



# **Consumer Satisfaction Services, Inc.**

## **Capital Region Annual Report January 2021-December 2021**

**PREPARED FOR:**

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

**Prepared By**

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# **Consumer Satisfaction Services, Inc.**

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**Consumer Satisfaction Services, Inc. (CSS) is a non-profit, tax exempt organization recognized by the Internal Revenue Service under Section 501 (C) (3) of the United States Tax Code.**

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# Executive Summary

## Survey Information

- Sample: The survey represents 1738 (n=1738) respondents from the Capital Region including 1093 adults (62.9%) and 645 children/adolescents (37.1%).
- Sample: Of the 1093 adult consumers, 1045 (95.6%) responded for themselves, 32 (2.9%) had a parent/guardian respond for them, and 16 (1.5%) responded for themselves with the additional input of a parent/guardian. Of the 645 child/adolescent consumers, 6 (0.9%) responded for themselves, 613 (95.0%) had a parent/guardian respond for them, and 26 (4.0%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 11 treatment levels of care were accessed by the respondents. 615 (35.4%) Mental Health Inpatient, 351 (20.2%) TCM-Blended Case Management, 253 (14.6%) Partial Hospitalization, 207 (11.9%) TCM-Resource Coordination, 128 (7.4%) TCM-Intensive Case Management, 67 (3.9%) Psychiatric Rehabilitation, 49 (2.8%) Mobile Psychiatric Nursing, 37 (2.1%) Residential Treatment Facility, 15 (0.9%) EIBS, 10 (0.6%) Extended Acute Care, and 6 (0.3%) CRR Host Home.
- Methods: Data was collected by 6 interviewers.
- Treatment Facility: Data was collected from 47 Treatment Facilities in the Capital Region.
- Type: Overall, of the 1738 interviews 92 (5.3%) were face-to-face interviews, 1645 (94.6%) were conducted by phone, and 1 (0.1%) by mail.

## Services

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:

- 94.8% I am an important part of the treatment process Q26.
- 94.5% I feel comfortable in asking questions regarding my treatment Q18.
- 94.4% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 94.3% Program staff respects my ethnic, cultural, and religious background in my recovery/treatment Q21.
- 93.6% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 93.0% My provider asks my permission before sharing my personal information Q20.
- 89.8% My service provider explained the advantages of my therapy or treatment Q27.
- 89.6% I trust my service provider Q22.
- 89.2% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 88.9% Overall, I am satisfied with the services I am receiving Q29.
- 87.6% My service provider spends adequate time with me Q19.
- 87.0% My service provider explained the limitations of my therapy or treatment Q28.
- 86.9% My provider discussed other services that may benefit me in my treatment/recovery Q15.
- 86.1% My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process Q24.
- 85.3% I was given information on how to get additional community resources that I needed (example: transportation, childcare, employment training) Q14.

*\*As there was such a high proportion of respondents in the does not apply category for Question 16, 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, 88.6% of consumers agree or strongly agree they had the option to change their service provider if they chose to, 4.6% reported they neither agree nor disagree, and 6.8% of consumers disagree or strongly disagree.*

*\*As there was such a high proportion of respondents in the does not apply category for Question 23 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, 90.6% of consumers agree or strongly agree they feel safe at the facility, 3.7% reported they neither agree nor disagree, and 5.7% of consumers disagree or strongly disagree.*

## **Outcomes of Services**

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, 64.0% to 78.9% of consumer's responses reflect how services have improved their lives in each outcome area. Additionally, 15.0% to 25.2% of consumer's responses reflect that no change has resulted from involvement in services. Only 4.9% to 8.9% of consumer's responses reflect how 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, 63.7% of consumers reported community involvement as better or much better, 31.1% reported no change, and 4.4% reported being involved in the community as worse or much 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, 65.6% of consumers reported participation in school or work as better or much better, 25.5% reported no change, and 8.9% reported participation in school or work as worse or much worse.*

**We welcome questions, comments and suggestions. Please contact:**

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## **Survey Protocol**

Consumer Satisfaction Services (CSS) is a consumer operated non-profit organization. CSS gives a voice to consumers, by giving them the opportunity to express their opinion of services received as well as their treatment wants and needs. CSS also helps to identify trends and institute change for future consumers. Half of the CSS Board of Directors and all staff are self-identified as being in mental health and/or substance abuse recovery or identify as a family member.

All Consumer/Family Satisfaction Team (C/FST) surveyors have their criminal background check, child abuse history clearances and confidentiality statements updated on an annual basis. FBI clearances are 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 the consumer names provided by Capital Area Behavioral Health Collaborative. In order to keep staff and respondents safe, CSS continues to survey individuals over the phone rather than visit in person for face to face interviews. CSS continues to develop guidelines regarding the process of completing surveys with recipients of services in order to obtain that valuable feedback. CSS was able to collaborate with a few providers during this reporting period to safely meet with members in person at their facility to complete their satisfaction survey.

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

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

## **Statistical Analysis**

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

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

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

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

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

Frequencies may not sum to total (n=1738) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.

## **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 Committee for the Improvement of Member Satisfaction (CIMS), (formally known as System Improvement Committee). 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 CIMS discussed the Covid 19 pandemic as it pertained to consumer access to services, organizational policies, and legislative actions. This is an ongoing process, and the group will continue to discuss new questions and integration in the survey tool moving forward.

Telehealth historically had limited use in the delivery of mental health treatment. However, due to policies created during the Covid 19 pandemic, telehealth has become a prominent method of delivering services. As such, the CIMS has determined that feedback regarding the receipt of services with this method is important to study. A small group of members met to discuss additional survey questions to be incorporated into the current survey tool, as an approach for monitoring satisfaction as it relates to telehealth.

### **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 are experiencing 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 the 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 offers input regarding activities in the community as well as trends that are recognized within the data and consumer feedback.

### **Data Collection**

During this reporting period, CSS has upgraded its data manipulation software to an online platform, SNAP XMP which offers seamless survey communication between surveyors and staff as well as an added layer of security. Additional data collection improvements include routing rules, which eliminate entry error and collection error. These improvements have enhanced data integrity as well as simplifying the collection process for surveyors.

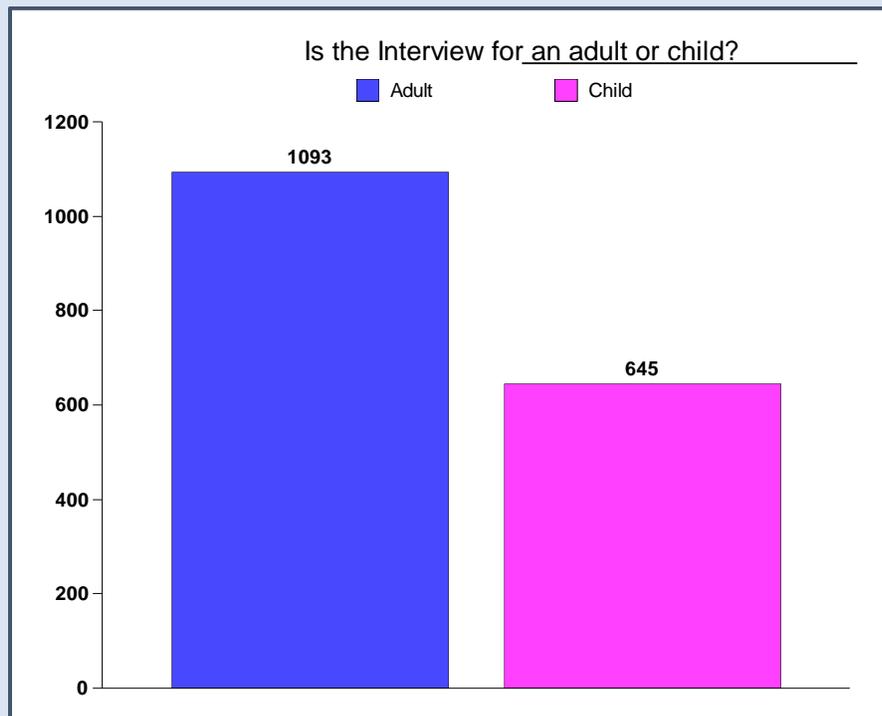
## **Request for Assistance**

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.

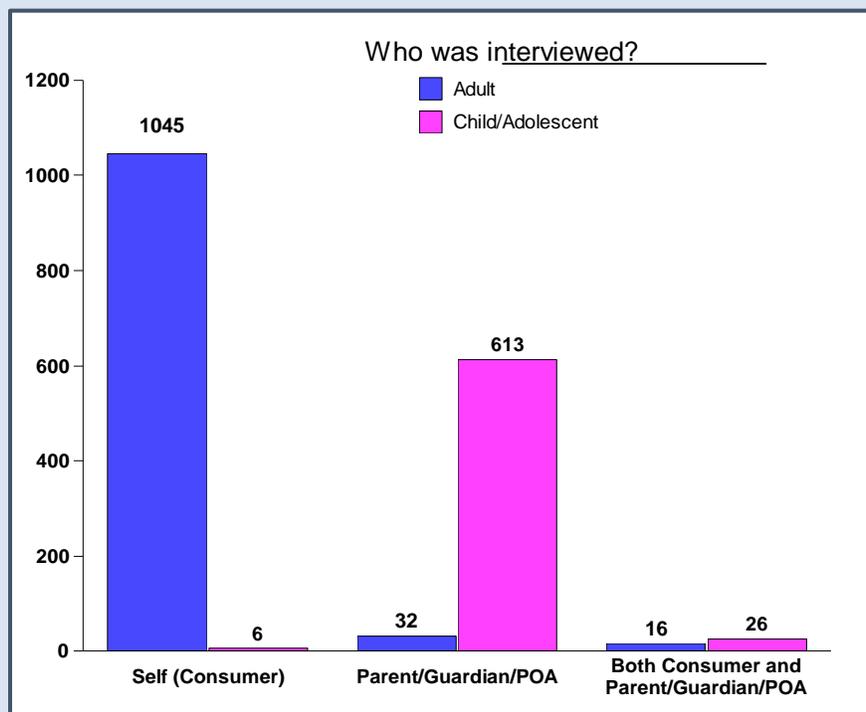
- CSS had no Requests for Assistance for the 2021 contract year.

## Survey Information

- Sample: The survey represents 1738 (n=1738) respondents from the Capital Region including 1093 adults (62.9%) and 645 children/adolescents (37.1%).



- Sample: Of the 1093 adult consumers, 1045 (95.6%) responded for themselves, 32 (2.9%) had a parent/guardian respond for them, and 16 (1.5%) responded for themselves with the additional input of a parent/guardian. Of the 645 child/adolescent consumers, 6 (0.9%) responded for themselves, 613 (95.0%) had a parent/guardian respond for them, and 26 (4.0%) responded for themselves with the additional input of a parent/guardian.



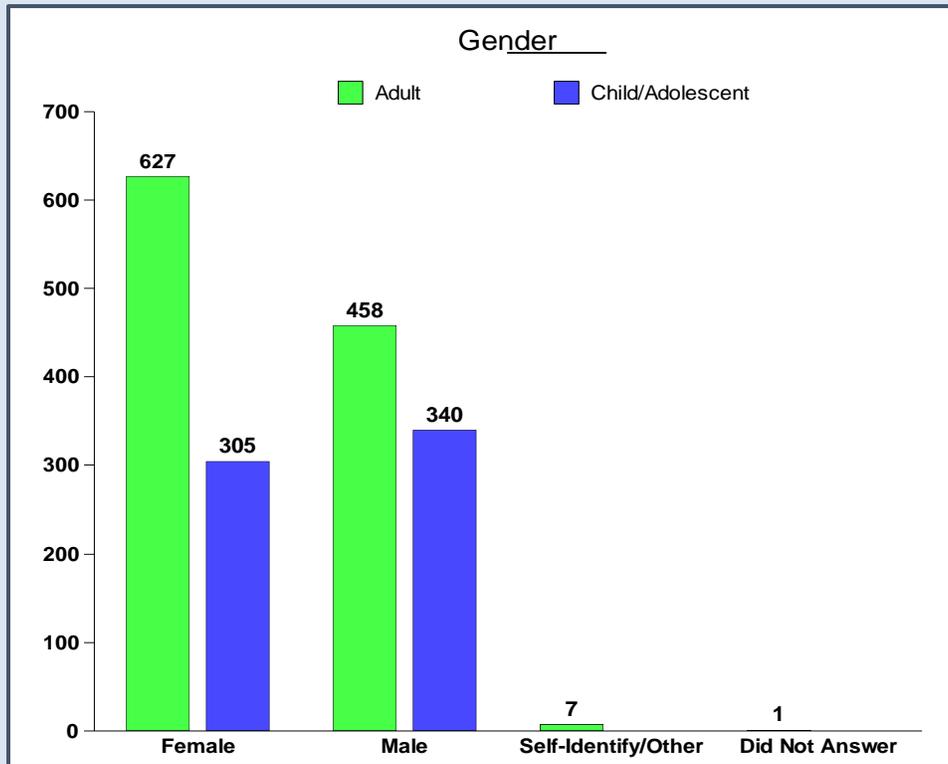
- Level of Care: In all, 11 treatment levels of care were accessed by the respondents. 615 (35.4%) Mental Health Inpatient, 351 (20.2%) TCM-Blended Case Management, 253 (14.6%) Partial Hospitalization, 207 (11.9%) TCM-Resource Coordination, 128 (7.4%) TCM-Intensive Case Management, 67 (3.9%) Psychiatric Rehabilitation, 49 (2.8%) Mobile Psychiatric Nursing, 37 (2.1%) Residential Treatment Facility, 15 (0.9%) EIBS, 10 (0.6%) Extended Acute Care, and 6 (0.3%) CRR Host Home.
- Methods: Data was collected by 6 interviewers.
- Treatment Facility: Data was collected from 47 Treatment Facilities in the Capital Region.
- Type: Overall, of the 1738 interviews 92 (5.3%) were face-to-face interviews, 1645 (94.6%) were conducted by phone, and 1 (0.1%) by mail.

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

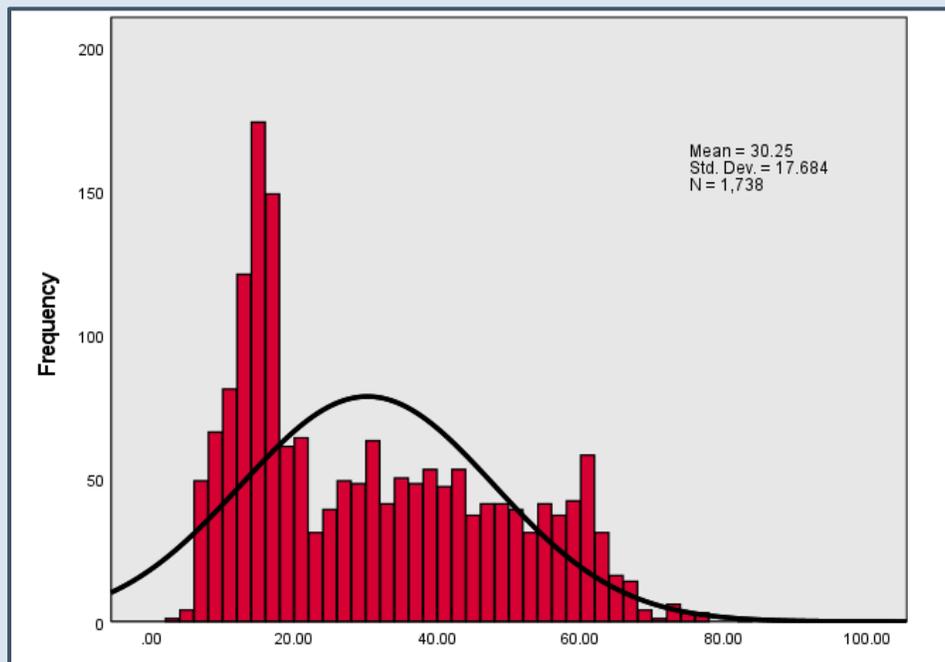
	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
<b>Total</b>	<b>1738</b>	<b>211</b> <b>12.10%</b>	<b>554</b> <b>31.90%</b>	<b>671</b> <b>38.60%</b>	<b>264</b> <b>15.20%</b>	<b>38</b> <b>2.20%</b>
<b>Adult</b>						
<b>In Person</b>	90	11 12.20%	2 2.20%	40 44.40%	36 40.00%	1 1.10%
<b>Phone</b>	1002	136 13.60%	346 34.50%	369 36.80%	132 13.20%	19 1.90%
<b>Mail</b>	1	0 0	0 0	0 0	1 100.00%	0 0
<b>Child/ Adolescent</b>						
<b>In Person</b>	2	0 0	1 50.00%	0 0	1 50.00%	0 0
<b>Phone</b>	643	64 10.00%	205 31.90%	262 40.70%	94 14.60%	18 2.80%
<b>Mail</b>	0	0 0	0 0	0 0	0 0	0 0

## Demographic Information

**Gender:** Overall, the sample is 53.6% female (932), 45.9% male (798), 0.4% self-identified or identified as other (7), and 0.1% did not answer this question (1). Of the 1093 adult consumers, 57.4% (627) identified as female, 41.9% (458) identified as male, 0.6% self-identified or identified as other (7), and 0.1% did not answer this question (1). Of the 645 child consumers, 47.3% (305) identified as female, and 52.7% (340) identified as male.



**Age:** Age of all respondents ranged from 3-82 years, with a mean age of 30.25 (SD 17.684).



Age of **Adult** respondents ranged from 18-82 years, with a mean age of 40.56 (SD= 14.309).

Age of **Child** respondents ranged from 3-17 years, with a mean age of 12.78 (SD= 3.172).

**County of Residence:** The largest number of respondents reported residence in Lancaster County 671 (38.6%). The remaining respondents reported residence in Dauphin 554 (31.9%), Lebanon 264 (15.2%), Cumberland 211 (13.4%), and 38 Perry (2.2%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
<b>Total</b>	<b>1738</b>	<b>211</b> <b>12.10%</b>	<b>554</b> <b>31.90%</b>	<b>671</b> <b>38.60%</b>	<b>264</b> <b>15.20%</b>	<b>38</b> <b>2.20%</b>
<b>Age Type</b>						
<b>Adult</b>	1093	147 13.40%	348 31.80%	409 37.40%	169 15.50%	20 1.80%
<b>Child/ Adolescent</b>	645	64 9.90%	206 31.90%	262 40.60%	95 14.70%	18 2.80%

**Race:** 1046 respondents (60.2%) reported their race as White/Caucasian, 250 (14.4%) as African American, 198 (11.4%) as Multi-Racial, 166 (9.6%) as Hispanic/Latino, 23 (1.3%) as Other, 22 (1.3%) as Asian/Pacific Islander, 22 (1.3%) did not answer, and 11 (0.6%) as Native American/American Indian.

	Total	Age Type	
		Adult	Child/ Adolescent
<b>Total</b>	<b>1738</b>	<b>1093</b> <b>62.90%</b>	<b>645</b> <b>37.10%</b>
<b>Race</b>			
<b>African American</b>	250	170 68.00%	80 32.00%
<b>Asian/Pacific Islander</b>	22	12 54.50%	10 45.50%
<b>Hispanic/Latino</b>	166	91 54.80%	75 45.20%
<b>Native American/ American Indian</b>	11	10 90.90%	1 9.10%
<b>White/ Caucasian</b>	1046	694 66.30%	352 33.70%
<b>Multi-Racial</b>	198	81 40.90%	117 59.10%
<b>Other</b>	23	15 65.20%	8 34.80%
<b>Did Not Answer</b>	22	20 90.90%	2 9.10%

## Consumer Satisfaction

This section of the report looks at different dimensions of consumer satisfaction with all services 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.

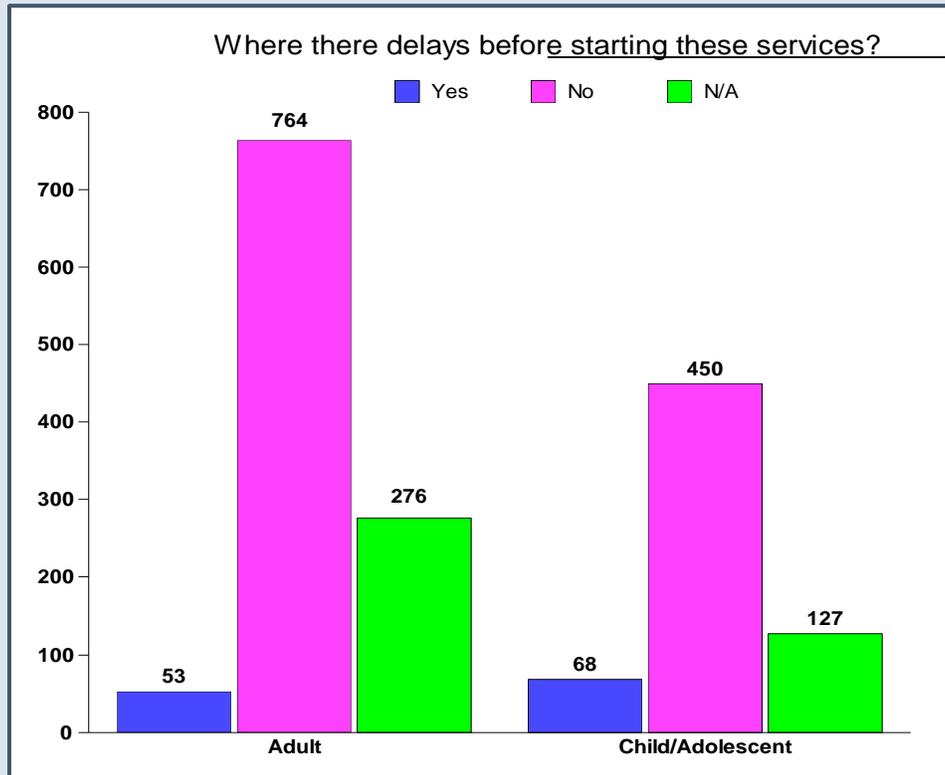
- Survey Information:** Overall, 898 of the 1738 respondents (51.7%) reported they had been interviewed by their provider within the last year, 641 (36.9%) reported they had not been interviewed, and 199 (11.4%) were not sure.

Total Satisfaction Score				
Age Type		N	Mean	Std. Deviation
Has your provider interviewed you on your satisfaction level with services during the last year?				
Adult	Yes	584	115.73	10.28
	No	385	112.17	14.15
	Not sure	124	111.02	10.48
	Total	1093	113.94	11.96
Child/Adolescent	Yes	314	115.05	12.87
	No	256	108.28	14.92
	Not sure	75	110.26	13.21
	Total	645	111.81	14.11

*Our analysis indicates that adult and child/adolescent consumers who were surveyed by their provider in the last year reported significantly higher levels of total satisfaction than those who not interviewed by their provider or were not sure if they were surveyed by their provider.*

- **Service Delay:**

- Of the 1093 adult consumers 53 (4.8%) reported that they experienced some delay before beginning treatment. 764 consumers (69.9%) reported no delay before beginning treatment, and 276 (25.3%) consumers felt that this question did not apply to them.
- Of the 645 child consumers 68 (10.5%) reported that they experienced some delay before beginning treatment. 450 consumers (69.8%) reported no delay before beginning treatment, and 127 (19.7%) 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	53	111.09	13.82
	No	764	114.62	11.29
	N/A	276	112.60	13.18
	Total	1093	113.94	11.96
Child/Adolescent	Yes	68	110.81	10.82
	No	450	112.35	13.48
	N/A	127	110.42	17.44
	Total	645	111.81	14.11

*Our analysis indicates that adult and child/adolescent consumers who did not experience a service reported significantly higher levels of total satisfaction than those selected not applicable.*

- **Emergency Treatment:** 306 of the 1093 adult respondents (28.0%) indicated they needed emergency mental health or substance abuse service during the past year. 215 of the 645 child respondents (33.3%) 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 4.04 with standard deviation 1.240.

	Total	Q42a If yes, how satisfied are you with the help you received?					
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied	Does Not Apply
<b>Total</b>	<b>521</b>	<b>45 8.60%</b>	<b>36 6.90%</b>	<b>10 1.90%</b>	<b>191 36.70%</b>	<b>238 45.70%</b>	<b>1 0.20%</b>
<b>Age Type</b>							
<b>Adult</b>	306	21 6.90%	19 6.20%	5 1.60%	117 38.20%	143 46.70%	1 0.30%
<b>Child/ Adolescent</b>	215	24 11.20%	17 7.90%	5 2.30%	74 34.40%	95 44.20%	0 0

#### Mean Satisfaction County of Residence

Total Satisfaction Score				
Age Type	County	N	Mean	Std. Deviation
Adult	Cumberland	147	113.02	12.40
	Dauphin	348	113.92	11.45
	Lancaster	409	114.99	12.11
	Lebanon	169	112.26	12.45
	Perry	20	113.85	8.58
	Total	1093	113.94	11.96
Child/Adolescent	Cumberland	64	107.58	21.17
	Dauphin	206	112.44	11.64
	Lancaster	262	111.10	13.44
	Lebanon	95	114.77	13.63
	Perry	18	114.13	17.58
	Total	645	111.81	14.11

*According to our analysis, child/adolescent consumers who reside in Cumberland County reported lower total satisfaction than consumers who reside in Lebanon County.*

## Mean Satisfaction of Treatment Facilities

- Data was collected from 47 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.

Total Satisfaction Score			
Adult			
Name of Treatment Facility	N	Mean	Std. Deviation
DEVEREUX FOUNDATION GOLDSMITH	1	128.89	0.0
BLUEPRINTS FOR ADDICTION RECOVERY	26	120.09	10.00
NEW INSIGHTS II	12	119.21	11.50
WOODS SERVICES INC	1	118.74	0.0
GATEHOUSE LANCASTER	13	118.02	14.42
HORSHAM CLINIC INC	11	117.51	13.60
PENNSYLVANIA PSYCHIATRIC INSTITUTE	66	117.38	10.69
WELLSPAN EPHRATA BEHAVIORAL HLTH UNIT EXTENDED UNI	5	117.23	8.23
LANCASTER BEHAVIORAL HEALTH	97	116.82	10.68
DEVEREUX FOUNDATION CROFT	1	116.74	0.0
CHILDRENS HOME OF YORK	1	116.00	0.0
COMMUNITY SERVICES GROUP	121	115.53	9.93
KEYSTONE SERVICE SYSTEMS INC	29	115.08	11.00
THE BRADLEY CENTER	1	114.91	0.0
FRIENDS BEHAVIORAL HEALTH SYSTEM LP	4	114.70	4.11
MERAKEY	26	114.65	8.37
VISTA SCHOOL	8	114.63	13.48
HOLY SPIRIT HOSPITAL	59	114.26	10.89
STEVENS CENTER	50	114.23	10.02
LANCASTER COUNTY BH/DS	62	113.99	12.16
LEBANON COUNTY	66	113.81	9.90
(CMU) DAUPHIN CO CASE MANAGEMENT UNIT	162	112.75	11.92
WELLSPAN PHILHAVEN	90	112.55	12.57
BEHAVIORAL HEALTHCARE CORPORATION	37	112.07	12.10
BROOKE GLEN BEHAVIORAL HOSPITAL	19	110.55	13.81
FAIRMOUNT BEHAVIORAL HEALTH SYSTEM	31	110.37	14.74
ROXBURY PSYCHIATRIC HOSPITAL	40	109.93	14.23
THE MEADOWS PSYCHIATRIC CENTER	12	109.17	20.80
HAVEN BEHAVIORAL HOSPITAL OF EASTERN PENNSYLVANIA	25	108.25	15.17
MAZZITTI AND SULLIVIAN	1	106.00	0.0

BELMONT BEHAVIORAL HOSPITAL LLC	13	101.28	17.53
GEORGE JUNIOR REPUBLIC IN PA	1	101.00	0.0
SOUTHWOOD PSYCHIATRIC HOSPITAL	1	98.00	0.0
HARBORCREEK YOUTH SERVICES-WAGNER HOUSE	1	94.74	0.0
<b>Total</b>	<b>1093</b>	<b>113.94</b>	<b>11.96</b>

<b>Total Satisfaction Score</b>			
<b>Child/Adolescent</b>			<b>Std.</b>
<b>Name of Treatment Facility</b>	<b>N</b>	<b>Mean</b>	<b>Deviation</b>
SILVER SPRINGS MARTIN LUTHER SCHOOL	1	137.00	0.0
FRIENDS BEHAVIORAL HEALTH SYSTEM LP	2	129.02	14.14
HOLY SPIRIT HOSPITAL	12	123.08	8.68
DEVEREUX FOUNDATION MAPLETON	1	123.02	0.0
CORNELL ABRAXAS GROUP INC	1	120.89	0.0
BROOKE GLEN BEHAVIORAL HOSPITAL	5	120.77	10.15
HOFFMAN HOMES INC	3	116.67	9.07
LEBANON COUNTY	52	115.98	12.23
LANCASTER COUNTY BH/DS	51	115.49	10.69
WELLSPAN PHILHAVEN	120	114.38	11.29
COMMUNITY SERVICES GROUP	41	114.32	8.55
THE BRADLEY CENTER	3	114.29	25.24
T W PONESSA & ASSOCIATES COUNSELING SERVICES INC	23	113.97	10.07
(CMU) DAUPHIN CO CASE MANAGEMENT UNIT	107	113.50	10.09
SARAH A REED CHILDRENS CENTER	1	111.83	0.0
PENNSYLVANIA PSYCHIATRIC INSTITUTE	79	109.25	13.88
VISTA SCHOOL	7	109.14	9.38
KIDSPEACE HOSPITAL	24	108.48	16.84
DEVEREUX FOUNDATION GOLDSMITH	2	108.42	.58
SOUTHWOOD PSYCHIATRIC HOSPITAL	5	107.29	9.93
BELMONT BEHAVIORAL HOSPITAL LLC	5	106.54	12.42
THE MEADOWS PSYCHIATRIC CENTER	19	106.16	14.25
LANCASTER BEHAVIORAL HEALTH	26	105.97	16.72
HORSHAM CLINIC INC	5	105.61	13.35
MERAKEY PENNSYLVANIA 140 PENNSYLVANIA AVENUE	3	104.32	15.32
STEVENS CENTER	8	104.31	27.32
ROXBURY PSYCHIATRIC HOSPITAL	15	102.06	17.32

PRESSLEY RIDGE	1	100.89	0.0
DEVEREUX FOUNDATION CROFT	4	100.45	11.94
FAIRMOUNT BEHAVIORAL HEALTH SYSTEM	11	99.40	27.19
HARBORCREEK YOUTH SERVICES-COLUMBUS HOUSE	1	88.22	0.0
THE CHILDRENS HOME OF READING	2	84.51	12.01
GEMMA SERVICES-COLTON COTTAGE	1	83.05	0.0
DIVERSIFIED TREATMENT ALTERNATIVE CENTERS LLC	3	75.44	54.50
GEORGE JUNIOR REPUBLIC IN PA	1	65.85	0.0
<b>Total</b>	<b>645</b>	<b>111.81</b>	<b>14.11</b>

### Mean Satisfaction of Level of Care

- Data was collected for 11 Levels of Care. The distribution of respondents is presented below. 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.

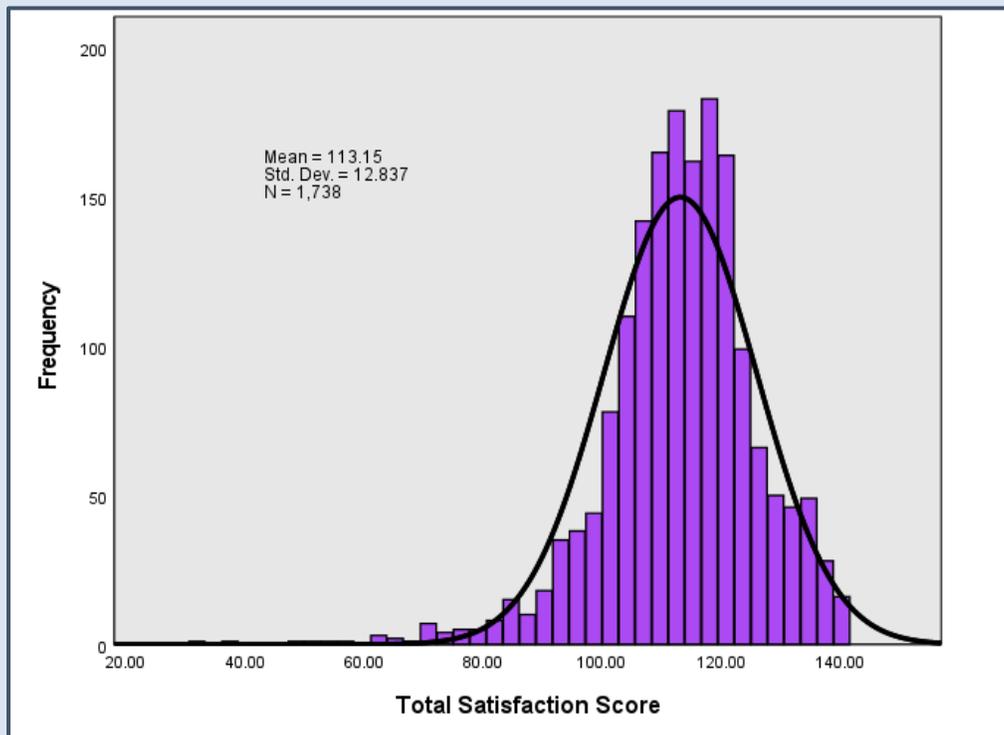
Total Satisfaction Score			
Adult Level of Care	N	Mean	Std. Deviation
PARTIAL HOSPITALIZATION	128	116.07	10.97
PSYCH REHABILITATION	67	115.84	10.59
TCM-INTENSIVE CASE MANAGEMENT	108	115.75	11.03
EIBS (EDUCATIONALLY INTEGRATED BEHAVIORAL SERVICES)	8	114.63	13.48
EXTENDED ACUTE CARE	10	114.62	6.87
TCM-RESOURCE COORDINATION	104	113.91	10.31
TCM-BLENDED CASE MANAGEMENT	205	113.17	11.31
MENTAL HEALTH INPATIENT	406	113.09	13.38
MOBILE PSYCH NURSING	49	112.37	11.63
RTF (RESIDENTIAL TREATMENT FACILITY)	8	111.13	11.87
<b>Total</b>	<b>1093</b>	<b>113.94</b>	<b>11.96</b>

<b>Total Satisfaction Score</b>			
<b>Child/Adolescent Level of Care</b>	<b>N</b>	<b>Mean</b>	<b>Std. Deviation</b>
TCM-INTENSIVE CASE MANAGEMENT	20	122.14	13.63
TCM-RESOURCE COORDINATION	103	114.46	12.75
TCM-BLENDED CASE MANAGEMENT	146	113.59	9.64
PARTIAL HOSPITALIZATION	125	113.51	11.22
CRR HOST HOME	6	110.31	14.77
EIBS (EDUCATIONALLY INTEGRATED BEHAVIORAL SERVICES)	7	109.14	9.38
MENTAL HEALTH INPATIENT	209	108.66	15.92
RTF (RESIDENTIAL TREATMENT FACILITY)	29	102.52	24.18
<b>Total</b>	<b>645</b>	<b>111.81</b>	<b>14.11</b>

## 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 113.15 with a standard deviation 12.837 indicating a high level of satisfaction overall. The TSS scores ranged from 31.02 – 140. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.

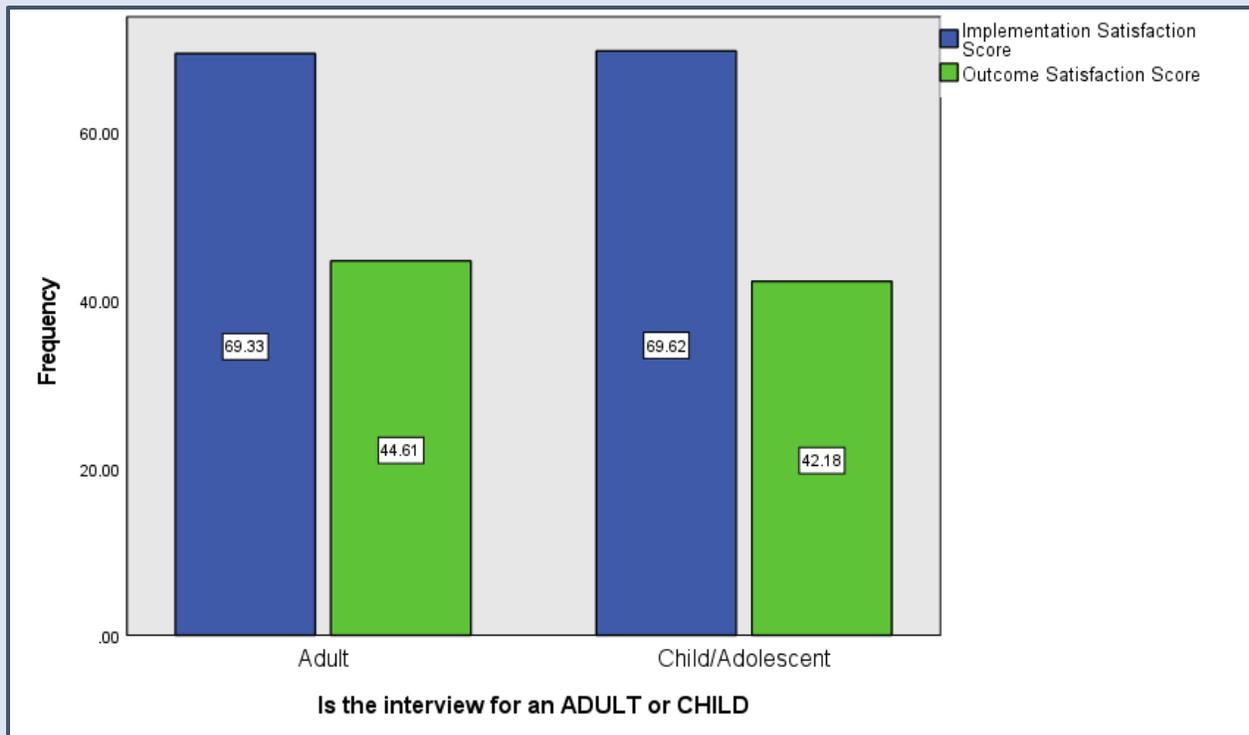


## Mean Satisfaction with Services and Outcomes of Services

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

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:

- 94.8% I am an important part of the treatment process Q26.
- 94.5% I feel comfortable in asking questions regarding my treatment Q18.
- 94.4% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 94.3% Program staff respects my ethnic, cultural, and religious background in my recovery/treatment Q21.
- 93.6% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 93.0% My provider asks my permission before sharing my personal information Q20.
- 89.8% My service provider explained the advantages of my therapy or treatment Q27.
- 89.6% I trust my service provider Q22.
- 89.2% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 88.9% Overall, I am satisfied with the services I am receiving Q29.
- 87.6% My service provider spends adequate time with me Q19.
- 87.0% My service provider explained the limitations of my therapy or treatment Q28.
- 86.9% My provider discussed other services that may benefit me in my treatment/recovery Q15.
- 86.1% My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process Q24.
- 85.3% I was given information on how to get additional community resources that I needed (example: transportation, childcare, employment training) Q14.

*\*As there was such a high proportion of respondents in the does not apply category for Question 16, 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, 88.6% of consumers agree or strongly agree they had the option to change their service provider if they chose to, 4.6% reported they neither agree nor disagree, and 6.8% of consumers disagree or strongly disagree.*

*\*As there was such a high proportion of respondents in the does not apply category for Question 23 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, 90.6% of consumers agree or strongly agree they feel safe at the facility, 3.7% reported they neither agree nor disagree, and 5.7% of consumers disagree or strongly disagree.*

**Summary responses from the Total group of respondents (N=1738) are presented in Table 1.**

**Summary responses from the Adult group of respondents (N=1093) are presented in Table 2.**

**Summary responses from the Child/Adolescent group of respondents (N=645) are presented in Table 3.**

**Table 1 – Total Satisfaction – Services Questions – TOTAL**

N=1738	% 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.	89.2	6.6	2.8	0.6	0.4
14. I was given information on how to get additional community resources that I needed (example: transportation, childcare, employment training).	85.3	8.1	2.9	0.8	3.4
15. My provider discussed other services that may benefit me in my treatment/recovery.	86.9	7.6	2.8	0.6	0.7
16. I have the option to change my service provider should I choose to.	18.9	1.4	5.3	1.3	78.7
17. I was informed about my rights and responsibilities regarding the treatment I have received.	93.6	3.8	2.9	0.4	0.1
18. I feel comfortable in asking questions regarding my treatment.	94.5	3.6	2.9	0.4	0.1
19. My service provider spends adequate time with me.	87.6	8.1	2.8	0.6	0.3
20. My provider asks my permission before sharing my personal information.	93.0	2.5	2.9	0.5	1.0
21. Program staff respects my ethnic, cultural, and religious background in my recovery/treatment.	94.3	2.2	3.0	0.5	1.0
22. I trust my service provider.	89.6	6.5	2.8	0.5	0.2
23. I feel safe at this facility.	73.1	4.6	3.5	1.3	19.3
24. My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process.	86.1	7.2	2.9	0.7	2.0
25. I am included in the development of my treatment/recovery plan and goals for recovery.	94.4	2.9	2.9	0.4	0.2
26. I am an important part of the treatment process.	94.8	5.5	2.9	0.4	0.2
27. My service provider explained the advantages of my therapy or treatment.	89.8	5.5	2.8	0.5	0.1
28. My service provider explained the limitations of my therapy or treatment.	87.0	6.7	2.8	0.6	0.2
29. Overall, I am satisfied with the services I am receiving.	88.9	7.5	2.8	0.6	0.3

**Table 2 – Total Satisfaction – Services Questions – ADULT**

N=1093	% 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.	88.6	6.7	2.8	0.6	0.4
14. I was given information on how to get additional community resources that I needed (example: transportation, childcare, employment training).	85.1	7.6	2.9	0.8	3.8
15. My provider discussed other services that may benefit me in my treatment/recovery.	88.0	6.8	2.8	0.6	0.5
16. I have the option to change my service provider should I choose to.	16.2	1.8	2.4	1.3	81.0
17. I was informed about my rights and responsibilities regarding the treatment I have received.	93.3	3.9	2.9	0.4	0.1
18. I feel comfortable in asking questions regarding my treatment.	94.1	3.8	2.9	0.4	0.1
19. My service provider spends adequate time with me.	89.2	7.5	2.8	0.6	0.1
20. My provider asks my permission before sharing my personal information.	92.6	3.1	2.9	0.5	0.7
21. Program staff respects my ethnic, cultural, and religious background in my recovery/treatment.	94.3	2.6	3.0	0.5	1.0
22. I trust my service provider.	91.2	5.7	2.9	0.5	0.3
23. I feel safe at this facility.	75.7	3.8	3.4	1.3	18.0
24. My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process.	84.3	7.2	2.9	0.8	2.7
25. I am included in the development of my treatment/recovery plan and goals for recovery.	95.2	2.3	2.9	0.4	0.2
26. I am an important part of the treatment process.	95.7	2.4	2.9	0.3	0.1
27. My service provider explained the advantages of my therapy or treatment.	89.9	5.5	2.8	0.5	0.1
28. My service provider explained the limitations of my therapy or treatment.	86.6	7.0	2.8	0.6	0.2
29. Overall, I am satisfied with the services I am receiving.	90.9	6.0	2.9	0.5	0.2

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

N=645	% 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.	90.2	6.4	2.9	0.6	0.5
14. I was given information on how to get additional community resources that I needed (example: transportation, childcare, employment training).	85.6	8.8	2.9	0.8	2.6
15. My provider discussed other services that may benefit me in my treatment/recovery.	85.1	9.0	2.8	0.7	1.1
16. I have the option to change my service provider should I choose to.	23.4	0.8	5.2	1.4	74.9
17. I was informed about my rights and responsibilities regarding the treatment I have received.	94.1	3.6	2.9	0.4	0.0
18. I feel comfortable in asking questions regarding my treatment.	95.2	3.1	2.9	0.4	0.2
19. My service provider spends adequate time with me.	84.8	9.0	2.8	0.7	0.8
20. My provider asks my permission before sharing my personal information.	93.8	1.4	3.0	0.5	1.4
21. Program staff respects my ethnic, cultural, and religious background in my recovery/treatment.	94.3	1.6	3.0	0.4	1.1
22. I trust my service provider.	87.0	7.9	2.8	0.6	0.2
23. I feel safe at this facility.	68.8	5.9	3.5	1.4	21.4
24. My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process.	89.1	7.1	2.9	0.6	0.8
25. I am included in the development of my treatment/recovery plan and goals for recovery.	93.0	5.3	2.9	0.5	0.2
26. I am an important part of the treatment process.	93.3	3.7	2.9	0.5	0.5
27. My service provider explained the advantages of my therapy or treatment.	89.6	5.4	2.8	0.5	0.0
28. My service provider explained the limitations of my therapy or treatment.	87.6	6.4	2.8	0.6	0.3
29. Overall, I am satisfied with the services I am receiving.	85.4	9.9	2.8	0.7	0.5

## Outcomes of Services

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, 64.0% to 78.9% of consumer's responses reflect how services have improved their lives in each outcome area. Additionally, 15.0% to 25.2% of consumer's responses reflect that no change has resulted from involvement in services. Only 4.9% to 8.9% of consumer's responses reflect how 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, 63.7% of consumers reported community involvement as better or much better, 31.1% reported no change, and 4.4% reported being involved in the community as worse or much 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, 65.6% of consumers reported participation in school or work as better or much better, 25.5% reported no change, and 8.9% reported participation in school or work as worse or much worse.*

**Summary responses from the Total group of respondents (N=1738) are presented in Table 4.**

**Summary responses from the Adult group of respondents (N=1093) are presented in Table 5.**

**Summary responses from the Child/Adolescent group of respondents (N=645) 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=1738						
30. Managing daily problems.	73.5	18.4	7.2	2.7	0.7	0.9
31. Feeling in control of my life.	69.2	21.1	8.6	2.6	0.7	1.1
32. Coping with personal crisis.	64.0	22.0	8.9	2.8	1.0	5.1
33. How I feel about myself.	71.9	19.7	7.4	2.7	0.7	0.9
34. Feeling good (hopeful) about the future.	73.5	18.7	6.1	2.7	0.7	1.7
35. Enjoying my free time.	78.9	15.0	4.9	2.8	0.4	1.2
36. Strengthening my social support network.	69.0	23.1	5.2	2.7	0.8	2.6
37. Being involved in community activities.	39.8	19.4	3.3	3.9	1.7	37.5
38. Participating with school or work activities.	42.7	16.6	5.8	3.8	1.7	34.9
39. Interacting with people in social situations.	65.3	25.2	6.3	2.7	0.8	3.2
40. Coping with specific problems or issue that led to seek services.	74.8	18.1	6.6	2.7	0.6	0.6

**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=1093						
30. Managing daily problems.	78.0	16.0	5.4	2.7	0.6	0.5
31. Feeling in control of my life.	73.4	18.8	7.6	2.7	0.6	0.3
32. Coping with personal crisis.	68.9	20.6	8.2	2.7	0.8	2.3
33. How I feel about myself.	76.5	16.4	6.5	2.7	0.6	0.6
34. Feeling good (hopeful) about the future.	78.2	15.7	5.6	2.7	0.6	0.5
35. Enjoying my free time.	79.8	15.3	4.6	2.8	0.6	0.4
36. Strengthening my social support network.	72.6	20.7	4.3	2.8	0.7	2.4
37. Being involved in community activities.	41.6	18.9	2.6	3.9	1.7	36.9
38. Participating with school or work activities.	35.7	12.1	2.1	4.3	1.7	50.1
39. Interacting with people in social situations.	69.3	22.2	5.1	2.8	0.8	3.4
40. Coping with specific problems or issue that led to seek services.	79.6	16.0	4.0	2.8	0.5	0.4

**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=645						
30. Managing daily problems.	65.9	22.5	10.2	2.6	0.8	1.4
31. Feeling in control of my life.	62.0	25.1	10.4	2.6	0.9	2.5
32. Coping with personal crisis.	55.7	24.3	10.1	2.9	1.2	9.9
33. How I feel about myself.	64.2	25.4	9.0	2.6	0.8	1.4
34. Feeling good (hopeful) about the future.	65.4	23.7	7.0	2.7	0.9	3.9
35. Enjoying my free time.	77.4	14.6	5.4	2.8	0.8	2.6
36. Strengthening my social support network.	62.9	27.1	6.8	2.7	0.9	3.1
37. Being involved in community activities.	36.7	20.3	4.5	3.9	1.8	38.4
38. Participating with school or work activities.	54.6	24.2	12.1	2.8	1.2	9.1
39. Interacting with people in social situations.	58.6	30.2	8.4	2.6	0.9	2.8
40. Coping with specific problems or issue that led to seek services.	66.7	21.6	10.9	2.6	0.8	0.9

## Satisfaction with the Managed Care Organization

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

- 56.8% of respondents (987 of the 1738) reported that they had received a copy of the PerformCare member handbook. 25.1% (436) reported that they had not receive a member handbook, 18.1% (314) were not sure, and 0.1% (1) 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
<b>Total</b>	<b>1738</b>	<b>987 56.80%</b>	<b>436 25.10%</b>	<b>314 18.10%</b>	<b>1 0.10%</b>
<b>Adult</b>					
<b>Cumberland</b>	147	68 46.30%	49 33.30%	30 20.40%	0 0
<b>Dauphin</b>	348	193 55.50%	102 29.30%	53 15.20%	0 0
<b>Lancaster</b>	409	163 39.90%	151 36.90%	95 23.20%	0 0
<b>Lebanon</b>	169	88 52.10%	42 24.90%	38 22.50%	1 0.60%
<b>Perry</b>	20	11 55.00%	6 30.00%	3 15.00%	0 0
<b>Child/Adolescent</b>					
<b>Cumberland</b>	64	49 76.60%	6 9.40%	9 14.10%	0 0
<b>Dauphin</b>	206	152 73.80%	34 16.50%	20 9.70%	0 0
<b>Lancaster</b>	262	177 67.60%	29 11.10%	56 21.40%	0 0
<b>Lebanon</b>	95	72 75.80%	17 17.90%	6 6.30%	0 0
<b>Perry</b>	18	14 77.80%	0 0	4 22.20%	0 0

- 91.1% of respondents (1583 of the 1738) reported that they are aware of their right to file a complaint or grievance. 7.2% (125) were not aware of their right to file a complaint or grievance, 1.5% (26) were not sure, and 0.2% (4) 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
<b>Total</b>	<b>1738</b>	<b>1583</b> <b>91.10%</b>	<b>125</b> <b>7.20%</b>	<b>26</b> <b>1.50%</b>	<b>4</b> <b>0.20%</b>
<b>Adult</b>					
<b>Cumberland</b>	147	131 89.10%	9 6.10%	7 4.80%	0 0
<b>Dauphin</b>	348	320 92.00%	24 6.90%	3 0.90%	1 0.30%
<b>Lancaster</b>	409	359 87.80%	40 9.80%	9 2.20%	1 0.20%
<b>Lebanon</b>	169	144 85.20%	21 12.40%	2 1.20%	2 1.20%
<b>Perry</b>	20	19 95.00%	1 5.00%	0 0	0 0
<b>Child/Adolescent</b>					
<b>Cumberland</b>	64	63 98.40%	1 1.60%	0 0	0 0
<b>Dauphin</b>	206	194 94.20%	9 4.40%	3 1.50%	0 0
<b>Lancaster</b>	262	250 95.40%	11 4.20%	1 0.40%	0 0
<b>Lebanon</b>	95	85 89.50%	9 9.50%	1 1.10%	0 0
<b>Perry</b>	18	18 100.00%	0 0	0 0	0 0

- 63.8% of respondents (1108 of the 1738) reported that they knew who to call to file a complaint or grievance. 26.8% (466) reported that they did not know who to call, 6.2% (107) were not sure, and 3.3% (57) 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
<b>Total</b>	<b>1738</b>	<b>1108</b> <b>63.80%</b>	<b>466</b> <b>26.80%</b>	<b>107</b> <b>6.20%</b>	<b>57</b> <b>3.30%</b>
<b>Adult</b>					
<b>Cumberland</b>	147	119 81.00%	25 17.00%	2 1.40%	1 0.70%
<b>Dauphin</b>	348	243 69.80%	72 20.70%	22 6.30%	11 3.20%
<b>Lancaster</b>	409	162 39.60%	177 43.30%	42 10.30%	28 6.80%
<b>Lebanon</b>	169	77 45.60%	76 45.00%	8 4.70%	8 4.70%
<b>Perry</b>	20	17 85.00%	3 15.00%	0 0	0 0
<b>Child/Adolescent</b>					
<b>Cumberland</b>	64	60 93.80%	3 4.70%	1 1.60%	0 0
<b>Dauphin</b>	206	170 82.50%	25 12.10%	8 3.90%	3 1.50%
<b>Lancaster</b>	262	175 66.80%	59 22.50%	23 8.80%	5 1.90%
<b>Lebanon</b>	95	70 73.70%	23 24.20%	1 1.10%	1 1.10%
<b>Perry</b>	18	15 83.30%	3 16.70%	0 0	0 0

- 18.4% of respondents (319 of the 1739) reported that they had called PerformCare in the last twelve months for information. 77.7% (1350) did not call PerformCare within the last twelve months, 2.4% (71) were not sure, and 1.6% (27) 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
<b>Total</b>	<b>1738</b>	<b>319 18.40%</b>	<b>1350 77.70%</b>	<b>42 2.40%</b>	<b>27 1.60%</b>
<b>Adult</b>					
<b>Cumberland</b>	147	21 14.30%	106 72.10%	8 5.40%	12 8.20%
<b>Dauphin</b>	348	72 20.70%	269 77.30%	4 1.10%	3 0.90%
<b>Lancaster</b>	409	52 12.70%	345 84.40%	11 2.70%	1 0.20%
<b>Lebanon</b>	169	14 8.30%	146 86.40%	4 2.40%	5 3.00%
<b>Perry</b>	20	5 25.00%	14 70.00%	1 5.00%	0 0
<b>Child/Adolescent</b>					
<b>Cumberland</b>	64	16 25.00%	44 68.80%	2 3.10%	2 3.10%
<b>Dauphin</b>	206	56 27.20%	144 69.90%	4 1.90%	2 1.00%
<b>Lancaster</b>	262	59 22.50%	194 74.00%	8 3.10%	1 0.40%
<b>Lebanon</b>	95	19 20.00%	75 78.90%	0 0	1 1.10%
<b>Perry</b>	18	5 27.80%	13 72.20%	0 0	0 0

- 92.5% of those that requested information from PerformCare (295 of the 319) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays. 5.6% (18) were not able to get information without delays, and 1.9% (6) reported that this question did not apply.

	Total	Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>319</b>	<b>295</b> <b>92.50%</b>	<b>18</b> <b>5.60%</b>	<b>0</b> <b>0</b>	<b>6</b> <b>1.90%</b>
<b>Adult</b>					
<b>Cumberland</b>	21	17 81.00%	4 19.00%	0 0	0 0
<b>Dauphin</b>	72	68 94.40%	2 2.80%	0 0	2 2.80%
<b>Lancaster</b>	52	48 92.30%	4 7.70%	0 0	0 0
<b>Lebanon</b>	14	12 85.70%	2 14.30%	0 0	0 0
<b>Perry</b>	5	5 100.00%	0 0	0 0	0 0
<b>Child/Adolescent</b>					
<b>Cumberland</b>	16	14 87.50%	0 0	0 0	2 12.50%
<b>Dauphin</b>	56	54 96.40%	2 3.60%	0 0	0 0
<b>Lancaster</b>	59	56 94.90%	3 5.10%	0 0	0 0
<b>Lebanon</b>	19	17 89.50%	1 5.30%	0 0	1 5.30%
<b>Perry</b>	5	4 80.00%	0 0	0 0	1 20.00%

- 56.6% of respondents (983 of 1738) reported that they were given a choice of at least 2 providers regarding the type of service they were seeking. 24.8% of respondents (431) reported that they were not given a choice, 16.5% (287) were not sure, and 2.1% (37) reported that this question did not apply.

	Total	Q5 Were you given a choice of at least two (2) Providers from PerformCare regarding the type of service you were seeking?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>1738</b>	<b>983</b> <b>56.60%</b>	<b>431</b> <b>24.80%</b>	<b>287</b> <b>16.50%</b>	<b>37</b> <b>2.10%</b>
<b>Adult</b>					
<b>Cumberland</b>	147	63 42.90%	46 31.30%	29 19.70%	9 6.10%
<b>Dauphin</b>	348	216 62.10%	73 21.00%	56 16.10%	3 0.90%
<b>Lancaster</b>	409	175 42.80%	132 32.30%	99 24.20%	3 0.70%
<b>Lebanon</b>	169	89 52.70%	48 28.40%	27 16.00%	5 3.00%
<b>Perry</b>	20	15 75.00%	2 10.00%	3 15.00%	0 0
<b>Child/Adolescent</b>					
<b>Cumberland</b>	64	36 56.20%	17 26.60%	6 9.40%	5 7.80%
<b>Dauphin</b>	206	147 71.40%	41 19.90%	16 7.80%	2 1.00%
<b>Lancaster</b>	262	152 58.00%	62 23.70%	41 15.60%	7 2.70%
<b>Lebanon</b>	95	74 77.90%	9 9.50%	9 9.50%	3 3.20%
<b>Perry</b>	18	16 88.90%	1 5.60%	1 5.60%	0 0

- 67.0% of respondents (1164 of 1738) reported that they were informed of the time approved for their services. 18.3% of respondents (318) reported that they were not informed of the time approved for services, 12.8% (223) were not sure, and 1.9% (33) reported that this question did 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
<b>Total</b>	<b>1738</b>	<b>1164</b> <b>67.00%</b>	<b>318</b> <b>18.30%</b>	<b>223</b> <b>12.80%</b>	<b>33</b> <b>1.90%</b>
<b>Adult</b>					
<b>Cumberland</b>	147	75 51.00%	40 27.20%	23 15.60%	9 6.10%
<b>Dauphin</b>	348	285 81.90%	37 10.60%	24 6.90%	2 0.60%
<b>Lancaster</b>	409	170 41.60%	125 30.60%	105 25.70%	9 2.20%
<b>Lebanon</b>	169	113 66.90%	37 21.90%	16 9.50%	3 1.80%
<b>Perry</b>	20	16 80.00%	3 15.00%	1 5.00%	0 0
<b>Child/Adolescent</b>					
<b>Cumberland</b>	64	51 79.70%	8 12.50%	3 4.70%	2 3.10%
<b>Dauphin</b>	206	188 91.30%	8 3.90%	6 2.90%	4 1.90%
<b>Lancaster</b>	262	163 62.20%	53 20.20%	42 16.00%	4 1.50%
<b>Lebanon</b>	95	85 89.50%	7 7.40%	3 3.20%	0 0
<b>Perry</b>	18	18 100.00%	0 0	0 0	0 0

- 95.2% of respondents (1075 of the 1129) reported that when they call PerformCare staff treats them courteously and with respect. 3.1% (35) reported that PerformCare staff did not treat them courteously and with respect, and 1.7% (19) were not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
<b>Total</b>	<b>1129</b>	<b>1075</b> 95.20%	<b>35</b> 3.10%	<b>19</b> 1.70%
<b>Adult</b>				
<b>Cumberland</b>	78	73 93.60%	5 6.40%	0 0
<b>Dauphin</b>	297	278 93.60%	10 3.40%	9 3.00%
<b>Lancaster</b>	229	224 97.80%	2 0.90%	3 1.30%
<b>Lebanon</b>	26	24 92.30%	1 3.80%	1 3.80%
<b>Perry</b>	18	16 88.90%	2 11.10%	0 0
<b>Child/Adolescent</b>				
<b>Cumberland</b>	40	39 97.50%	1 2.50%	0 0
<b>Dauphin</b>	184	173 94.00%	7 3.80%	4 2.20%
<b>Lancaster</b>	215	209 97.20%	4 1.90%	2 0.90%
<b>Lebanon</b>	26	23 88.50%	3 11.50%	0 0
<b>Perry</b>	16	16 100.00%	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.*

- 88.3% of respondents (1534 of 1738) reported overall they are satisfied with their interactions with PerformCare. 1.8% of respondents (32) reported overall they are not satisfied with their interactions with PerformCare, 0.9% (16) were not sure, and 9.0% (156) reported that this question did not apply.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>1738</b>	<b>1534</b> <b>88.30%</b>	<b>32</b> <b>1.80%</b>	<b>16</b> <b>0.90%</b>	<b>156</b> <b>9.00%</b>
<b>Adult</b>					
<b>Cumberland</b>	147	92 62.60%	4 2.70%	3 2.00%	48 32.70%
<b>Dauphin</b>	348	320 92.00%	9 2.60%	4 1.10%	15 4.30%
<b>Lancaster</b>	409	362 88.50%	4 1.00%	3 0.70%	40 9.80%
<b>Lebanon</b>	169	155 91.70%	4 2.40%	3 1.80%	7 4.10%
<b>Perry</b>	20	19 95.00%	0 0	0 0	1 5.00%
<b>Child/Adolescent</b>					
<b>Cumberland</b>	64	45 70.30%	3 4.70%	0 0	16 25.00%
<b>Dauphin</b>	206	185 89.80%	6 2.90%	1 0.50%	14 6.80%
<b>Lancaster</b>	262	245 93.50%	2 0.80%	2 0.80%	13 5.00%
<b>Lebanon</b>	95	93 97.90%	0 0	0 0	2 2.10%
<b>Perry</b>	18	18 100.00%	0 0	0 0	0 0