



Consumer Satisfaction Services, Inc.

Capital Region Annual Report July 2019-December 2020 (Extended contract year)

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

**Prepared By
Consumer Satisfaction Services**

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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 Information

- **Sample:** The survey represents 5115 (n=5115) respondents from the Capital Region including 2428 Adults (47.5%) and 2687 children/adolescents (52.5%). As two survey tools were utilized during this reporting period, aggregate total satisfaction scores cannot be generated. Two sections of consumer satisfaction are included in this report and reflect respondent data for all services excluding crisis intervention 4708 (n=4708), and crisis intervention 407 (n=407).
- **Sample:** Of the 2428 adult consumers, 2327 (95.8%) responded for themselves, 70 (2.9%) had a parent/guardian respond for them, and 31 (1.3%) responded for themselves with the additional input of a parent/guardian. Of the 2687 child/adolescent consumers, 20 (0.7%) responded for themselves, 2505 (93.2%) had a parent/guardian respond for them, and 162 (6.0%) responded for themselves with the additional input of a parent/guardian.
- **Level of Care:** In all, 17 treatment levels of care were accessed by the respondents. 2581 (50.5%) Mental Health Outpatient, 1028 (20.1%) BHRS, 407 (8.0%) Crisis Intervention, 299 (5.8%) D&A Inpatient Rehabilitation, 224 (4.4%) D&A Medication Assisted Treatment, 187 (3.7%) Family Based, 76 (1.5%) Peer Support, 66 (1.3%) MAT Coordination, 62 (1.2%) D&A Halfway House, 39 (0.8%) D&A Outpatient, 37 (0.7%) After School Program, 29 (0.6%) Residential Treatment Facility, 23 (0.4%) Assertive Community Treatment, 22 (0.4%) Educationally Integrated Behavioral Services, 18 (0.4%) Summer Therapeutic Activities Program, 11 (0.2%) CRR Host Homes and 6 (0.1%) Extended Acute Care services.
- **Methods:** Data was collected by 9 interviewers.
- **Treatment Facility:** Data was collected from 102 Treatment Facilities in the Capital Region.
- **Type:** Overall, of the 5115 interviews 2770 (54.2%) were face-to-face interviews, 2343 (45.8%) were conducted by phone, and 2 (0.04%) by mail.
- **County of Residence:** The largest number of respondents reported residence in Lancaster County 1933 (37.8%). The remaining respondents reported residence in Dauphin 1519 (29.7%), Cumberland 774 (15.1%), Lebanon 698 (13.6%), and 191 Perry (3.7%).

Services – All Levels of Care (excluding Crisis Intervention)

The survey has 17 questions that ask the consumer about their satisfaction with the services they receive. According to survey responses, consumers report some level of satisfaction with their services.

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

- 96.0% Program staff respects my ethnic, cultural, and religious background in my recovery/treatment Q21.
- 95.2% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 95.2% I feel comfortable in asking questions regarding my treatment Q18.
- 94.8% My provider asks my permission before sharing my personal information Q20.
- 93.8% I am an important part of the treatment process Q26.
- 93.5% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 91.7% My service provider explained the advantages of my therapy or treatment Q27.
- 90.8% I trust my service provider Q22.
- 89.3% Overall, I am satisfied with the services I am receiving Q29.
- 89.2% My service provider spends adequate time with me Q19.
- 87.4% I have the option to change my service provider should I choose to Q16.
- 86.5% I feel safe at this facility Q23.
- 86.0% My service provider explained the limitations of my therapy or treatment Q28.
- 85.8% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 85.7% My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process Q24.

Outcomes of Services – All Levels of Care (excluding Crisis Intervention)

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

Consumers describe their lives as being better as a result of their services in a majority of cases. In total, 60.6% to 80.6% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 13.5% to 22.8% of consumer's responses reflect that no change has resulted from involvement in services. Only 3.5% to 7.3% of consumer's responses reflect that things are worse as a result of services.

Crisis Intervention Services

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

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

- 93.1% I was treated with dignity and respect by the crisis worker Q15.
- 89.7% I was involved as much as I could be in determining what care I received Q9.
- 89.4% Adult: I felt comfortable asking the crisis worker questions Q13.
- 88.0% Adult: I trusted the crisis provider Q16.
- 87.5% Adult: Overall, I am satisfied with the crisis services I received Q19.
- 86.0% I felt supported by the crisis worker during my crisis experience Q7.
- 86.0% I felt crisis responded to my needs in a timely manner Q8.
- 86.0% The crisis worker spent adequate time with me Q14.

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

- 15.2% Child/Adolescent: The crisis worker discussed other services that may benefit me in my treatment/recovery Q12.

Outcomes of Crisis Intervention Services

The survey asks consumers 4 questions about how much they feel their life has improved based on receiving Crisis Intervention services.

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 64.9% to 77.4% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 16.2% to 20.1% of responses reflect that no change has resulted from involvement in services. Only 2.5% to 6.6% of responses reflect that things are worse as a result of services.

We welcome questions, comments and suggestions. Please contact:

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Overview of Improvement Activities

The Capital Area Behavioral Health Collaborative (CABHC) represents Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties and contracts with CSS to annually survey a sampling of Medicaid recipients in this five county area who have received mental health or addiction related services.

System Focus

The CABHC contract provides for CSS to host the System Improvement Committee (SIC). This committee identifies trends utilizing the data gathered by the CSS surveys and then develops action steps for specific improvements. There are currently 12 members in the group. This includes individuals from CSS, CABHC and the five counties consisting of providers of D&A services, Single County Authorities, county mental health agencies and representatives from PerformCare.

During this reporting period, the SIC spent considerable time discussing the Covid-19 pandemic and its impact on services, survey completion, as well as member access.

CSS began to incorporate responses to the added open ended question “what is important to you in your treatment” into provider specific reports, with an added description to draw providers attention to these responses. The feedback received surrounding this question has proved insightful from CSS’ point of view and ideally providers will also find this beneficial as they review provider specific feedback.

Stakeholder Meetings

CSS participates in the consumer run program within each county known as Community Support Program (CSP). CSP offers individuals an opportunity to discuss issues that they have experienced when navigating the system, meet others in recovery, have ongoing dialogue with county administrators and learn about resources and services in their community. CSS also takes part in a consumer group (Stakeholder Advisory Committee) hosted by PerformCare and shares the information collected during the survey process. Additionally, CSS continues to participate in the Consumer Family Focus Committee meetings and offer input regarding activities in the community as well as trends that are recognized within the data and consumer feedback when applicable.

Drug and Alcohol Consent Pilot Update

In an attempt to improve consumer response rates in the substance use disorder treatment population, CSS implemented a drug and alcohol consent pilot program. Consumers complete a release of information form through their provider and it is transmitted to CSS in order to contact those individuals at a later date. All of the completed pilot survey data were completed and reported upon during the 19-20 extended contract year. The provider consent process is ongoing however, Covid-19 has created some barriers for providers obtaining releases due to the telephonic nature of services for some drug and alcohol treatment levels of care.

Request for Assistance

During the interview, if a consumer 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 MH system that can reasonably be addressed, the surveyor will ask the consumer if they would like them (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 PerformCare and Capital Area Behavioral Health Collaborative (CABHC) for action steps and follow up.

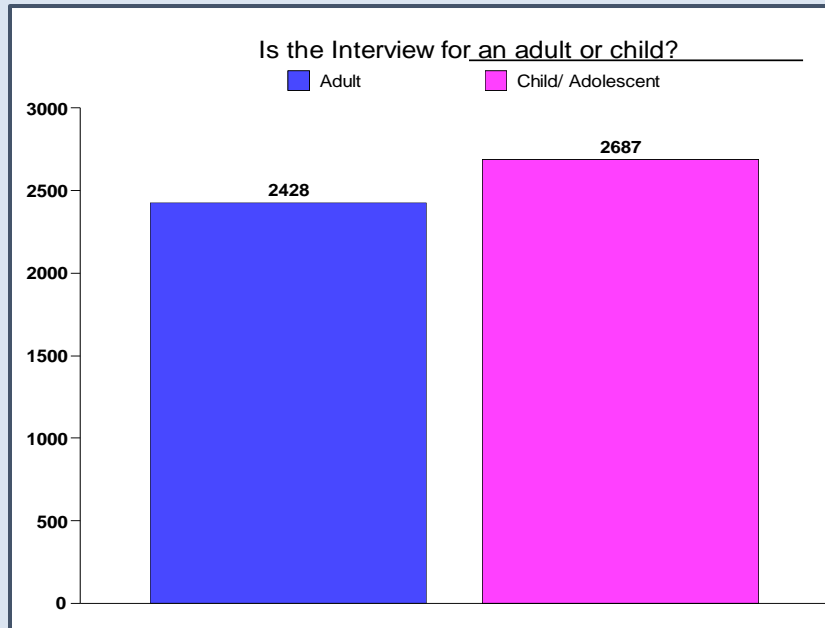
- CSS had no Requests for Assistance for the 2019-2020 ending fiscal year.

Crisis Intervention Survey Tool and Report

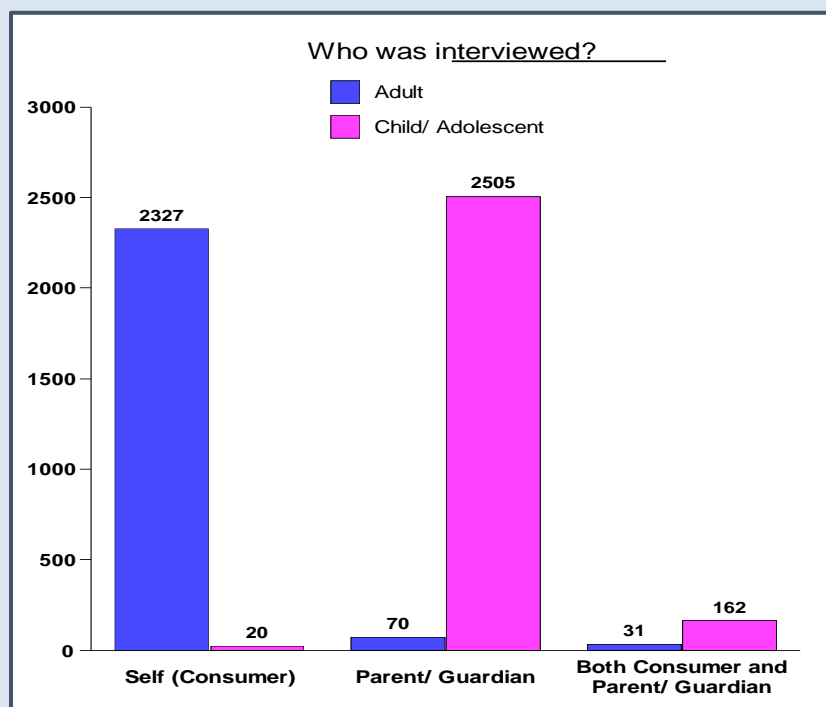
CSS utilized a separate tool created specifically for the level of care crisis intervention surveyed during the October-December 2020 reporting period. Due to the difference in data, only some information could be communicated in an aggregate manner for the annual report. Demographic information has been combined for a total of 5115 consumer responses; however total satisfaction score data and analysis could not be completed in a similar manner. As such, data related to the 407 crisis intervention respondents is included from the October-December 2020 report as an appendix on page 32, for reference.

Survey Information

- Sample: The survey represents 5115 (n=5115) respondents from the Capital Region including 2428 Adults (47.5%) and 2687 children/adolescents (52.5%). As two survey tools were utilized during this reporting period, aggregate total satisfaction scores cannot be generated. Two sections of consumer satisfaction are included in this report and reflect respondent data for all services excluding crisis intervention 4708 (n=4708), and crisis intervention 407 (n=407).



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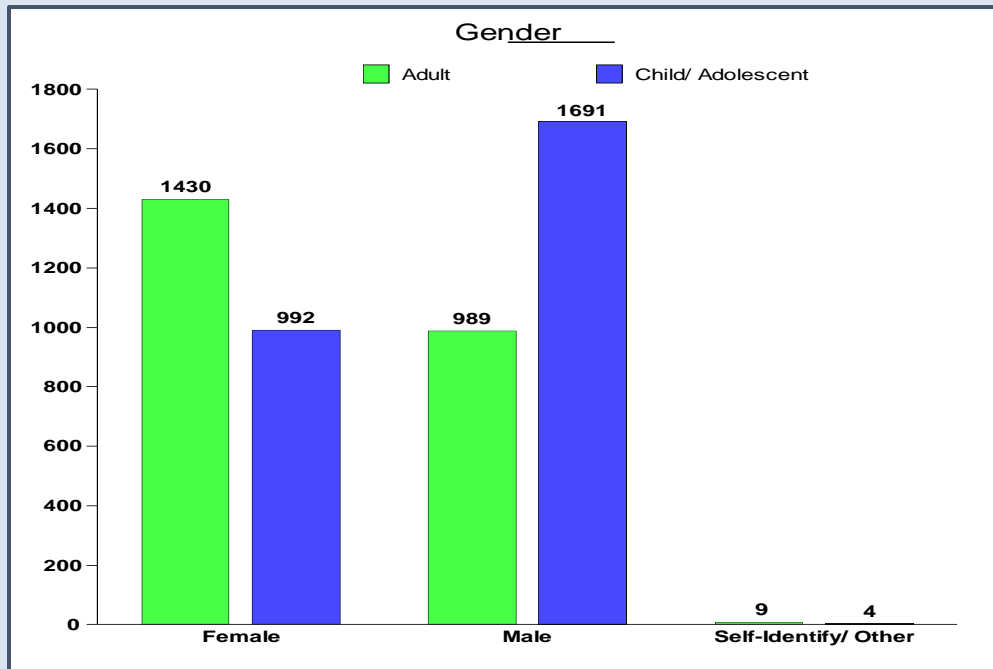
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- **Methods:** Data was collected by 9 interviewers.
- **Treatment Facility:** Data was collected from 102 Treatment Facilities in the Capital Region.
- **Type:** Overall, of the 5115 interviews 2770 (54.2%) were face-to-face interviews, 2343 (45.8%) were conducted by phone, and 2 (0.04%) by mail.

Below is a table of the method of interview by county.

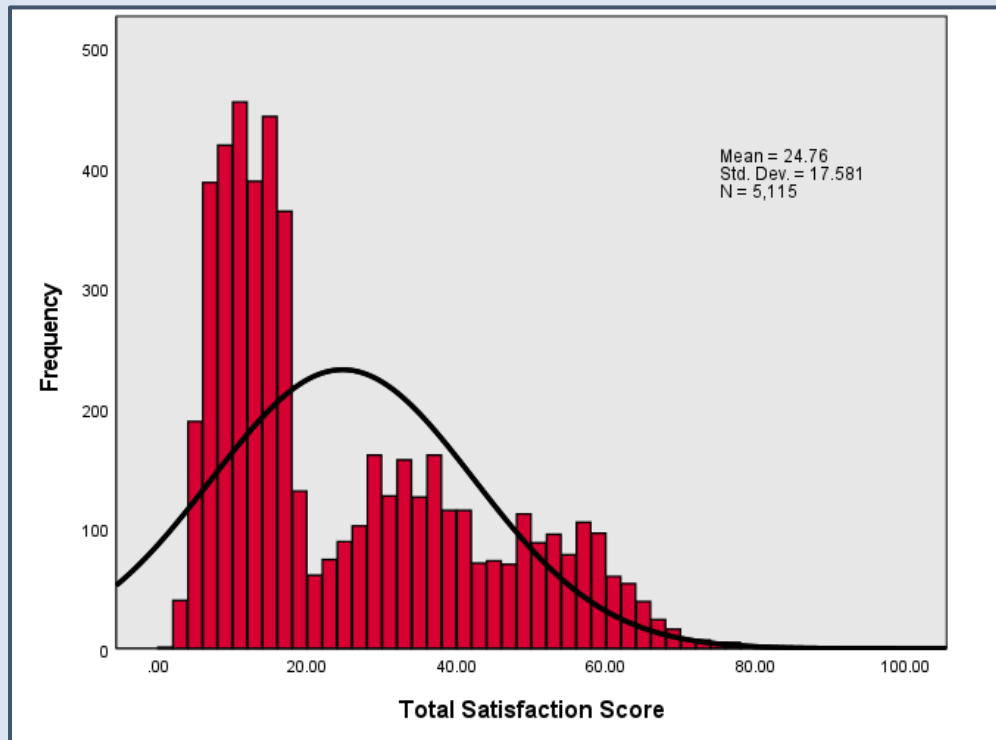
	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	5115	774 15.10%	1519 29.70%	1933 37.80%	698 13.60%	191 3.70%
Adult						
In Person	1773	257 14.50%	601 33.90%	599 33.80%	263 14.80%	53 3.00%
Phone	654	114 17.40%	184 28.10%	247 37.80%	84 12.80%	25 3.80%
Mail	1	0 0	1 100.00%	0 0	0 0	0 0
Child/Adolescent						
In Person	997	139 13.90%	254 25.50%	465 46.60%	121 12.10%	18 1.80%
Phone	1689	264 15.60%	479 28.40%	621 36.80%	230 13.60%	95 5.60%
Mail	1	0 0	0 0	1 100.00%	0 0	0 0

Demographic Information

Gender: Overall, the sample is 47.4% female (2422), 52.4% male (2680), and 0.3% Self-Identifying/Other (13). Of the 2428 adult consumers, 58.9% (1430) identified as female, 40.7% (989) identified as male, and 0.4% self-identified or identified as other (9). Of the 2687 child consumers, 36.9% (992) identified as female, 62.9% (1691) identified as male, and 0.1% self-identified or identified as other (4).



Age: Age of all respondents ranged from 1-83 years, with a mean age of 24.76 (SD 17.581).



Age of **Adult** respondents ranged from 18-83 years, with a mean age of 40.41 (SD= 13.499).

Age of **Child** respondents ranged from 1-17 years, with a mean age of 10.69 (SD= 3.770).

County of Residence: The largest number of respondents reported residence in Lancaster County 1933 (37.8%). The remaining respondents reported residence in Dauphin 1519 (29.7%), Cumberland 774 (15.1%), Lebanon 698 (13.6%), and 191 Perry (3.7%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	5115	774 15.10%	1519 29.70%	1933 37.80%	698 13.60%	191 3.70%
Age Type						
Adult	2428	371 15.30%	786 32.40%	846 34.80%	347 14.30%	78 3.20%
Child/ Adolescent	2687	403 15.00%	733 27.30%	1087 40.50%	351 13.10%	113 4.20%

Race: 2666 respondents (52.1%) reported their race as White/Caucasian, 863 (16.9%) as Hispanic/Latino, 840 (16.4%) as African American, 586 (11.5%) as Multi-Racial, 51 (1.0%) as Asian/Pacific Islander, 45 (0.9%) as Other, 39 (0.8%) as Native American/American Indian, and 25 (0.5%) did not answer.

	Total	Age Type	
		Adult	Child/ Adolescent
Total	5115	2428 47.50%	2687 52.50%
Race			
African American	840	401 47.70%	439 52.30%
Asian/Pacific Islander	51	18 35.30%	33 64.70%
Hispanic/Latino	863	355 41.10%	508 58.90%
Native American/ American Indian	39	26 66.70%	13 33.30%
White/Caucasian	2666	1452 54.50%	1214 45.50%
Multi-Racial	586	145 24.70%	441 75.30%
Other	45	25 55.60%	20 44.40%
Did Not Answer	25	6 24.00%	19 76.00%

All Levels Of Care (excluding Crisis Intervention) Consumer Satisfaction

This section of the report looks at different dimensions of consumer satisfaction with all services except Crisis Intervention and also reports on any statistically significant difference 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 in the tool and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score for the standard survey tool is 140 (5*28) and the lowest possible score is 28 (1*28).

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.

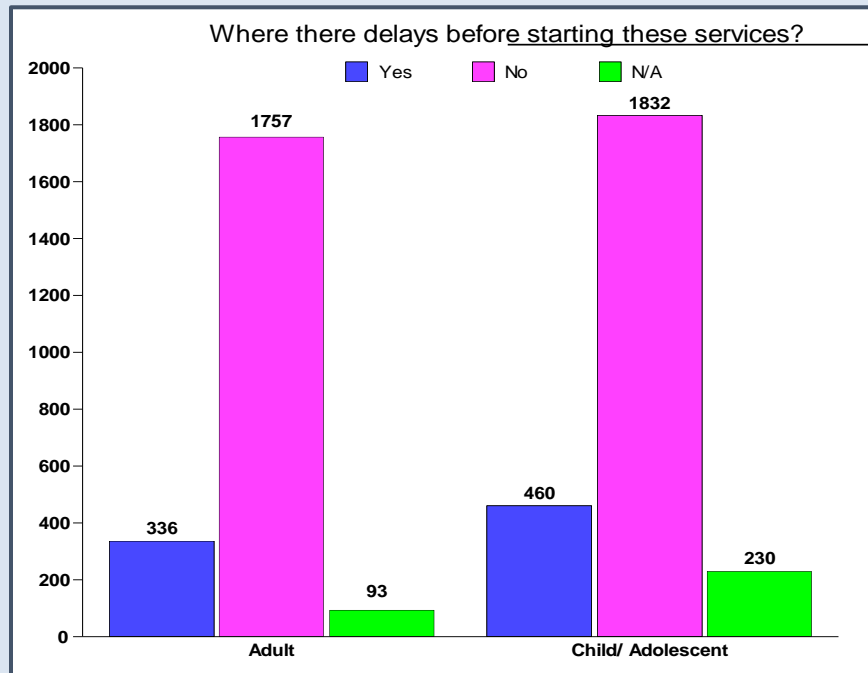
- **Survey Information:** Overall, 2294 of the 4708 respondents (48.7%) reported they had been interviewed by their provider within the last year, 2053 (43.6%) reported they had not been interviewed, 355 (7.5%) were not sure, and 6 (0.1%) reported that this question did not apply to them.

Total Satisfaction Score				
Age Type				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Deviation
Adult	Yes	958	117.07	11.02
	No	1088	111.91	13.36
	Not sure	136	113.43	10.18
	N/A	4	108.46	20.80
	Total	2186	114.26	12.46
Child/Adolescent	Yes	1336	117.20	11.07
	No	965	110.50	14.77
	Not sure	219	115.48	11.86
	N/A	2	114.72	4.92
	Total	2522	114.48	13.06

Our analysis indicates that adult consumers who were surveyed by their provider in the last year reported significantly higher levels of total satisfaction than those who reported they had not been surveyed by their provider in the last year or those who were not sure if they were surveyed by their provider. Child/Adolescent consumers who were surveyed by their provider in the last year or were unsure if they were surveyed by their provider reported significantly higher levels of total satisfaction than those who reported they had not been surveyed by their provider in the last year.

- **Service Delay:**

- Of the 2186 adult consumers 336 (15.4%) reported that they experienced some delay before beginning treatment. 1757 consumers (80.4%) reported no delay before beginning treatment, and 93 (4.3%) consumers felt that this question did not apply to them.
- Of the 2522 child consumers 460 (18.2%) reported that they experienced some delay before beginning treatment. 1832 consumers (72.6%) reported no delay before beginning treatment, and 230 (9.1%) consumers felt that this question did not apply to them.



Total Satisfaction Score				
Age Type		N	Mean	Std. Deviation
Q11 Were there delays before starting these services?				
Adult	Yes	336	113.89	13.08
	No	1757	114.63	12.18
	N/A	93	108.49	14.00
	Total	2186	114.26	12.46
Child/Adolescent	Yes	460	112.43	12.78
	No	1832	115.49	12.42
	N/A	230	110.62	16.89
	Total	2522	114.48	13.06

Our analysis indicates adult consumers who reported that this question did not apply to them reported significantly lower satisfaction than those who did experience a delay and those who did not experience a delay. Our analysis indicates that child/adolescent consumers who reported that they did not experience a service delay expressed significantly higher satisfaction than those who reported they did have a delay or claimed this question did not apply to them.

- **Emergency Treatment:** 330 of the 2186 adult respondents (15.1%) indicated they needed emergency mental health or substance abuse service during the past year. 298 of the 2522 child respondents (11.8%) indicated they needed emergency mental health or substance abuse service during the past year.

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 3.82 with standard deviation 1.360.

	Total	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
Total	626	77 12.30%	52 8.31%	25 3.99%	222 35.46%	250 39.94%
Adult	328	25 7.62%	26 7.93%	18 5.49%	124 37.80%	135 41.16%
Child/Adolescent	298	52 17.45%	26 8.72%	7 2.35%	98 32.89%	115 38.59%

Mean Satisfaction County of Residence

Total Satisfaction Score				
Age Type	County	N	Mean	Std. Deviation
Adult	Cumberland	331	114.79	11.83
	Dauphin	703	115.36	11.57
	Lancaster	765	113.47	13.23
	Lebanon	317	112.72	12.60
	Perry	70	116.18	13.68
	Total	2186	114.26	12.46
Child/Adolescent	Cumberland	371	113.00	12.79
	Dauphin	674	114.67	12.31
	Lancaster	1040	114.60	12.61
	Lebanon	333	115.68	15.40
	Perry	104	113.58	14.61
	Total	2522	114.48	13.06

According to our analysis, adult consumers who reside in Lebanon and Lancaster Counties reported lower total satisfaction than consumers who reside in Dauphin County.

Mean Satisfaction of Treatment Facilities

- Data was collected from 99 Treatment Facilities 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.

Adult			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
HEMPFIELD BEHAVIORAL HEALTH INC	1	138.00	0.0
PYRAMID HEALTHCARE INC TRADITION HOUSE	2	136.02	1.44
WELLNESS COUNSELING ASSOCIATES	15	125.91	14.67
GATEHOUSE FOR WOMEN	16	123.61	15.16
PENNSYLVANIA COMPREHENSIVE BEHAVIORAL HEALTH	2	123.20	12.73
NEW HORIZONS COUNSELING SERVICES, INC.	7	123.01	22.44
DISCOVERY HOUSE MECHANICSBURG	27	122.87	9.31
PA COUNSELING PEARL STREET LANCASTER	19	122.73	11.55
SMITH HUGH S	3	122.65	14.46
LAUREL LIFE SERVICES	9	122.57	12.30
ALDER HEALTH SERVICES INC	8	122.02	13.36
BREAKTHROUGH MUSIC THERAPY, LLC	1	122.00	0.0
ARS OF LANCASTER LP CAMP HILL	34	121.99	9.40
RASE-SUBSTANCE ABUSE SRVS INC	66	121.77	9.37
GATEHOUSE FOR MEN	5	121.39	13.04
LA CASA	7	121.29	5.49
VISTA SCHOOL	5	121.19	14.09
EVERGREEN/CATHOLIC CHAR	12	121.14	15.87
DAYSTAR CTR FOR SPRITUAL REC	19	121.00	9.77
ADVANCED TREATMENT SYSTEMS, INC	3	120.01	1.72
KEYSTONE SERVICE SYSTEMS INC	9	119.06	8.21
VALLEY FORGE MEDICAL CTR HOSPITAL	10	118.61	7.20
MERAKEY PENNSYLVANIA FRONT ST 1801	11	118.12	7.35
SACA-NUUESTRA CLINICA	8	117.76	3.86
ARS OF LANCASTER LP LANCASTER	59	117.73	8.78
MILTON S HERSHEY / PENN STATE HERSHEY	26	117.59	10.99
PA COMPREHENSIVE BEHAVIORAL HEALTH SVC	9	117.55	9.15
FIRETREE CONEWAGO SNYDER'S WOMEN & MEN	14	117.22	6.87
PPI AIR	13	117.05	25.01

FAMILY FIRST HEALTH	7	116.32	11.79
ROXBURY UHS OF PA	34	116.09	9.71
GAUDENZIA COMMON GROUND	10	116.03	10.99
CHESTER COUNTY INTERMEDIATE UNIT	2	115.99	21.51
WDR: LANCASTER	17	115.90	14.14
(PPI) PENNSYLVANIA PSYCHIATRIC INSTITUTE	58	115.69	11.00
DIAKON CHILD, FAMILY & COMMUNITY MINISTRIES	24	115.56	11.20
COMMONWEALTH CLINICAL GROUP INC	34	115.35	11.88
CATHOLIC CHARITIES	11	115.17	16.62
MERAKEY CAPITAL	63	115.02	9.24
STEVENS CENTER	48	114.33	13.26
LEBANON TREATMENT CENTER	31	114.19	6.50
PENNSYLVANIA COUNSELING SERVICES INC	136	113.97	12.91
DISCOVERY HOUSE HARRISBURG	57	113.93	15.61
HOLY SPIRIT HOSPITAL	88	113.91	12.81
T W PONESSA & ASSOCIATES COUNSELING SERVICES INC	169	113.78	12.26
YOUTH ADVOCATE PROGRAMS	64	113.62	11.69
WDR: ALLENWOOD	21	113.55	10.18
SADLER HEALTH CENTER CORPORATION	16	113.32	6.76
FRANKLIN FAMILY SERVICES INC	26	113.25	11.26
EAGLEVILLE HOSPITAL	7	113.03	13.81
ESPERANZA HOPE FOR THE FUTURE COUNSELING SERVICES	20	112.79	11.45
RECOVERY INSIGHT INC	35	112.75	15.72
BEHAVIORAL HEALTHCARE CORPORATION	17	112.67	8.78
WDR: NEW PERSPECTIVES	30	112.56	12.07
TEAMCARE BEHAVIORAL HEALTH LLC	86	112.36	13.63
PYRAMID HEALTHCARE INC DUNCANVILLE	11	112.17	16.13
WELLSPAN PHILHAVEN	329	112.15	11.41
TRUENORTH WELLNESS SERVICES	25	111.77	8.98
LANCASTER HEALTH CENTER / SOUTHEAST LANCASTER HEALTH SVCS	8	111.62	19.02
HAMILTON HEALTH / CAPITAL REGION HEALTH SYSTEM	20	111.02	10.17
MERAKEY PENNSYLVANIA ONE NORWEGIAN PLZ	1	110.95	0.0
GAUDENZIA CONCEPT 90	15	110.88	11.51
COMMUNITY SERVICES GROUP INC	98	110.77	9.64
GAUDENZIA VANTAGE HOUSE	7	110.72	11.40
KEYSTONE RURAL HEALTH CENTER	1	110.26	0.0
WDR: YORK	1	109.99	0.0
WDR: COVE FORGE BH SYSTEM	8	109.37	23.99

PRESSLEY RIDGE SCHOOLS	7	108.72	7.39
COLONIAL HOUSE	2	108.52	14.80
WELSH MT / LEBANON COMMUNITY HEALTH CENTER	10	108.41	11.15
FIRETREE CONEWAGO PLACE	11	108.27	11.05
PYRAMID HEALTHCARE INC GRATITUDE HOUSE	1	108.00	0.0
PA ADULT & TEEN CHALLENGE	46	107.20	9.71
SPANISH AMERICAN CIVIC ASSOC	7	105.20	9.03
BOWLING GREEN/BRANDYWINE TREATMENT CENTER	29	104.42	20.07
SIENA HOUSE	11	103.82	9.79
DARS MANOS	2	99.55	36.06
WELLSPAN EPHRATA BEHAVIORAL HEALTH	2	99.52	17.65
DEVEREUX FOUNDATION	1	97.00	0.0
PRESBYTERIAN CHLDRNS VLLGE SERVICES	1	89.00	0.0
ABA SUPPORT SERVICES LLC	1	78.00	0.0
Total	2186	114.26	12.46

Child/Adolescent			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
BREAKTHROUGH MUSIC THERAPY, LLC	1	124.1535	0.0
THE BRADLEY CENTER NORTH	4	123.7358	11.94199
PA ADULT & TEEN CHALLENGE	1	122.0000	0.0
DEVEREUX FOUNDATION	5	121.2077	14.82411
KEYSTONE RURAL HEALTH CENTER	1	120.9627	0.0
JEWISH FAMILY SERVICE OF GREATER HARRISBURG INC	4	119.2275	11.31651
MERAKEY PENNSYLVANIA ONE NORWEGIAN PLZ	11	118.7661	13.60170
COMMONWEALTH CLINICAL GROUP INC	2	118.4470	4.79190
LANCASTER HEALTH CENTER / SOUTHEAST LANCASTER HEALTH SVCS	1	118.0000	0.0
CHI ST JOSEPH HEALTH	20	117.2941	11.58218
HAMILTON HEALTH / CAPITAL REGION HEALTH SYSTEM	18	117.2653	8.72363
WELLSPAN PHILHAVEN	442	116.2424	13.21147
PRESSLEY RIDGE SCHOOLS	24	116.1029	10.20359
SARAH A. REED CHILDRENS CENTER	1	116.0000	0.0
ESPERANZA HOPE FOR THE FUTURE COUNSELING SERVICES	19	115.9720	11.36480
VISTA SCHOOL	17	115.9586	12.82895
PENNSYLVANIA COUNSELING SERVICES INC	303	115.9529	11.51433

MILTON S HERSHEY / PENN STATE HERSHEY	40	115.7942	11.67357
SADLER HEALTH CENTER CORPORATION	8	115.7424	11.85880
SPANISH AMERICAN CIVIC ASSOC	3	115.4595	3.85793
PERSEUS HOUSE INC	1	115.0000	0.0
TEAMCARE BEHAVIORAL HEALTH LLC	251	114.9079	11.80499
LOUNSBURY KRISTA M	3	114.6069	11.59577
LIVING UNLIMITED INC	8	114.5222	24.40259
PA COMPREHENSIVE BEHAVIORAL HEALTH SVC	18	114.4994	11.49750
T W PONESSA & ASSOCIATES COUNSELING SERVICES INC	570	114.3519	12.98461
CHESTER COUNTY INTERMEDIATE UNIT	48	114.1061	11.57368
DIAKON CHILD, FAMILY & COMMUNITY MINISTRIES	34	113.9641	8.73119
HOLY SPIRIT HOSPITAL	64	113.5837	14.20345
YOUTH ADVOCATE PROGRAMS	92	113.3619	13.96512
PARAGON BEHAVIORAL HEALTH SERVICES LLC	3	113.3526	1.36571
COMMUNITY SERVICES GROUP INC	121	113.2296	12.91883
(PPI) PENNSYLVANIA PSYCHIATRIC INSTITUTE	38	113.1831	15.26631
LAUREL LIFE SERVICES	81	113.1773	16.05121
SMITH HUGH S	33	113.1254	13.83023
TRUENORTH WELLNESS SERVICES	62	112.7627	12.51991
WENTLING BETHANY M	3	112.2913	7.54192
ABA SUPPORT SERVICES LLC	4	112.2907	6.16065
PENNSYLVANIA COMPREHENSIVE BEHAVIORAL HEALTH	36	112.2808	10.32297
WELSH MT / LEBANON COMMUNITY HEALTH CENTER	3	112.0439	1.77125
FRANKLIN FAMILY SERVICES INC	36	111.6407	14.76323
CATHOLIC CHARITIES	2	111.0407	14.14214
STEVENS CENTER	20	110.1806	13.77967
HOFFMAN HOMES-RTF	1	110.0000	0.0
HOLCOMB ASSOCIATES INC	15	108.3917	9.92244
MERAKEY CAPITAL	21	107.3748	20.24522
HARBORCREEK YOUTH SERVICES-ST JOSEPH HOUSE	2	106.4732	10.64448
HEMPFIELD BEHAVIORAL HEALTH INC	5	106.1519	21.93807
SILVER SPRINGS MARTIN LUTHER-RTF	2	105.0016	22.62511
CHILDREN'S SERVICE CENTER	1	105.0000	0.0
KIDSPEACE NATIONAL CENTERS INC	2	104.0204	14.11333
NEW HORIZONS COUNSELING SERVICES, INC.	5	104.0056	11.46346
CHILDRENS HOME OF YORK, INC	1	98.8745	0.0
GEORGE JUNIOR REPUBLIC IN PA - HOWARD WALKER	1	97.0000	0.0
DARS MANOS	4	95.0190	8.30942

CHOR YOUTH & FAMILY SERVICES INC	3	81.6385	21.55334
PRESBYTERIAN CHLDNRNS VLLGE SERVICES	3	74.3735	31.97314
Total	2522	114.4846	13.05891

Mean Satisfaction of Level of Care

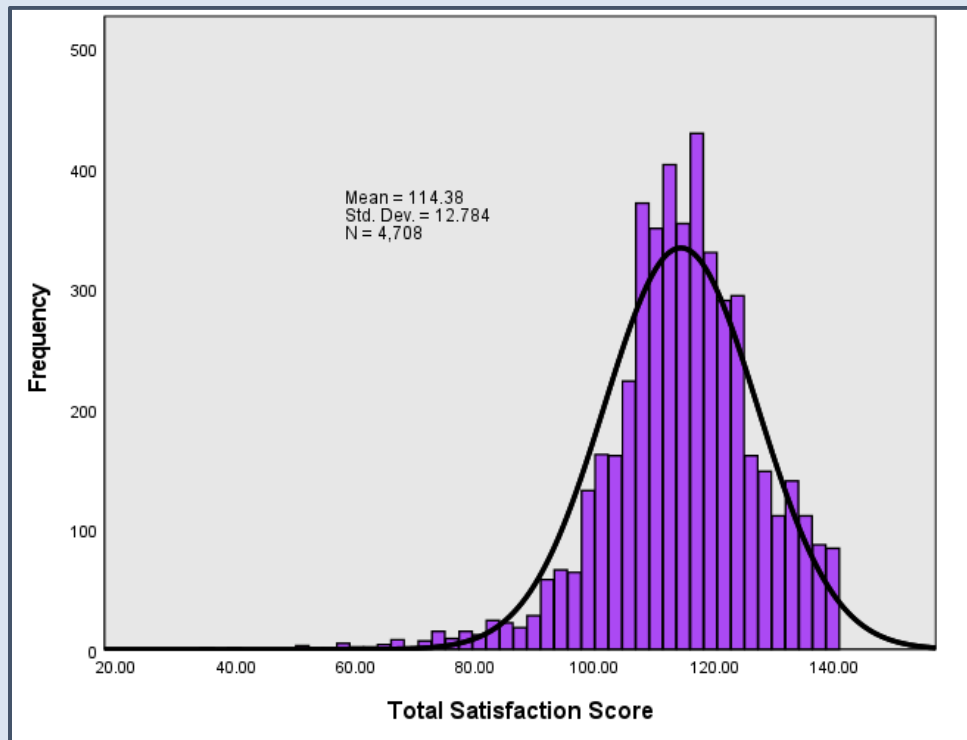
Adult			
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
D&A OUTPATIENT	39	123.28	12.51
HALFWAY HOUSE	62	122.04	12.46
MAT COORDINATION	66	121.77	9.37
EIBS	5	121.19	14.09
MEDICATION ASSISTED TREATMENT	224	117.53	12.46
ASP (AFTER SCHOOL PROGRAM)	2	115.97	7.11
PEER SUPPORT	76	113.90	12.80
BHRS/IBHS	31	113.75	15.68
MENTAL HEALTH OUTPATIENT	1341	113.44	11.92
ACT	23	112.76	10.47
FAMILY BASED	15	111.96	9.28
INPATIENT REHABILITATION	294	111.45	13.14
EAC (EXTENDED ACUTE CARE)	6	109.36	12.76
RTF	2	93.00	5.66
Total	2186	114.26	12.46

Child/Adolescent			
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
STAP (SUMMER THERAPEUTIC ACTIVITIES PROGRAM)	18	116.84	8.93
EIBS	17	115.96	12.83
BHRS/IBHS	997	114.84	12.54
MENTAL HEALTH OUTPATIENT	1240	114.67	12.70
ASP (AFTER SCHOOL PROGRAM)	35	114.08	13.94
FAMILY BASED	172	113.80	14.75
RTF	27	104.96	22.07
INPATIENT REHABILITATION	5	100.42	14.05
CRR HOST HOMES	11	96.88	22.18
Total	2522	114.48	13.06

Total Satisfaction

Overall Satisfaction: CSS includes 28 questions in the Total Satisfaction Score (TSS). These are questions 13-40 on the survey. Each question has 5 possible responses that are figured into the score. The responses ranged from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better). Higher scores on questions represent higher satisfaction. The scale has a range of 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 Total Satisfaction Score (TSS) was 114.38 with a standard deviation 12.784 indicating a high level of satisfaction overall. The TSS scores ranged from 35.11 – 140. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.

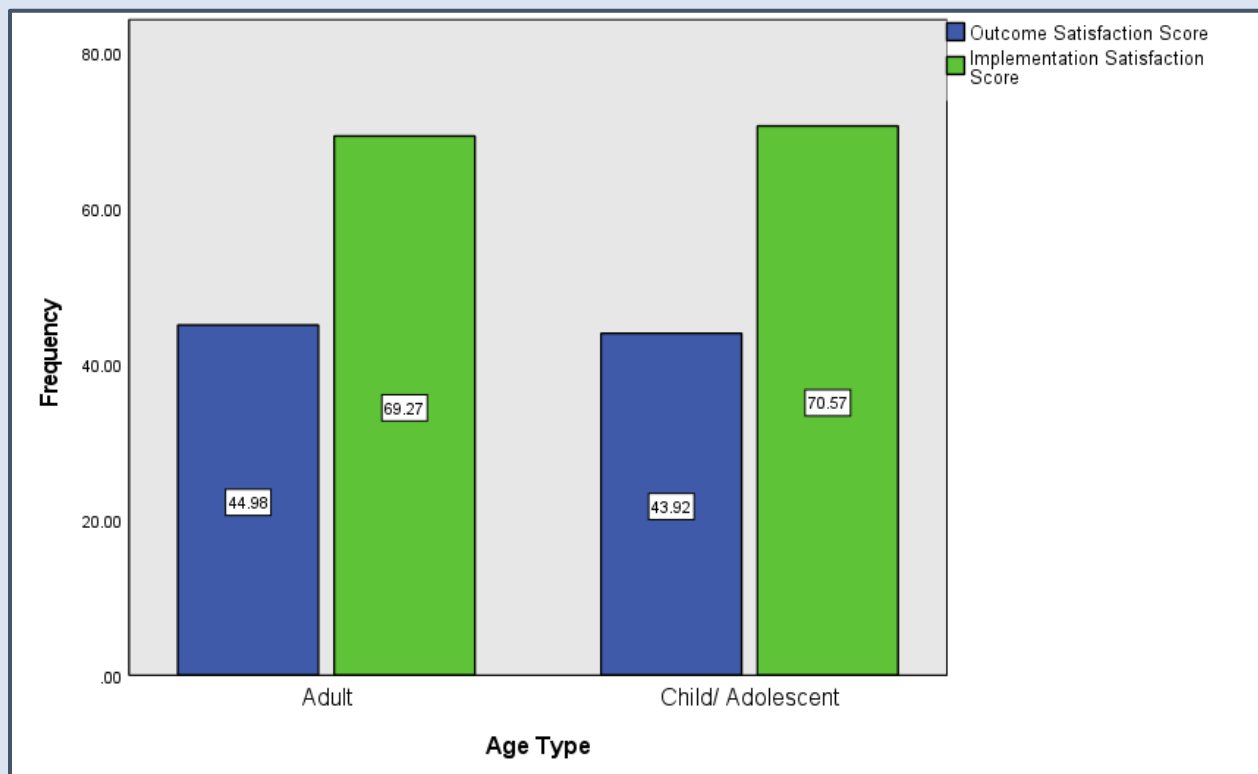


Mean Satisfaction with Services and Outcomes of Services

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 – All Levels of Care (excluding Crisis Intervention)

The survey has 17 questions that ask the consumer about their satisfaction with the services they receive. According to survey responses, consumers report some level of satisfaction with their services.

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

- 96.0% Program staff respects my ethnic, cultural, and religious background in my recovery/treatment Q21.
- 95.2% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 95.2% I feel comfortable in asking questions regarding my treatment Q18.
- 94.8% My provider asks my permission before sharing my personal information Q20.
- 93.8% I am an important part of the treatment process Q26.
- 93.5% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 91.7% My service provider explained the advantages of my therapy or treatment Q27.
- 90.8% I trust my service provider Q22.
- 89.3% Overall, I am satisfied with the services I am receiving Q29.
- 89.2% My service provider spends adequate time with me Q19.
- 87.4% I have the option to change my service provider should I choose to Q16.
- 86.5% I feel safe at this facility Q23.
- 86.0% My service provider explained the limitations of my therapy or treatment Q28.
- 85.8% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 85.7% My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process Q24.

Summary responses from the Total group of respondents (N=4708) are presented in Table 1.

Summary responses from the Adult group of respondents (N=2186) are presented in Table 2.

Summary responses from the Child/Adolescent group of respondents (N=2522) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions – TOTAL

N=4708	% Agree or Strongly Agree	% Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	85.8	8.2	2.9	0.7	2.1
14. I was given information on how to get additional community resources that I needed (example: transportation, childcare, employment training).	73.9	9.6	3.2	1.4	12.8
15. My provider discussed other services that may benefit me in my treatment/recovery.	82.8	10.6	2.8	0.8	2.3
16. I have the option to change my service provider should I choose to.	87.4	5.0	3.0	0.7	3.5
17. I was informed about my rights and responsibilities regarding the treatment I have received.	95.2	2.2	3.0	0.4	0.6
18. I feel comfortable in asking questions regarding my treatment.	95.2	2.7	2.9	0.4	0.4
19. My service provider spends adequate time with me.	89.2	6.4	2.9	0.6	0.8
20. My provider asks my permission before sharing my personal information.	94.8	1.9	3.0	0.5	1.4
21. Program staff respects my ethnic, cultural, and religious background in my recovery/treatment.	96.0	1.2	3.0	0.4	1.5
22. I trust my service provider.	90.8	4.6	2.9	0.6	1.0
23. I feel safe at this facility.	86.5	2.2	3.0	1.0	9.6
24. My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process.	85.7	7.4	2.9	0.7	2.5
25. I am included in the development of my treatment/recovery plan and goals for recovery.	93.5	3.2	3.0	0.5	1.2
26. I am an important part of the treatment process.	93.8	2.9	2.9	0.5	0.8
27. My service provider explained the advantages of my therapy or treatment.	91.7	4.4	2.9	0.5	0.6
28. My service provider explained the limitations of my therapy or treatment.	86.0	6.8	2.8	0.7	1.4
29. Overall, I am satisfied with the services I am receiving.	89.3	6.8	2.8	0.6	0.5

Table 2 – Total Satisfaction – Services Questions – ADULT

N=2186	% Agree or Strongly Agree	% Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	81.1	11.2	2.8	0.9	2.9
14. I was given information on how to get additional community resources that I needed (example: transportation, childcare, employment training).	67.8	10.7	3.3	1.4	17.5
15. My provider discussed other services that may benefit me in my treatment/recovery.	80.9	11.3	2.8	0.8	2.6
16. I have the option to change my service provider should I choose to.	82.3	6.5	3.0	0.9	6.4
17. I was informed about my rights and responsibilities regarding the treatment I have received.	94.1	2.7	2.9	0.4	0.7
18. I feel comfortable in asking questions regarding my treatment.	94.4	3.2	2.9	0.4	0.3
19. My service provider spends adequate time with me.	89.0	6.5	2.9	0.6	0.6
20. My provider asks my permission before sharing my personal information.	93.8	2.3	3.0	0.5	1.2
21. Program staff respects my ethnic, cultural, and religious background in my recovery/treatment.	95.9	1.6	3.0	0.4	1.3
22. I trust my service provider.	89.7	5.4	2.9	0.5	0.5
23. I feel safe at this facility.	91.6	2.6	3.0	0.7	3.4
24. My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process.	81.7	10.0	2.8	0.8	3.0
25. I am included in the development of my treatment/recovery plan and goals for recovery.	92.8	3.7	2.9	0.5	0.8
26. I am an important part of the treatment process.	93.8	3.1	2.9	0.4	0.4
27. My service provider explained the advantages of my therapy or treatment.	91.0	5.1	2.9	0.5	0.4
28. My service provider explained the limitations of my therapy or treatment.	83.8	8.5	2.8	0.7	1.1
29. Overall, I am satisfied with the services I am receiving.	89.5	6.5	2.8	0.6	0.5

Table 3 – Total Satisfaction – Services Questions – CHILD/ADOLESCENT

N=2522	% Agree or Strongly Agree	% Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	89.9	5.7	2.9	0.6	1.3
14. I was given information on how to get additional community resources that I needed (example: transportation, childcare, employment training).	79.3	8.7	3.1	1.1	8.7
15. My provider discussed other services that may benefit me in my treatment/recovery.	84.4	10.1	2.8	0.8	2.0
16. I have the option to change my service provider should I choose to.	91.8	3.8	2.9	0.5	1.1
17. I was informed about my rights and responsibilities regarding the treatment I have received.	96.2	1.7	3.0	0.4	0.5
18. I feel comfortable in asking questions regarding my treatment.	95.9	2.3	3.0	0.4	0.5
19. My service provider spends adequate time with me.	89.3	6.3	2.9	0.6	1.0
20. My provider asks my permission before sharing my personal information.	95.6	1.6	3.0	0.5	1.5
21. Program staff respects my ethnic, cultural, and religious background in my recovery/treatment.	96.1	0.8	3.0	0.4	1.7
22. I trust my service provider.	91.7	3.9	2.9	0.6	1.5
23. I feel safe at this facility.	82.0	1.8	3.4	1.1	15.1
24. My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process.	89.1	5.2	2.9	0.6	2.0
25. I am included in the development of my treatment/recovery plan and goals for recovery.	94.1	2.8	3.0	0.5	1.5
26. I am an important part of the treatment process.	93.7	2.7	3.0	0.5	1.1
27. My service provider explained the advantages of my therapy or treatment.	92.3	3.7	2.9	0.5	0.8
28. My service provider explained the limitations of my therapy or treatment.	88.0	5.4	2.9	0.6	1.6
29. Overall, I am satisfied with the services I am receiving.	89.1	7.0	2.8	0.6	0.6

Outcomes of Services – All Levels of Care (excluding Crisis Intervention)

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

Consumers describe their lives as being better as a result of their services in a majority of cases. In total, 60.6% to 80.6% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 13.5% to 22.8% of consumer's responses reflect that no change has resulted from involvement in services. Only 3.5% to 7.3% of consumer's responses reflect that things are worse as a result of services.

**As there was such a high proportion of respondents in the does not apply category for Question 37, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented below. When the Not Applicable responses are removed, 66.6% of consumers reported improvement with community involvement, 29.0% reported no change, and 4.4% reported things are worse.*

**As there was such a high proportion of respondents in the does not apply category for Question 38, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented below. When the Not Applicable responses are removed, 71.8% of consumers believe that services have improved their lives, 22.8% reported no change, and 5.5% reported things are worse.*

Summary responses from the Total group of respondents (N=4708) are presented in Table 4.

Summary responses from the Adult group of respondents (N=2186) are presented in Table 5.

Summary responses from the Child/Adolescent group of respondents (N=2522) are presented in Table 6.

Table 4 – Total Satisfaction – Outcomes of Services Questions – TOTAL

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=4708						
30. Managing daily problems.	71.6	21.1	5.7	2.7	0.7	1.6
31. Feeling in control of my life.	67.3	22.5	5.6	2.8	0.9	4.5
32. Coping with personal crisis.	60.6	22.8	7.3	2.9	1.2	9.3
33. How I feel about myself.	72.3	19.2	5.3	2.8	0.8	3.3
34. Feeling good (hopeful) about the future.	73.6	16.9	4.5	2.9	0.9	5.0
35. Enjoying my free time.	80.6	13.5	3.5	2.9	0.7	2.4
36. Strengthening my social support network.	67.7	22.6	4.5	2.8	0.9	5.2
37. Being involved in community activities.	47.7	20.8	3.2	3.6	1.6	28.3
38. Participating with school or work activities.	50.5	16.0	3.8	3.7	1.6	29.6
39. Interacting with people in social situations.	67.7	22.6	4.5	2.8	0.9	5.2
40. Coping with specific problems or issue that led to seek services.	74.8	18.6	5.4	2.7	0.7	1.1

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

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=2186						
30. Managing daily problems.	75.4	18.9	4.3	2.8	0.7	1.4
31. Feeling in control of my life.	73.3	20.7	4.8	2.7	0.7	1.2
32. Coping with personal crisis.	67.3	22.0	6.4	2.8	0.9	4.3
33. How I feel about myself.	76.7	15.8	5.6	2.8	0.7	1.9
34. Feeling good (hopeful) about the future.	78.8	15.0	4.5	2.8	0.7	1.7
35. Enjoying my free time.	78.4	14.5	4.3	2.9	0.7	2.7
36. Strengthening my social support network.	67.8	22.6	4.2	2.9	0.9	5.4
37. Being involved in community activities.	46.9	20.6	2.7	3.6	1.6	29.8
38. Participating with school or work activities.	35.5	10.5	1.7	4.4	1.7	52.3
39. Interacting with people in social situations.	69.4	20.9	3.8	2.9	0.9	5.9
40. Coping with specific problems or issue that led to seek services.	80.3	15.2	3.8	2.8	0.6	0.7

Table 6 – Total Satisfaction – Outcomes of Services Questions – CHILD/ADOLESCENT

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=2522						
30. Managing daily problems.	68.4	23.0	6.9	2.7	0.8	1.8
31. Feeling in control of my life.	62.1	24.1	6.4	2.9	1.1	7.5
32. Coping with personal crisis.	54.7	23.6	8.0	3.0	1.3	13.6
33. How I feel about myself.	68.4	22.0	5.0	2.8	0.9	4.5
34. Feeling good (hopeful) about the future.	69.1	18.7	4.4	3.0	1.0	7.8
35. Enjoying my free time.	82.5	12.6	2.8	2.9	0.6	2.1
36. Strengthening my social support network.	67.6	22.7	4.7	2.8	0.9	5.1
37. Being involved in community activities.	48.5	20.9	3.6	3.5	1.6	27.0
38. Participating with school or work activities.	63.6	20.8	5.7	3.0	1.2	10.0
39. Interacting with people in social situations.	66.2	24.0	5.0	2.8	0.9	4.7
40. Coping with specific problems or issue that led to seek services.	70.1	21.6	6.8	2.7	0.7	1.5

Satisfaction with the Managed Care Organization

There are nine survey questions that assess the consumer's satisfaction with their BH-MCO, PerformCare.

- 53.4% of respondents (2516 of the 4708) reported that they had received a copy of the PerformCare member handbook. 32.9% (1549) reported that they did not receive a member handbook, 13.3% (625) were not sure, and 0.4% (18) 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	4708	2516 53.40%	1549 32.90%	625 13.30%	18 0.40%
Adult					
Cumberland	331	128 38.70%	161 48.60%	39 11.80%	3 0.90%
Dauphin	703	303 43.10%	306 43.50%	89 12.70%	5 0.70%
Lancaster	765	235 30.70%	398 52.00%	127 16.60%	5 0.70%
Lebanon	317	137 43.20%	146 46.10%	32 10.10%	2 0.60%
Perry	70	26 37.10%	32 45.70%	12 17.10%	0 0
Child/Adolescent					
Cumberland	371	246 66.30%	70 18.90%	55 14.80%	0 0
Dauphin	674	486 72.10%	131 19.40%	55 8.20%	2 0.30%
Lancaster	1040	669 64.30%	207 19.90%	163 15.70%	1 0.10%
Lebanon	333	226 67.90%	64 19.20%	43 12.90%	0 0
Perry	104	60 57.70%	34 32.70%	10 9.60%	0 0

- 87.9% of respondents (4138 of the 4708) reported that they are aware of their right to file a complaint or grievance. 9.9% (465) were not aware of their right to file a complaint or grievance, 1.1% (53) were not sure, and 1.1% (52) 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	4708	4138 87.90%	465 9.90%	53 1.10%	52 1.10%
Adult					
Cumberland	331	277 83.70%	37 11.20%	3 0.90%	14 4.20%
Dauphin	703	575 81.80%	115 16.40%	8 1.10%	5 0.70%
Lancaster	765	627 82.00%	106 13.90%	20 2.60%	12 1.60%
Lebanon	317	251 79.20%	57 18.00%	3 0.90%	6 1.90%
Perry	70	62 88.60%	5 7.10%	1 1.40%	2 2.90%
Child/Adolescent					
Cumberland	371	346 93.30%	17 4.60%	3 0.80%	5 1.30%
Dauphin	674	638 94.70%	32 4.70%	2 0.30%	2 0.30%
Lancaster	1040	965 92.80%	61 5.90%	11 1.10%	3 0.30%
Lebanon	333	294 88.30%	34 10.20%	2 0.60%	3 0.90%
Perry	104	103 99.00%	1 1.00%	0 0	0 0

- 62.8% of respondents (2955 of the 4708) reported that they knew who to call to file a complaint or grievance. 29.5% (1390) reported that they did not know who to call, 4.6% (217) were not sure, and 3.1% (146) 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	4708	2955 62.80%	1390 29.50%	217 4.60%	146 3.10%
Adult					
Cumberland	331	201 60.70%	110 33.20%	10 3.00%	10 3.00%
Dauphin	703	424 60.30%	230 32.70%	24 3.40%	25 3.60%
Lancaster	765	309 40.40%	350 45.80%	61 8.00%	45 5.90%
Lebanon	317	163 51.40%	133 42.00%	9 2.80%	12 3.80%
Perry	70	36 51.40%	31 44.30%	2 2.90%	1 1.40%
Child/Adolescent					
Cumberland	371	324 87.30%	35 9.40%	6 1.60%	6 1.60%
Dauphin	674	552 81.90%	105 15.60%	13 1.90%	4 0.60%
Lancaster	1040	643 61.80%	284 27.30%	82 7.90%	31 3.00%
Lebanon	333	228 68.50%	86 25.80%	7 2.10%	12 3.60%
Perry	104	75 72.10%	26 25.00%	3 2.90%	0 0

- 18.8% of respondents (832 of the 4432) reported that they had called PerformCare in the last twelve months for information. 79.6% (3529) did not call PerformCare within the last twelve months, and 1.6% (71) were not sure.

	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
Total	4432	832 18.80%	3529 79.60%	71 1.60%
Adult				
Cumberland	267	56 21.00%	205 76.80%	6 2.20%
Dauphin	639	90 14.10%	542 84.80%	7 1.10%
Lancaster	718	104 14.50%	598 83.30%	16 2.20%
Lebanon	306	32 10.50%	270 88.20%	4 1.30%
Perry	54	6 11.10%	48 88.90%	0 0
Child/Adolescent				
Cumberland	348	94 27.00%	248 71.30%	6 1.70%
Dauphin	650	162 24.90%	486 74.80%	2 0.30%
Lancaster	1026	204 19.90%	800 78.00%	22 2.10%
Lebanon	331	64 19.30%	262 79.20%	5 1.50%
Perry	93	20 21.50%	70 75.30%	3 3.20%

**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.*

- 91.9% of those that requested information from PerformCare (784 of the 853) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays. 5.6% (48) were not able to get information without delays, and 2.5% (21) 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
Total	853	784 91.90%	48 5.60%	21 2.50%
Adult				
Cumberland	57	52 91.20%	3 5.30%	2 3.50%
Dauphin	88	80 90.90%	3 3.40%	5 5.70%
Lancaster	110	100 90.90%	6 5.50%	4 3.60%
Lebanon	31	30 96.80%	1 3.20%	0 0
Perry	6	6 100.00%	0 0	0 0
Child/Adolescent				
Cumberland	97	90 92.80%	4 4.10%	3 3.10%
Dauphin	173	161 93.10%	10 5.80%	2 1.20%
Lancaster	206	195 94.70%	7 3.40%	4 1.90%
Lebanon	64	51 79.70%	13 20.30%	0 0
Perry	21	19 90.50%	1 4.80%	1 4.80%

**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.*

- 66.2% of respondents (2904 of 4386) were given a choice of at least 2 providers regarding the type of service they were seeking. 26.2% of respondents (1151) reported that they were not given a choice, and 7.5% (231) were not sure.

	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
Total	4386	2904 66.20%	1151 26.20%	331 7.50%
Adult				
Cumberland	270	150 55.60%	102 37.80%	18 6.70%
Dauphin	638	356 55.80%	242 37.90%	40 6.30%
Lancaster	694	362 52.20%	242 34.90%	90 13.00%
Lebanon	298	162 54.40%	118 39.60%	18 6.00%
Perry	66	36 54.50%	27 40.90%	3 4.50%
Child/Adolescent				
Cumberland	330	237 71.80%	60 18.20%	33 10.00%
Dauphin	655	542 82.70%	92 14.00%	21 3.20%
Lancaster	1002	733 73.20%	186 18.60%	83 8.30%
Lebanon	329	236 71.70%	71 21.60%	22 6.70%
Perry	104	90 86.50%	11 10.60%	3 2.90%

- 73.2% of respondents (3447 of 4708) were informed of the time approved for their services. 14.9% of respondents (702) were not informed of the time approved for services, 7.0% (328) were not sure, and 4.9% (231) reported that this question does not apply.

	Total	Q6 Were you informed of the time approved for your services? (Example: BHRS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	4708	3447 73.20%	702 14.90%	328 7.00%	231 4.90%
Adult					
Cumberland	331	175 52.90%	81 24.50%	20 6.00%	55 16.60%
Dauphin	703	453 64.40%	166 23.60%	42 6.00%	42 6.00%
Lancaster	765	399 52.20%	179 23.40%	121 15.80%	66 8.60%
Lebanon	317	185 58.40%	79 24.90%	29 9.10%	24 7.60%
Perry	70	48 68.60%	15 21.40%	4 5.70%	3 4.30%
Child/Adolescent					
Cumberland	371	312 84.10%	23 6.20%	16 4.30%	20 5.40%
Dauphin	674	619 91.80%	40 5.90%	8 1.20%	7 1.00%
Lancaster	1040	866 83.30%	87 8.40%	78 7.50%	9 0.90%
Lebanon	333	293 88.00%	28 8.40%	9 2.70%	3 0.90%
Perry	104	97 93.30%	4 3.80%	1 1.00%	2 1.90%

- 93.4% of respondents (2254 of the 2412) report when they call PerformCare staff treats them courteously and with respect. 4.3% (104) reported that PerformCare staff did not treat them courteously and with respect, and 2.2% (54) were not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	2412	2254 93.40%	104 4.30%	54 2.20%
Adult				
Cumberland	127	112 88.20%	9 7.10%	6 4.70%
Dauphin	260	228 87.70%	27 10.40%	5 1.90%
Lancaster	318	292 91.80%	11 3.50%	15 4.70%
Lebanon	66	57 86.40%	7 10.60%	2 3.00%
Perry	27	21 77.80%	5 18.50%	1 3.70%
Child/Adolescent				
Cumberland	229	212 92.60%	12 5.20%	5 2.20%
Dauphin	472	449 95.10%	17 3.60%	6 1.30%
Lancaster	746	730 97.90%	6 0.80%	10 1.30%
Lebanon	92	83 90.20%	5 5.40%	4 4.30%
Perry	75	70 93.30%	5 6.70%	0 0

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

- 96.1% of respondents (3254 of 3387) report overall they are satisfied with their interactions with PerformCare. 1.7% of respondents (59) report overall they are not satisfied with their interactions with PerformCare, and 2.2% (74) were not sure.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	3387	3254 96.10%	59 1.70%	74 2.20%
Adult				
Cumberland	164	151 92.10%	10 6.10%	3 1.80%
Dauphin	285	270 94.70%	10 3.50%	5 1.80%
Lancaster	495	471 95.20%	3 0.60%	21 4.20%
Lebanon	260	252 96.90%	4 1.50%	4 1.50%
Perry	37	36 97.30%	1 2.70%	0 0
Child/Adolescent				
Cumberland	277	263 94.90%	9 3.20%	5 1.80%
Dauphin	494	481 97.40%	9 1.80%	4 0.80%
Lancaster	955	927 97.10%	3 0.30%	25 2.60%
Lebanon	328	315 96.00%	9 2.70%	4 1.20%
Perry	92	88 95.70%	1 1.10%	3 3.30%

**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.*

Appendix A

Crisis Intervention Survey Report

Consumer Satisfaction

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

Each question has 5 possible responses that are included in the Mean Satisfaction Score. The responses range from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better), this is called a Likert Scale. Higher scores represent higher satisfaction. All of these numbers are combined (added up) and that number is divided by the total number of questions (17) and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score is 85 (5*17) and the lowest possible score is 17 (1*17). The mean scores of each survey are then combined to find the Total Satisfaction Score or the average score based on all responses.

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

The use of the word 'significant' in this report 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.

- **Survey Information:** Overall, 169 of the 407 respondents (41.5%) reported they had been interviewed by their provider within the last year, 194 (47.7%) reported they had not been interviewed, and 44 (10.8%) were not sure.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?		
		Yes	No	Not sure
Total	407	169 41.50%	194 47.70%	44 10.80%
Age Type				
Adult	242	100 41.30%	116 47.90%	26 10.70%
Child	165	69 41.80%	78 47.30%	18 10.90%

Total Satisfaction Score				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Deviation
Adult	Yes	100	71.80	9.43
	No	116	68.01	10.99
	Not sure	26	69.19	5.46
	Total	242	69.70	10.03
Child	Yes	69	71.67	8.21
	No	78	64.29	12.39
	Not sure	18	70.38	10.75
	Total	165	68.04	11.18

Our analysis indicates that adult and child/adolescent consumers who were not interviewed by their provider during the last year reported significantly lower total satisfaction than those who were interviewed by their provider during last year.

Voluntarily/Involuntarily Sought Crisis Intervention Service:

- Of the 407 consumers, 242 (59.5%) reported that they sought out crisis services for themselves. 161 consumers (39.6%) reported that they did not seek out crisis services for themselves, 3 (0.7%) were not sure, and 1 (0.2%) consumer felt that this question did not apply to them.

	Total	Did you seek out crisis services for yourself?			
		Yes	No	Not sure	N/A
Total	407	242 59.50%	161 39.60%	3 0.70%	1 0.20%
Age Type					
Adult	242	193 79.80%	46 19.00%	3 1.20%	0 0
Child	165	49 29.70%	115 69.70%	0 0	1 0.60%

Mean Satisfaction of Treatment Facilities

- Data was collected from 7 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. To help with interpretation, scores highlighted in **Green** (69-85) indicate a high level of satisfaction, scores highlighted in **Yellow** (52-68) indicate some level of satisfaction and scores highlighted in **Red** (below 51) indicate some level of dissatisfaction.

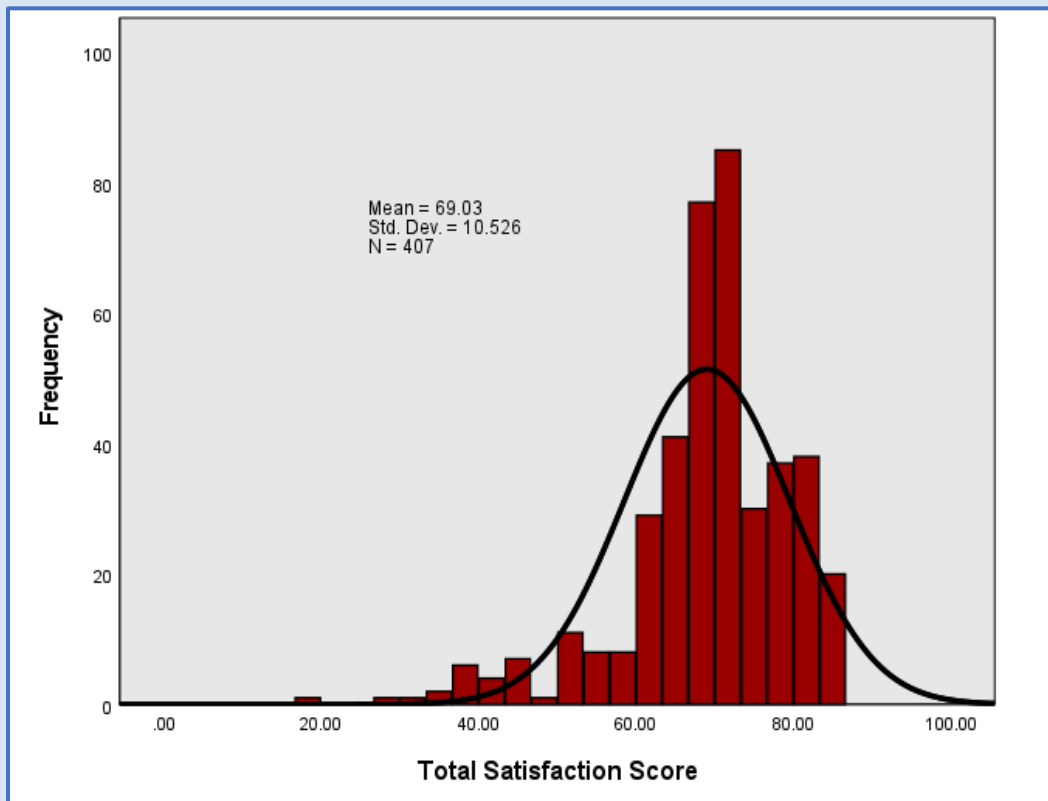
Adult			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
YORK HOSPITAL CRISIS INTERVENTION	3	83.67	.58
DAUPHIN COUNTY MH/MR PROGRAM	81	70.80	8.68
HOLY SPIRIT HOSPITAL MHS	49	70.69	10.17
KEYSTONE CRISIS INTERVENTION	4	69.75	3.40
LANCASTER COUNTY BH/DS	73	68.03	10.79
WELLSPAN PHILHAVEN	31	67.94	11.22
TRUENORTH WELLNESS SERVICES	1	67.00	0.0
Total	242	69.70	10.03

Child			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
DAUPHIN COUNTY MH/MR PROGRAM	68	69.67	10.31
KEYSTONE CRISIS INTERVENTION	4	69.51	2.63
WELLSPAN PHILHAVEN	18	68.74	13.93
HOLY SPIRIT HOSPITAL MHS	34	67.17	11.78
LANCASTER COUNTY BH/DS	41	65.61	11.18
Total	165	68.04	11.18

Total Satisfaction Score

Overall Satisfaction: CSS includes 17 questions in the Total Satisfaction Score (TSS). These are questions 7-23 on the survey. Each question has 5 possible responses that are figured into the score. The responses ranged from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better). Higher scores on questions represent higher satisfaction. The scale has a range of 17-85. Scores 69-85 indicate a high level of satisfaction, scores 52-68 indicate some level of satisfaction and scores below 51 indicate some level of dissatisfaction.

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 69.03 with a standard deviation 10.526 indicating some level of satisfaction. The TSS scores ranged from 18– 85. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

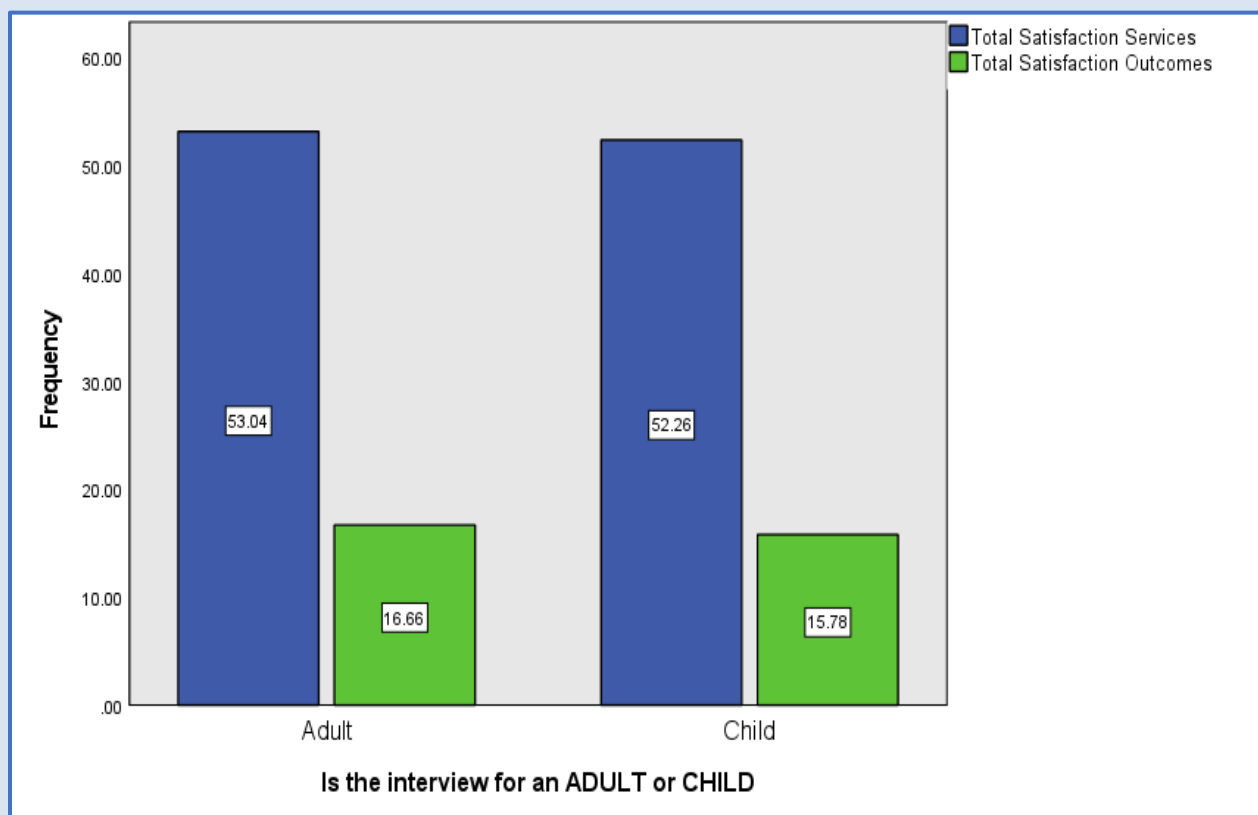


Mean Satisfaction with Services and Outcomes of Services

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

Outcomes of services scores ranged from 4-20. Scores 17-20 indicate a high level of satisfaction, scores 12-16 indicate some level of satisfaction and scores below 16 indicate some level of dissatisfaction with outcomes of services.

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



Services

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

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

- 93.1% I was treated with dignity and respect by the crisis worker Q15.
- 89.7% I was involved as much as I could be in determining what care I received Q9.
- 89.4% Adult: I felt comfortable asking the crisis worker questions Q13.
- 88.0% Adult: I trusted the crisis provider Q16.
- 87.5% Adult: Overall, I am satisfied with the crisis services I received Q19.
- 86.0% I felt supported by the crisis worker during my crisis experience Q7.
- 86.0% I felt crisis responded to my needs in a timely manner Q8.
- 86.0% The crisis worker spent adequate time with me Q14.

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

- 15.2% Child/Adolescent: The crisis worker discussed other services that may benefit me in my treatment/recovery Q12.

Summary responses from the Total group of respondents (N=407) are presented in Table 1.

Summary responses from the Total group Adult respondents (N=242) are presented in Table 2.

Summary responses from the Total group Child/Adolescent of respondents (N=165) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions – TOTAL

N=407	% Agree or Strongly Agree	% Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	86.0	10.1	2.8	0.6	0.2
8. I felt crisis responded to my needs in a timely manner.	86.0	10.1	2.8	0.7	0.5
9. I was involved as much as I could be in determining what care I received.	89.7	5.2	2.9	0.5	0.5
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance abuse services.	84.0	8.4	2.8	0.7	1.5
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	80.6	9.1	2.9	0.9	4.7
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	77.6	12.0	2.7	0.8	2.0
13. I felt comfortable asking the crisis worker questions.	89.4	7.1	2.8	0.5	0.0
14. The crisis worker spent adequate time with me.	86.0	8.6	2.8	0.6	0.5
15. I was treated with dignity and respect by the crisis worker.	93.1	4.7	2.9	0.5	0.2
16. I trusted the crisis provider.	88.0	8.6	2.8	0.6	0.0
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	83.3	7.6	2.9	0.8	2.9
18. The crisis worker explained the advantages and limitations of my recommended care.	81.3	9.1	2.8	0.7	1.2
19. Overall, I am satisfied with the crisis services I received.	87.5	9.3	2.8	0.6	0.0

Table 2 – Total Satisfaction – Services Questions – ADULT

N=242		% Agree or Strongly Agree	% Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
7.	I felt supported by the crisis worker during my crisis experience.	86.4	8.3	2.8	0.6	0.4
8.	I felt crisis responded to my needs in a timely manner.	86.8	9.1	2.8	0.6	0.0
9.	I was involved as much as I could be in determining what care I received.	88.8	4.5	2.9	0.5	0.8
10.	The crisis worker informed me who to call if I have questions about my mental health/crisis or substance abuse services.	82.6	7.9	2.8	0.7	1.2
11.	The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	78.5	8.3	2.9	1.0	5.8
12.	The crisis worker discussed other services that may benefit me in my treatment/recovery.	77.7	9.9	2.7	0.8	1.7
13.	I felt comfortable asking the crisis worker questions.	89.3	6.6	2.8	0.5	0.0
14.	The crisis worker spent adequate time with me.	88.4	7.9	2.8	0.6	0.0
15.	I was treated with dignity and respect by the crisis worker.	93.4	5.0	2.9	0.4	0.0
16.	I trusted the crisis provider.	88.0	9.1	2.8	0.6	0.0
17.	The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	82.2	6.6	2.9	0.7	2.5
18.	The crisis worker explained the advantages and limitations of my recommended care.	77.3	7.4	2.8	0.8	2.1
19.	Overall, I am satisfied with the crisis services I received.	90.1	7.9	2.8	0.6	0.0

Table 3 – Total Satisfaction – Services Questions – CHILD/ADOLESCENT

N=165	% Agree or Strongly Agree	% Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	85.5	12.7	2.7	0.7	0.0
8. I felt crisis responded to my needs in a timely manner.	84.8	11.5	2.8	0.7	1.2
9. I was involved as much as I could be in determining what care I received.	90.9	6.1	2.8	0.5	0.0
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance abuse services.	86.1	9.1	2.8	0.7	1.8
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	83.6	10.3	2.9	0.8	3.0
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	77.6	15.2	2.7	1.0	2.4
13. I felt comfortable asking the crisis worker questions.	89.7	7.9	2.8	0.6	0.0
14. The crisis worker spent adequate time with me.	82.4	9.7	2.8	0.7	1.2
15. I was treated with dignity and respect by the crisis worker.	92.7	4.2	2.9	0.5	0.6
16. I trusted the crisis provider.	87.9	7.9	2.8	0.6	0.0
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	84.8	9.1	2.9	0.8	3.6
18. The crisis worker explained the advantages and limitations of my recommended care.	87.3	11.5	2.8	0.6	0.0
19. Overall, I am satisfied with the crisis services I received.	83.6	11.5	2.7	0.7	0.0

Outcomes of Services

The survey asks consumers 4 questions about how much they feel their life has improved based on receiving Crisis Intervention services.

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 64.9% to 77.4% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 16.2% to 20.1% of responses reflect that no change has resulted from involvement in services. Only 2.5% to 6.6% of responses reflect that things are worse as a result of services.

Summary responses from the Total group of respondents (N=407) are presented in Table 4.

Summary responses from the Total group Adult respondents (N=242) are presented in Table 5.

Summary responses from the Total group Child/Adolescent of respondents (N=165) are presented in Table 6.

Table 4 – Total Satisfaction – Outcomes of Services Questions – TOTAL

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=407						
20. Feeling in control of my crisis situation.	77.4	16.2	4.7	2.8	0.7	1.7
21. Feeling in control of my life.	64.9	19.7	5.7	3.0	1.1	9.8
22. Coping with personal crisis.	74.0	18.7	6.6	2.7	0.7	0.7
23. How I feel about myself.	76.4	20.1	2.5	2.8	0.6	1.0

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

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=242						
20. Feeling in control of my crisis situation.	78.9	15.3	3.3	2.9	0.7	2.5
21. Feeling in control of my life.	72.7	18.2	4.1	2.9	0.2	5.0
22. Coping with personal crisis.	78.1	16.1	5.4	2.7	0.6	0.4
23. How I feel about myself.	80.6	17.4	0.8	2.8	0.5	1.2

Table 6 – Total Satisfaction – Outcomes of Services Questions – CHILD/ADOLESCENT

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=165						
20. Feeling in control of my crisis situation.	75.2	17.6	6.7	2.7	0.6	0.6
21. Feeling in control of my life.	53.3	21.8	7.9	3.1	1.4	17.0
22. Coping with personal crisis.	67.9	22.4	8.5	2.6	0.7	1.2
23. How I feel about myself.	70.3	24.2	4.8	2.7	0.6	0.6

Satisfaction with the Managed Care Organization

There are 6 survey questions that assess consumer satisfaction with the MCO, Perform Care.

- 53.1% of respondents (216 of the 407) reported that they had received a copy of the Perform Care member handbook, 31.0% (126) had not received a member handbook, and 16.0% (65) were not sure.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	407	216 53.10%	126 31.00%	65 16.00%	0 0
Adult					
Cumberland	40	15 37.50%	18 45.00%	7 17.50%	0 0
Dauphin	83	38 45.80%	31 37.30%	14 16.90%	0 0
Lancaster	81	29 35.80%	40 49.40%	12 14.80%	0 0
Lebanon	30	15 50.00%	9 30.00%	6 20.00%	0 0
Perry	8	4 50.00%	4 50.00%	0 0	0 0
Child/Adolescent					
Cumberland	32	21 65.60%	7 21.90%	4 12.50%	0 0
Dauphin	59	48 81.40%	5 8.50%	6 10.20%	0 0
Lancaster	47	28 59.60%	9 19.10%	10 21.30%	0 0
Lebanon	18	9 50.00%	3 16.70%	6 33.30%	0 0
Perry	9	9 100.00%	0 0	0 0	0 0

- 88.9% of respondents (362 of the 407) reported that they are aware of their right to file a complaint or grievance. 8.6% (35) are not aware of their right to file a complaint or grievance, 2.2% (9) were not sure, and 0.2% (1) reported that this question did not apply.

	Total	Q2 Are you aware of your right to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
Total	407	362 88.90%	35 8.60%	9 2.20%	1 0.20%
Adult					
Cumberland	40	36 90.00%	2 5.00%	2 5.00%	0 0
Dauphin	83	75 90.40%	4 4.80%	3 3.60%	1 1.20%
Lancaster	81	62 76.50%	17 21.00%	2 2.50%	0 0
Lebanon	30	28 93.30%	2 6.70%	0 0	0 0
Perry	8	8 100.00%	0 0	0 0	0 0
Child/Adolescent					
Cumberland	32	28 87.50%	4 12.50%	0 0	0 0
Dauphin	59	55 93.20%	2 3.40%	2 3.40%	0 0
Lancaster	47	45 95.70%	2 4.30%	0 0	0 0
Lebanon	18	16 88.90%	2 11.10%	0 0	0 0
Perry	9	9 100.00%	0 0	0 0	0 0

***Surveyor reports: Does Not Apply responses include individuals who reported they did not know who PerformCare was.**

- 65.6% of respondents (267 of the 407) reported that they knew who to call to file a complaint or grievance. 26.0% (106) reported that they did not know who to call, 3.7% (15) were not sure, and 4.7% (19) 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	407	267 65.60%	106 26.00%	15 3.70%	19 4.70%
Adult					
Cumberland	40	39 97.50%	1 2.50%	0 0	0 0
Dauphin	83	55 66.30%	20 24.10%	5 6.00%	3 3.60%
Lancaster	81	31 38.30%	35 43.20%	1 1.20%	14 17.30%
Lebanon	30	11 36.70%	17 56.70%	2 6.70%	0 0
Perry	8	6 75.00%	2 25.00%	0 0	0 0
Child/Adolescent					
Cumberland	32	30 93.80%	2 6.30%	0 0	0 0
Dauphin	59	49 83.10%	8 13.60%	1 1.70%	1 1.70%
Lancaster	47	25 53.20%	16 34.00%	6 12.80%	0 0
Lebanon	18	12 66.70%	5 27.80%	0 0	1 5.60%
Perry	9	9 100.00%	0 0	0 0	0 0

- 24.1% of respondents (98 of the 407) reported that they had called Perform Care in the last twelve months for information. 72.2% (294) had not called Perform Care within the last twelve months, 2.2% (9) were not sure, and 1.5% (6) reported that 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	407	98 24.10%	294 72.20%	9 2.20%	6 1.50%
Adult					
Cumberland	40	9 22.50%	27 67.50%	2 5.00%	2 5.00%
Dauphin	83	23 27.70%	57 68.70%	2 2.40%	1 1.20%
Lancaster	81	16 19.80%	62 76.50%	3 3.70%	0 0
Lebanon	30	5 16.70%	25 83.30%	0 0	0 0
Perry	8	1 12.50%	6 75.00%	0 0	1 12.50%
Child/Adolescent					
Cumberland	32	9 28.10%	22 68.80%	0 0	1 3.10%
Dauphin	59	17 28.80%	42 71.20%	0 0	0 0
Lancaster	47	14 29.80%	32 68.10%	0 0	1 2.10%
Lebanon	18	1 5.60%	17 94.40%	0 0	0 0
Perry	9	3 33.30%	4 44.40%	2 22.20%	0 0

- 91.1% of those that requested information from Perform Care (92 of the 101) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 5.9% (6) were not able to get information without delays, and 3.0% (3) were not sure.

	Total	Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?		
		Yes	No	Not Sure
Total	101	92 91.10%	6 5.90%	3 3.00%
Adult				
Cumberland	11	10 90.90%	1 9.10%	0 0
Dauphin	23	22 95.70%	0 0	1 4.30%
Lancaster	16	14 87.50%	1 6.30%	1 6.30%
Lebanon	5	4 80.00%	1 20.00%	0 0
Perry	1	1 100.00%	0 0	0 0
Child/Adolescent				
Cumberland	11	10 90.90%	1 9.10%	0 0
Dauphin	16	15 93.80%	1 6.30%	0 0
Lancaster	13	13 100.00%	0 0	0 0
Lebanon	1	0 0	1 100.00%	0 0
Perry	4	3 75.00%	0 0	1 25.00%

**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.*

- 92.4% of respondents (231 of the 250) report when they call Perform Care staff did treat them courteously and with respect. 5.2% (13) reported that Perform Care staff did not treat them courteously and with respect, and 2.4% (6) were not sure.

	Total	Q5 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	250	231 92.40%	13 5.20%	6 2.40%
Adult				
Cumberland	19	17 89.50%	0 0	2 10.50%
Dauphin	58	52 89.70%	6 10.30%	0 0
Lancaster	56	54 96.40%	0 0	2 3.60%
Lebanon	4	4 100.00%	0 0	0 0
Perry	6	5 83.30%	1 16.70%	0 0
Child/Adolescent				
Cumberland	17	17 100.00%	0 0	0 0
Dauphin	44	40 90.90%	4 9.10%	0 0
Lancaster	37	35 94.60%	1 2.70%	1 2.70%
Lebanon	1	0 0	1 100.00%	0 0
Perry	8	7 87.50%	0 0	1 12.50%

**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.*

- 95.6% of respondents (345 of 361) report overall they are satisfied with their interactions with PerformCare. 2.8% of respondents (10) report overall they are not satisfied with their interactions with PerformCare, and 1.7% (6) were not sure.

	Total	Q6 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	361	345 95.60%	10 2.80%	6 1.70%
Adult				
Cumberland	23	22 95.70%	1 4.30%	0 0
Dauphin	82	80 97.60%	2 2.40%	0 0
Lancaster	69	63 91.30%	1 1.40%	5 7.20%
Lebanon	29	28 96.60%	1 3.40%	0 0
Perry	7	7 100.00%	0 0	0 0
Child/Adolescent				
Cumberland	22	20 90.90%	2 9.10%	0 0
Dauphin	59	57 96.60%	2 3.40%	0 0
Lancaster	44	43 97.70%	1 2.30%	0 0
Lebanon	17	16 94.10%	0 0	1 5.90%
Perry	9	9 100.00%	0 0	0 0

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