSTONE SERVICE	15	115.14	14.25
SERVICE ACCESS AND MANAGEMENT (SAM)	7	114.45	9.97
WELLSPAN PHILHAVEN	5	98.57	26.55
Total	168	116.72	14.10

Adult			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
LANCASTER COUNTY BHDS	7	122.52	13.05
MERAKEY STEVENS CENTER	25	120.88	11.17
CASE MANAGEMENT UNIT (CMU)	36	116.81	17.31
HOLY SPIRIT HOSPITAL	25	116.00	10.30
EPHRATA COMMUNITY HOSPITAL	2	115.50	19.09
KEYSTONE SERVICE	15	115.14	14.25
COMMUNITY SERVICES GROUP	9	114.82	20.22
SERVICE ACCESS AND MANAGEMENT (SAM)	7	114.45	9.97
WELLSPAN PHILHAVEN	5	98.57	26.55
Total	131	116.57	15.03

Child/Adolescent Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
COMMUNITY SERVICES GROUP	4	123.72	4.69
HOLY SPIRIT HOSPITAL	5	123.02	11.20
LANCASTER COUNTY BHDS	4	119.31	17.05
MERAKEY STEVENS CENTER	5	116.52	11.71
CASE MANAGEMENT UNIT (CMU)	19	114.11	8.44
Total	37	117.24	10.29

Mean Satisfaction Level of Care

- Mean Satisfaction scores are listed separately for Adult and Child/Adolescent Services for each level of care. 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			
Level of Care	N	Mean	Std. Deviation
TCM (RESOURCE COORDINATION)	29	118.77	11.21
TCM (INTENSIVE CASE MANAGEMENT)	46	117.45	11.98
TCM (BLENDED CASE MANAGEMENT)	86	116.71	14.65
EAC	7	103.41	24.47
Total	168	116.72	14.10

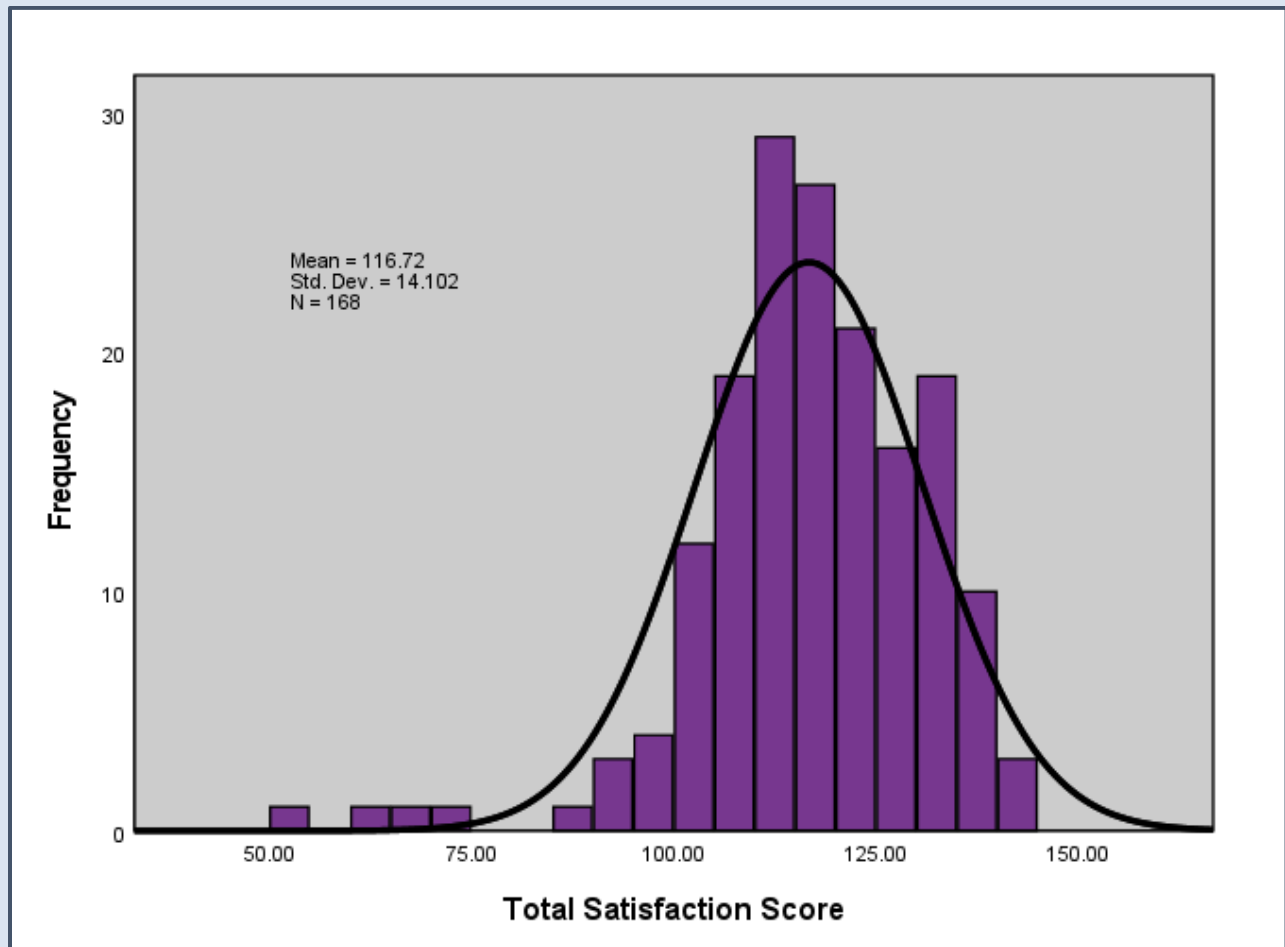
Adult Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
TCM (RESOURCE COORDINATION)	25	119.22	11.71
TCM (BLENDED CASE MANAGEMENT)	59	116.90	16.44
TCM (INTENSIVE CASE MANAGEMENT)	40	116.72	11.79
EAC	7	103.41	24.47
Total	131	116.57	15.03

Child/Adolescent Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
TCM (INTENSIVE CASE MANAGEMENT)	6	122.32	13.17
TCM (BLENDED CASE MANAGEMENT)	27	116.30	9.94
TCM (RESOURCE COORDINATION)	4	115.95	7.97
Total	37	117.24	10.29

Total Satisfaction

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

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 116.7151 with a standard deviation of 14.10157 indicating a high level of satisfaction. The TSS scores ranged from 53.0–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

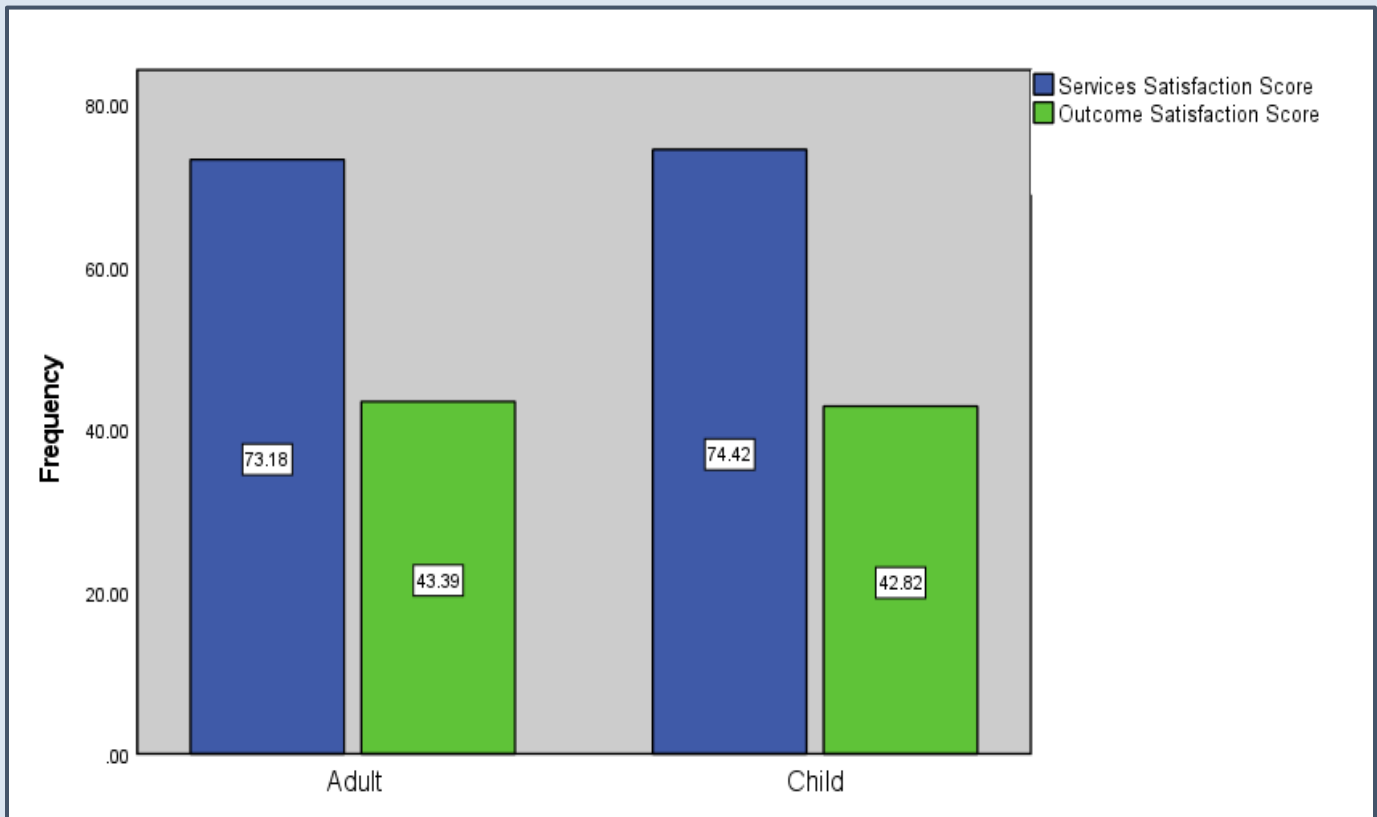


Mean Satisfaction with Services and Outcomes of Services

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:

- 96.4% You are an important part of the treatment process Q26.
- 95.8% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 95.2% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 94.6% Your service provider spends adequate time with you Q19.
- 94.6% Your provider asks your permission before sharing your personal information Q20.
- 94.6% Your service provider explained the advantages of therapy or treatment Q27.
- 94.0% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 93.5% You have the option to change your service provider should you choose to Q16.
- 93.5% You feel comfortable in asking questions regarding your treatment Q18.
- 93.5% Overall, you are satisfied with the services received/are receiving Q29.
- 91.7% You trust your service provider Q22.
- 91.1% Your provider discussed other services that may benefit you in your treatment/recovery Q15.
- 90.5% Your provider informed you who to call if you have questions about your mental health or substance use services Q13.
- 87.5% Your service provider explained the limitations of therapy or treatment Q28.
- 86.9% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.
- 85.1% You were given information on how to get additional community resources when you asked for information Q14.

**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, 97.0% reported that feeling safe at this facility is better or much better, 2.3% reported no change, and 0.8% reported this as worse or much worse. This is a more accurate representation of the data.*

**Summary responses from the Total group of respondents (N=168) are presented in Table 1.
Summary responses from the Adult group of respondents (N=131) are presented in Table 2.
Summary responses from the Child/Adolescent group of respondents (N=37) are presented in Table 3.**

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=168	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 use services.	90.5	4.2	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).	85.1	4.8	3.0	0.9	5.4
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.).	91.1	1.8	3.0	0.5	1.8
16. You have the option to change your service provider should you choose to.	93.5	3.0	2.9	0.4	0.6
17. You were informed about your rights and responsibilities regarding the treatment you received.	94.0	3.6	2.9	0.5	0.6
18. You feel comfortable in asking questions regarding your treatment.	93.5	4.8	2.9	0.4	0.0
19. Your service provider spends adequate time with you.	94.6	3.0	2.9	0.4	0.6
20. Your provider asks your permission before sharing your personal information.	94.6	1.2	3.0	0.5	1.8
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	95.2	1.2	3.0	0.5	1.8
22. You trust your service provider.	91.7	3.6	3.0	0.7	3.0
23. You feel safe at this facility.	76.8	0.6	3.6	1.3	20.8
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	86.9	2.4	3.0	0.7	3.0
25. You are included in the development of your treatment/recovery plan and goals for recovery.	95.8	1.8	3.0	0.4	0.6
26. You are an important part of the treatment process.	96.4	1.2	3.0	0.3	0.0
27. Your service provider explained the advantages of therapy or treatment.	94.6	1.2	3.0	0.4	0.6
28. Your service provider explained the limitations of therapy or treatment.	87.5	4.2	2.9	0.5	0.6
29. Overall, you are satisfied with the services received/are receiving.	93.5	6.0	2.9	0.5	0.6

Table 2 – Total Satisfaction – Services Questions – Adult Respondents

N=131	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 use services.	89.3	5.3	2.9	0.6	0.8
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	82.4	6.1	3.0	1.0	6.9
15. Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.).	90.1	1.5	3.0	0.6	2.3
16. You have the option to change your service provider should you choose to.	93.9	3.1	2.9	0.4	0.0
17. You were informed about your rights and responsibilities regarding the treatment you received.	93.1	4.6	2.9	0.5	0.8
18. You feel comfortable in asking questions regarding your treatment.	91.6	6.1	2.9	0.5	0.0
19. Your service provider spends adequate time with you.	95.4	3.1	2.9	0.4	0.0
20. Your provider asks your permission before sharing your personal information.	93.9	1.5	3.0	0.5	1.5
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	93.9	1.5	3.0	0.5	2.3
22. You trust your service provider.	92.4	4.6	2.9	0.6	1.5
23. You feel safe at this facility.	77.9	0.8	3.5	1.2	19.1
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	85.5	3.1	2.9	0.7	3.1
25. You are included in the development of your treatment/recovery plan and goals for recovery.	94.7	2.3	3.0	0.4	0.8
26. You are an important part of the treatment process.	96.2	1.5	2.9	0.3	0.0
27. Your service provider explained the advantages of therapy or treatment.	93.1	1.5	2.9	0.4	0.8
28. Your service provider explained the limitations of therapy or treatment.	85.5	5.3	2.8	0.6	0.8
29. Overall, you are satisfied with the services received/are receiving.	93.9	6.1	2.9	0.5	0.0

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

N=37	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 use services.	94.6	0.0	2.9	0.2	0.0
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	94.6	0.0	2.9	0.2	0.0
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.).	94.6	2.7	2.9	0.4	0.0
16. You have the option to change your service provider should you choose to.	91.9	2.7	3.0	0.6	2.7
17. You were informed about your rights and responsibilities regarding the treatment you received.	97.3	0.0	3.0	0.2	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.	91.9	2.7	3.0	0.6	2.7
20. Your provider asks your permission before sharing your personal information.	97.3	0.0	3.1	0.5	2.7
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.	89.2	0.0	3.2	0.9	8.1
23. You feel safe at this facility.	73.0	0.0	3.8	1.4	27.0
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	91.9	0.0	3.0	0.6	2.7
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.	97.3	0.0	3.0	0.2	0.0
27. Your service provider explained the advantages of therapy or treatment.	100.0	0.0	3.0	0.0	0.0
28. Your service provider explained the limitations of therapy or treatment.	94.6	0.0	2.9	0.2	0.0
29. Overall, you are satisfied with the services received/are receiving.	91.9	0.0	3.0	0.7	2.7

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, 57.7% to 76.2% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 16.1% to 33.9% of responses reflect that no change has resulted from involvement in services. Finally, 3.6% to 8.3% of responses reflect things are worse as a result of services.

**Participating with school or work activities Q38. A high number of respondents reported that this question did not apply to them. With these cases removed, 62.7% reported that participating with school or work is better or much better, 33.3% reported no change, and 3.9% reported this as worse or much worse. This is a more accurate representation of the data.*

**Summary responses from the Total group of respondents (N=168) are presented in Table 4.
Summary responses from the Adult group of respondents (N=131) are presented in Table 5.
Summary responses from the Child/Adolescent group of respondents (N=37) are presented in Table 6.**

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

Total N=168	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	75.0	17.9	6.0	2.7	0.7	1.2
31. Feeling in control of your life.	67.3	24.4	7.1	2.6	0.7	1.2
32. Coping with personal crisis.	66.1	23.2	8.3	2.7	0.8	2.4
33. How you feel about yourself.	69.0	26.2	4.2	2.7	0.6	0.6
34. Feeling good (hopeful) about the future.	74.4	17.9	6.5	2.7	0.7	1.2
35. Enjoying your free time.	76.2	16.1	7.7	2.7	0.6	0.0
36. Strengthening your social support network.	69.6	21.4	8.3	2.6	0.7	0.6
37. Being involved in community activities.	57.7	29.2	3.6	2.9	1.1	9.5
38. Participating with school or work activities.	38.1	20.2	2.4	3.9	1.7	39.3
39. Interacting with people in social situations.	58.9	33.9	5.4	2.6	0.8	1.8
40. Coping with the specific problems or issues that led you to seek services.	69.0	23.2	6.0	2.7	0.7	1.8

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

Total N=131	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	77.1	14.5	6.9	2.8	0.7	1.5
31. Feeling in control of your life.	71.8	19.8	7.6	2.7	0.7	0.8
32. Coping with personal crisis.	68.7	21.4	8.4	2.7	0.8	1.5
33. How you feel about yourself.	72.5	21.4	5.3	2.7	0.6	0.8
34. Feeling good (hopeful) about the future.	75.6	16.8	7.6	2.7	0.6	0.0
35. Enjoying your free time.	75.6	15.3	9.2	2.7	0.6	0.0
36. Strengthening your social support network.	68.7	20.6	10.7	2.6	0.7	0.0
37. Being involved in community activities.	54.2	31.3	3.8	2.9	1.2	10.7
38. Participating with school or work activities.	31.3	15.3	3.1	4.3	1.8	50.4
39. Interacting with people in social situations.	58.8	32.8	6.1	2.6	0.8	2.3
40. Coping with the specific problems or issues that led you to seek services.	71.0	19.8	6.9	2.7	0.8	2.3

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

Total N=37	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	67.6	29.7	2.7	2.6	0.5	0.0
31. Feeling in control of your life.	51.4	40.5	5.4	2.6	0.8	2.7
32. Coping with personal crisis.	56.8	29.7	8.1	2.7	1.0	5.4
33. How you feel about yourself.	56.8	43.2	0.0	2.6	0.5	0.0
34. Feeling good (hopeful) about the future.	70.3	21.6	2.7	2.9	0.9	5.4
35. Enjoying your free time.	78.4	18.9	2.7	2.8	0.5	0.0
36. Strengthening your social support network.	73.0	24.3	0.0	2.8	0.7	2.7
37. Being involved in community activities.	70.3	21.6	2.7	2.9	0.9	5.4
38. Participating with school or work activities.	62.2	37.8	0.0	2.6	0.5	0.0
39. Interacting with people in social situations.	59.5	37.8	2.7	2.6	0.6	0.0
40. Coping with the specific problems or issues that led you to seek services.	62.2	35.1	2.7	2.6	0.6	0.0

Satisfaction with the Managed Care Organization

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

- 39.9% of respondents (67 of the 168) reported that they had received a copy of the PerformCare member handbook, 26.8% (45) reported that they had not received a copy of the member handbook, and 33.3% (56) were not sure.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	168	67 39.90%	45 26.80%	56 33.30%	0 0
Adult					
Cumberland	51	24 47.10%	13 25.50%	14 27.50%	0 0
Dauphin	53	20 37.70%	16 30.20%	17 32.10%	0 0
Lancaster	18	2 11.10%	7 38.90%	9 50.00%	0 0
Lebanon	7	2 28.60%	4 57.10%	1 14.30%	0 0
Perry	2	1 50.00%	0 0	1 50.00%	0 0
Child					
Cumberland	10	5 50.00%	3 30.00%	2 20.00%	0 0
Dauphin	19	6 31.60%	1 5.30%	12 63.20%	0 0
Lancaster	8	7 87.50%	1 12.50%	0 0	0 0
Lebanon	0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 91.7% of respondents (154 of the 168) reported that they were aware of their right to file a complaint or grievance, 6.5% (11) reported that they were not aware of their right to file a complaint or grievance, 0.6% (1) reported that they were not sure, and 1.2% (2) reported 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	168	154 91.70%	11 6.50%	1 0.60%	2 1.20%
Adult					
Cumberland	51	46 90.20%	3 5.90%	0 0	2 3.90%
Dauphin	53	49 92.50%	4 7.50%	0 0	0 0
Lancaster	18	15 83.30%	2 11.10%	1 5.60%	0 0
Lebanon	7	6 85.70%	1 14.30%	0 0	0 0
Perry	2	1 50.00%	1 50.00%	0 0	0 0
Child					
Cumberland	10	10 100.00%	0 0	0 0	0 0
Dauphin	19	19 100.00%	0 0	0 0	0 0
Lancaster	8	8 100.00%	0 0	0 0	0 0
Lebanon	0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 70.8% of respondents (119 of the 168) reported that they knew who to call to file a complaint or grievance, 28.0% (47) reported that they did not know who to call, and 1.2% (2) reported 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	168	119 70.80%	47 28.00%	0 0	2 1.20%
Adult					
Cumberland	51	42 82.40%	8 15.70%	0 0	1 2.00%
Dauphin	53	31 58.50%	22 41.50%	0 0	0 0
Lancaster	18	10 55.60%	7 38.90%	0 0	1 5.60%
Lebanon	7	5 71.40%	2 28.60%	0 0	0 0
Perry	2	1 50.00%	1 50.00%	0 0	0 0
Child					
Cumberland	10	10 100.00%	0 0	0 0	0 0
Dauphin	19	15 78.90%	4 21.10%	0 0	0 0
Lancaster	8	5 62.50%	3 37.50%	0 0	0 0
Lebanon	0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 8.3% of respondents (14 of the 168) reported that they had called PerformCare in the last twelve months for information, 79.2% (133) reported that they had not called PerformCare within the last twelve months, 2.4% (4) were not sure, and 10.10% (17) 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	168	14 8.30%	133 79.20%	4 2.40%	17 10.10%
Adult					
Cumberland	51	4 7.80%	37 72.50%	1 2.00%	9 17.60%
Dauphin	53	5 9.40%	44 83.00%	0 0	4 7.50%
Lancaster	18	1 5.60%	17 94.40%	0 0	0 0
Lebanon	7	0 0	7 100.00%	0 0	0 0
Perry	2	0 0	1 50.00%	1 50.00%	0 0
Child					
Cumberland	10	2 20.00%	5 50.00%	1 10.00%	2 20.00%
Dauphin	19	1 5.30%	16 84.20%	1 5.30%	1 5.30%
Lancaster	8	1 12.50%	6 75.00%	0 0	1 12.50%
Lebanon	0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 64.3% of those that requested information from PerformCare (9 of the 14) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 28.6% (4) reported that they were not able to obtain information without unnecessary delays, and 7.1% (1) was 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	14	9 64.30%	4 28.60%	1 7.10%	0 0
Adult					
Cumberland	4	3 75.00%	1 25.00%	0 0	0 0
Dauphin	5	2 40.00%	2 40.00%	1 20.00%	0 0
Lancaster	1	1 100.00%	0 0	0 0	0 0
Lebanon	0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0
Child					
Cumberland	2	2 100.00%	0 0	0 0	0 0
Dauphin	1	0 0	1 100.00%	0 0	0 0
Lancaster	1	1 100.00%	0 0	0 0	0 0
Lebanon	0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

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

- 29.8% of respondents (50 of 168) reported that they were given a choice of at least 2 providers regarding the type of service they were seeking, 23.8% (40) reported that they were not given a choice, 36.9% (62) were not sure, and 9.5% (16) reported 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	168	50 29.80%	40 23.80%	62 36.90%	16 9.50%
Adult					
Cumberland	51	16 31.40%	12 23.50%	17 33.30%	6 11.80%
Dauphin	53	14 26.40%	12 22.60%	25 47.20%	2 3.80%
Lancaster	18	1 5.60%	8 44.40%	3 16.70%	6 33.30%
Lebanon	7	0 0	2 28.60%	5 71.40%	0 0
Perry	2	1 50.00%	0 0	1 50.00%	0 0
Child					
Cumberland	10	5 50.00%	3 30.00%	1 10.00%	1 10.00%
Dauphin	19	8 42.10%	2 10.50%	9 47.40%	0 0
Lancaster	8	5 62.50%	1 12.50%	1 12.50%	1 12.50%
Lebanon	0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 45.2% of respondents (76 of 168) reported that they were informed of the time approved for their services, 16.1% of respondents (27) were not informed of the time approved for services, 29.8% (50) were not sure, and 8.9% (15) reported this question does 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	168	76 45.20%	27 16.10%	50 29.80%	15 8.90%
Adult					
Cumberland	51	24 47.10%	10 19.60%	12 23.50%	5 9.80%
Dauphin	53	21 39.60%	9 17.00%	22 41.50%	1 1.90%
Lancaster	18	3 16.70%	5 27.80%	4 22.20%	6 33.30%
Lebanon	7	1 14.30%	2 28.60%	4 57.10%	0 0
Perry	2	2 100.00%	0 0	0 0	0 0
Child					
Cumberland	10	9 90.00%	0 0	0 0	1 10.00%
Dauphin	19	10 52.60%	0 0	8 42.10%	1 5.30%
Lancaster	8	6 75.00%	1 12.50%	0 0	1 12.50%
Lebanon	0	0 0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0

- 81.3% of respondents (26 of the 32) reported when they called PerformCare staff treats them courteously and with respect, 12.5% (4) reported when they called PerformCare staff did not treat them courteously and with respect, and 6.3% (2) were not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	32	26 81.30%	4 12.50%	2 6.30%
Adult				
Cumberland	8	7 87.50%	1 12.50%	0 0
Dauphin	6	5 83.30%	1 16.70%	0 0
Lancaster	5	4 80.00%	1 20.00%	0 0
Lebanon	4	1 25.00%	1 25.00%	2 50.00%
Perry	0	0 0	0 0	0 0
Child				
Cumberland	4	4 100.00%	0 0	0 0
Dauphin	1	1 100.00%	0 0	0 0
Lancaster	4	4 100.00%	0 0	0 0
Lebanon	0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0

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

- 92.2% of respondents (106 of 115) report overall they are satisfied with their interactions with PerformCare, 5.2% (6) report overall they are not satisfied with their interactions, and 2.6% (3) were not sure.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	115	106 92.20%	6 5.20%	3 2.60%
Adult				
Cumberland	27	25 92.60%	1 3.70%	1 3.70%
Dauphin	45	41 91.10%	3 6.70%	1 2.20%
Lancaster	7	7 100.00%	0 0	0 0
Lebanon	6	4 66.70%	1 16.70%	1 16.70%
Perry	2	2 100.00%	0 0	0 0
Child				
Cumberland	7	7 100.00%	0 0	0 0
Dauphin	15	14 93.30%	1 6.70%	0 0
Lancaster	6	6 100.00%	0 0	0 0
Lebanon	0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0

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

PerformCare Comments:

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

- I would like to have a copy.
- I suffer from a medical condition, and I am not sure because my memory is not the best.

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

- I don't see why I would have to do that.
- I didn't know I could do that.

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

- I would go through my case manager and then start from there.
- I would call the case manager.
- I go to the advocate for.
- I can look it up.

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

- They called me. (2)
- I go through my case manager for whatever I need.

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

- Waiting list for behavioral health services for four years. There isn't anything in my town. I would have to travel to Elizabethtown. When I called PerformCare it took them a while to get back to me. And the only reason I got the info is because I kept after them.
- They said they would get back to me, but they didn't.
- They don't take what I say seriously, assume what you are going to say, then respond in a manner that they think is ok.
- I have done treatment plans with the case manager.
- Did not get the info and just let it go since I wasn't hearing anything from them.

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

- They did not give me this information.
- I wasn't in a state of mind where I can remember.
- I don't think I had many options.
- I don't remember.
- Found on my own.
- Already with Merakey so I wanted all services there.

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

- I was there or 2-1/2 years.
- I am not sure it's been a long time.

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

- They called me.
- I felt she was sarcastic.
- I can't answer it definitely that I don't remember.
- I don't call them. (3)
- I do not call; my case worker does.

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

- They seem like they care about the individuals.

- They did not complete the request.
- Sometimes the wrong code is used, or the secondary isn't billed and then I get a bill. So, I have to call and straighten it out. It is really an issue with having to straighten out who gets what deductible based on who they bill.
- No interactions.
- I didn't get the info that I needed when I needed it.
- Had to pursue them for information.