



Consumer Satisfaction Services, Inc.

Capital Region Annual Report January 2022-December 2022

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

Consumer Satisfaction Services

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Consumer Satisfaction Services, Inc.

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Executive Summary

Survey Information

- Sample: The survey represents 4424 (n=4424) respondents from the Capital Region including 2184 adults (49.4%) and 2240 children/adolescents (50.6%).
- Sample: Of the 2184 adult respondents, 2070 (94.8%) responded for themselves, 86 (3.9%) had a parent/guardian respond for them, and 28 (1.3%) responded for themselves with the additional input of a parent/guardian. Of the 2240 child/adolescent respondents, 6 (0.7%) responded for themselves, 2205 (98.4%) had a parent/guardian respond for them, and 20 (0.9%) 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. 2805 (63.4%) Mental Health Outpatient, 819 (18.5%) IBHS, 182 (4.1%) Medication Assisted Treatment, 153 (3.5%) SUD Outpatient, 144 (3.3%) Family Based, 114 (2.6%) SUD Intensive Outpatient, 68 (1.5%) Peer Support, 60 (1.4%) MAT Coordination, 41 (0.9%) After School Program, 33 (0.7%) ACT, and 5 (0.1%) STAP.
- Methods: Data was collected by 11 interviewers.
- Treatment Facility: Data was collected from individuals receiving services at 87 Treatment Facilities in the Capital Region.
- Type: Overall, of the 4424 interviews 594 (13.4%) were face-to-face interviews, 3827 (86.5%) were conducted by phone, and 3 (0.1%) were conducted by mail.

Services

The survey has 17 questions that ask the individuals about their satisfaction with the services they receive. According to survey responses, individuals 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:

- 97.0% I feel comfortable in asking questions regarding my treatment Q18.
- 96.8% Program staff respects my ethnic, cultural, and religious background in my recovery/treatment Q21.
- 96.3% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 96.2% I am an important part of the treatment process Q26.
- 95.0% My provider asks my permission before sharing my personal information Q20.
- 95.0% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 94.1% I trust my service provider Q22.
- 92.5% My service provider spends adequate time with me Q19.
- 92.4% Overall, I am satisfied with the services I am receiving Q29.

- 92.3% My service provider explained the advantages of my therapy or treatment Q27.
- 90.7% I have the option to change my service provider should I choose to Q16.
- 89.5% My service provider explained the limitations of my therapy or treatment Q28.
- 89.4% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 87.1% My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process Q24.
- 85.7% My provider discussed other services that may benefit me in my treatment/recovery Q15.

Outcomes of Services

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

Members describe their lives as being better as a result of their services in a majority of cases. In total, 61.9% to 81.2% of member's responses reflect how services have improved their lives in each outcome area. Additionally, 15.1% to 23.7% of members' responses reflect that no change has resulted from involvement in services. Only 2.9% to 7.3% of member's responses reflect how things are worse as a result of services.

We welcome questions, comments and suggestions. Please contact:

**Abby Robinson
C/FST Manager
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Survey Protocol

Consumer Satisfaction Services (CSS) is a peer operated non-profit organization. CSS gives a voice to individuals, 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 members. 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 member 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 Member 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=4424) 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 substance use disorder 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 employment crisis following the Covid 19 pandemic. Of concern, the group discussed the continuation of telehealth services and how individuals perceived their services when delivered in this manner or, conversely, if they do not receive telehealth services, discover the barriers and their opinions on the matter. Ten supplemental survey questions were added to the survey tool in order to ascertain this information. Additionally, committee members discussed the changes to laws surrounding confidentiality of individuals' information as it relates to the survey process.

Stakeholder Meetings

CSS participates in the 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. During this reporting period, CSS has offered assistance with CSP programs that have had difficulty in reestablishing their member base following the Covid 19 pandemic. CSS also takes part in the Stakeholder Advisory Committee hosted by PerformCare and shares information collected from 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 member feedback. CSS also shares survey results with the Quality Improvement Utilization Management committee hosted by PerformCare on a biannual basis.

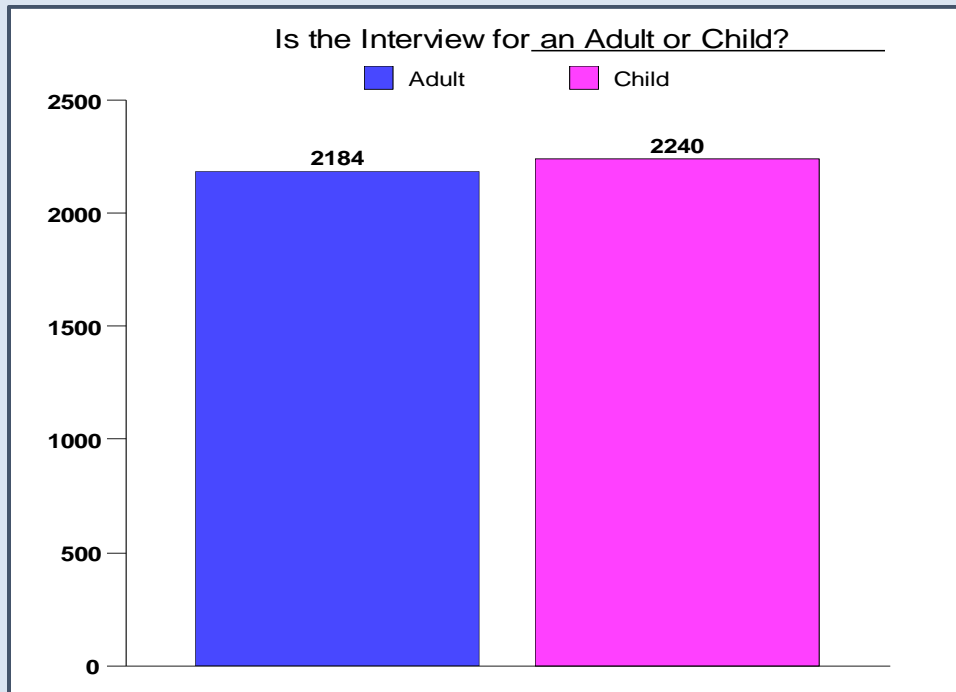
Request for Assistance

During the interview, if a member 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 member 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.

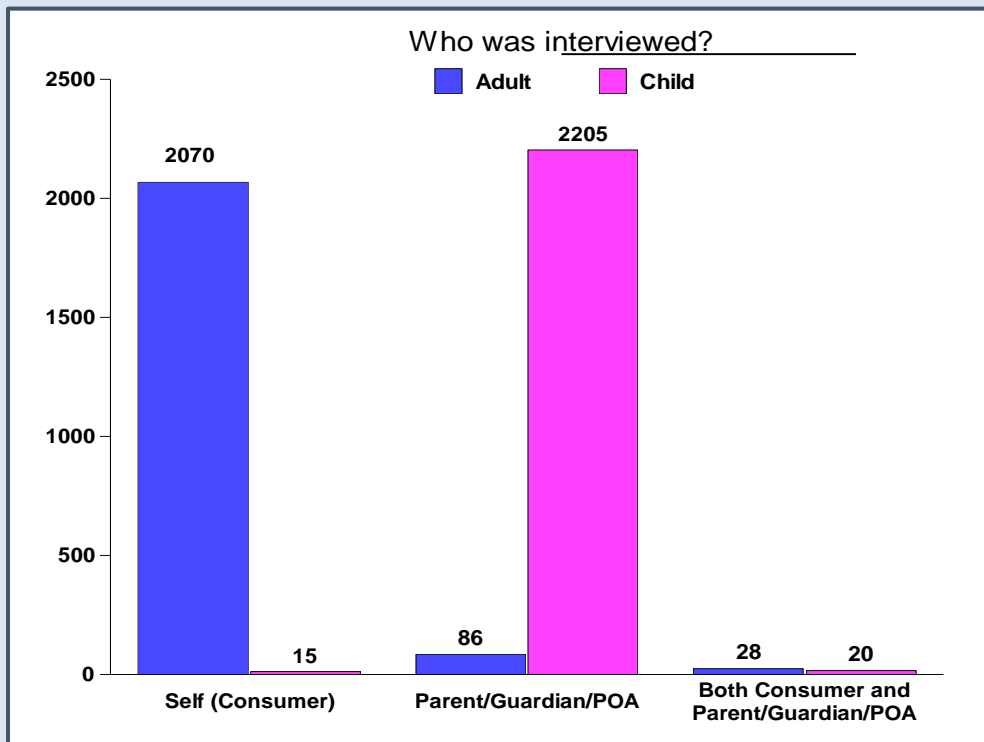
- CSS had no Requests for Assistance for the 2022 contract year.

Survey Information

- Sample: The survey represents 4424 (n=4424) respondents from the Capital Region including 2184 adults (49.4%) and 2240 children/adolescents (50.6%).



- Sample: Of the 2184 adult respondents, 2070 (94.8%) responded for themselves, 86 (3.9%) had a parent/guardian respond for them, and 28 (1.3%) responded for themselves with the additional input of a parent/guardian. Of the 2240 child/adolescent respondents, 6 (0.7%) responded for themselves, 2205 (98.4%) had a parent/guardian respond for them, and 20 (0.9%) responded for themselves with the additional input of a parent/guardian.



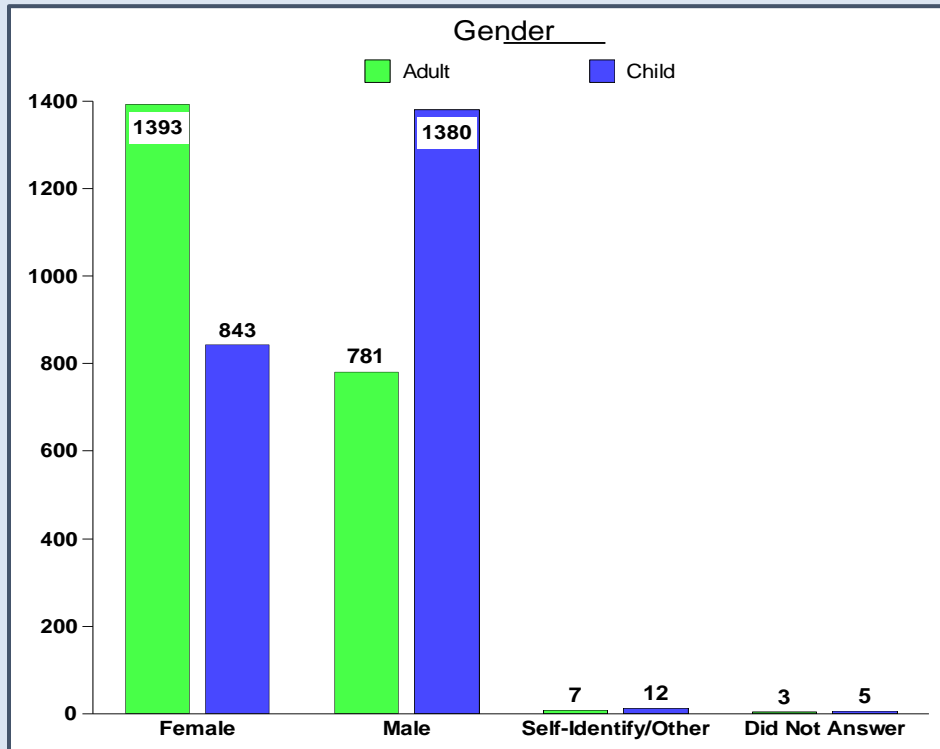
- Level of Care: In all, 11 treatment levels of care were accessed by the respondents. 2805 (63.4%) Mental Health Outpatient, 819 (18.5%) IBHS, 182 (4.1%) Medication Assisted Treatment, 153 (3.5%) SUD Outpatient, 144 (3.3%) Family Based, 114 (2.6%) SUD Intensive Outpatient, 68 (1.5%) Peer Support, 60 (1.4%) MAT Coordination, 41 (0.9%) After School Program, 33 (0.7%) ACT, and 5 (0.1%) STAP.
- Methods: Data was collected by 11 interviewers.
- Treatment Facility: Data was collected from individuals receiving services at 87 Treatment Facilities in the Capital Region.
- Type: Overall, of the 4424 interviews 594 (13.4%) were face-to-face interviews, 3827 (86.5%) were conducted by phone, and 3 (0.1%) were conducted by mail.

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

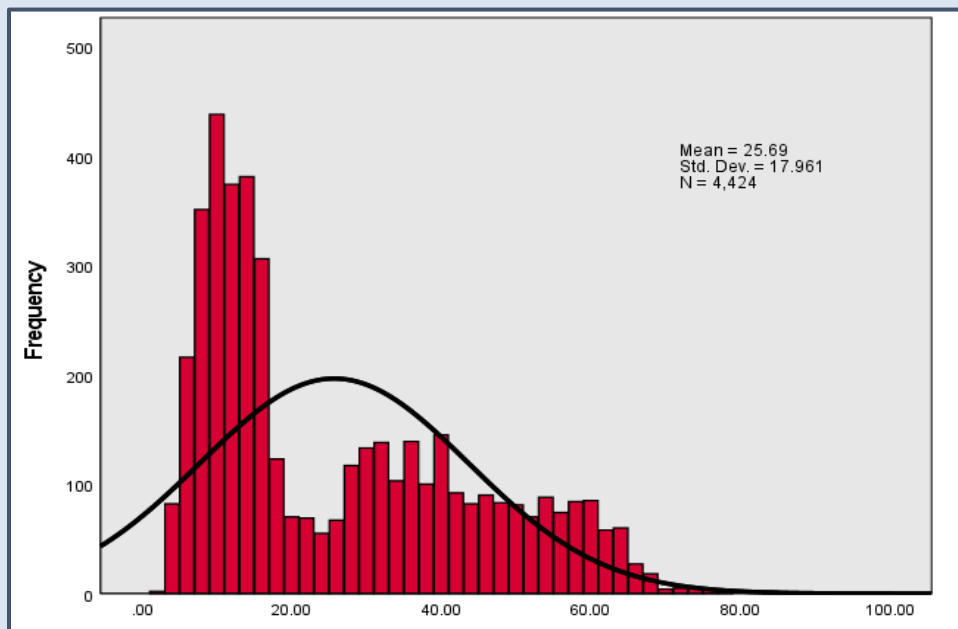
	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	4424	816 18.40%	1177 26.60%	1532 34.60%	751 17.00%	148 3.30%
Adult						
In Person	545	121 22.20%	200 36.70%	178 32.70%	36 6.60%	10 1.80%
Phone	1637	332 20.30%	440 26.90%	513 31.30%	295 18.00%	57 3.50%
Mail	2	0 0	2 100.00%	0 0	0 0	0 0
Child						
In Person	49	15 30.60%	17 34.70%	5 10.20%	0 0	12 24.50%
Phone	2190	348 15.90%	518 23.70%	835 38.10%	420 19.20%	69 3.20%
Mail	1	0 0	0 0	1 100.00%	0 0	0 0

Demographic Information

Gender: Overall, the sample is 50.5% female (2161), 48.8% male (2161), 0.4% self-identified or identified as other (19), and 0.2% did not answer this question (8). Of the 2184 adult respondents, 63.8% (1393) identified as female, 35.8% (781) identified as male, 0.3% self-identified or identified as other (7), and 0.1% did not answer this question (3). Of the 2240 child/adolescent respondents, 37.6% (843) identified as female, and 61.6% (1380) identified as male, 0.5% self-identified or identified as other (12), and 0.2% did not answer this question (5).



Age: Age of all respondents ranged from 2-84 years, with a mean age of 25.69 (SD 17.961).



Age of **Adult** respondents ranged from 18-84 years, with a mean age of 41.04 (SD= 13.235).

Age of **Child/Adolescent** respondents ranged from 2-17 years, with a mean age of 10.73 (SD= 3.555).

County of Residence: The largest number of respondents reported residence in Lancaster County 1532 (34.6%). The remaining respondents reported residence in Dauphin 1177 (26.6%), Cumberland 816 (18.4%), Lebanon 751 (17.0%), and 148 Perry (3.3%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	4424	816 18.40%	1177 26.60%	1532 34.60%	751 17.00%	148 3.30%
Age Type						
Adult	2184	453 20.70%	642 29.40%	691 31.60%	331 15.20%	67 3.10%
Child	2240	363 16.20%	535 23.90%	841 37.50%	420 18.80%	81 3.60%

Race: 2526 respondents (57.1%) reported their race as White/Caucasian, 709 (16.0%) as Hispanic/Latino, 544 (12.3%) as African American, 470 (10.6%) as Multi-Racial, 60 (1.4%) as Asian/Pacific Islander, 44 (1.0%) as Other, 40 (0.9%) Did Not Answer, and 31 (0.7%) as Native American/American Indian.

	Total	Age Type	
		Adult	Child
Total	4424	2184	2240
Race			
African American	544 12.30%	281 12.90%	263 11.70%
Asian/Pacific Islander	60 1.40%	24 1.10%	36 1.60%
Hispanic/Latino	709 16.00%	294 13.50%	415 18.50%
Native American/ American Indian	31 0.70%	15 0.70%	16 0.70%
White/ Caucasian	2526 57.10%	1389 63.60%	1137 50.80%
Multi-Racial	470 10.60%	132 6.00%	338 15.10%
Other	44 1.00%	22 1.00%	22 1.00%
Did Not Answer	40 0.90%	27 1.20%	13 0.60%

Consumer Satisfaction

This section of the report looks at different dimensions of member 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 which 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.

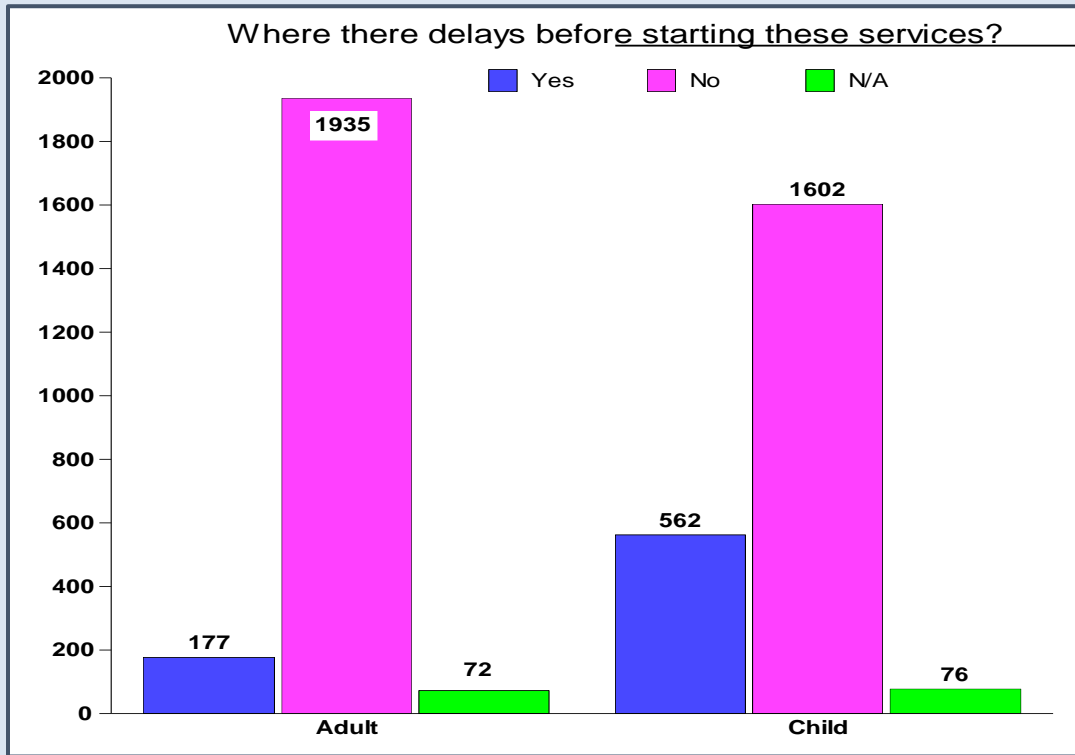
- **Survey Information:** Overall, 898 of the 1738 respondents (51.7%) reported they had been interviewed by their provider within the last year, 641 (36.9%) reported they had not been interviewed, and 199 (11.4%) were not sure.

Total Satisfaction Score				
Age Type				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Deviation
Adult	Yes	1177	117.86	10.45
	No	814	111.57	13.25
	Not sure	193	114.91	10.56
	Total	2184	115.25	11.95
Child	Yes	1100	117.66	10.94
	No	856	112.26	13.59
	Not sure	281	114.14	11.62
	N/A	3	104.30	9.59
	Total	2240	115.14	12.36

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

- **Service Delay:**

- Of the 2184 adult respondents 177 (8.1%) reported that they experienced some delay before beginning treatment. 1935 respondents (88.6%) reported no delay before beginning treatment, and 72 (3.3%) respondents felt that this question did not apply to them.
- Of the 2240 child/adolescent respondents 562 (25.1%) reported that they experienced some delay before beginning treatment. 1602 respondents (71.5%) reported no delay before beginning treatment, and 76 (3.4%) respondents 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?		N	Mean	Std. Deviation
Adult	Yes	177	111.38	12.74
	No	1935	115.84	11.68
	N/A	72	108.91	13.54
	Total	2184	115.25	11.95
Child	Yes	562	113.15	12.65
	No	1602	116.03	12.14
	N/A	76	111.09	12.46
	Total	2240	115.14	12.36

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

- **Emergency Treatment:** 248 of the 2184 adult respondents (11.4%) indicated they needed emergency mental health or substance abuse service during the past year. 250 of the 2240 child/adolescent respondents (11.2%) 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 3.63 with standard deviation 1.375.

	Total	Q42a If yes, how satisfied are you with the help you received?					
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied	Does Not Apply
Total	498	64 12.90%	64 12.90%	18 3.60%	196 39.40%	154 30.90%	2 0.40%
Age Type							
Adult	248	21 8.50%	31 12.50%	7 2.80%	111 44.80%	77 31.00%	1 0.40%
Child	250	43 17.20%	33 13.20%	11 4.40%	85 34.00%	77 30.80%	1 0.40%

Mean Satisfaction County of Residence

Total Satisfaction Score				
Age Type	County	N	Mean	Std. Deviation
Adult	Cumberland	453	114.65	11.45
	Dauphin	642	115.56	10.75
	Lancaster	691	116.05	12.18
	Lebanon	331	114.24	14.03
	Perry	67	113.18	12.14
	Total	2184	115.25	11.95
Child	Cumberland	363	114.03	12.15
	Dauphin	535	113.78	11.95
	Lancaster	841	115.55	11.54
	Lebanon	420	116.53	14.13
	Perry	81	117.50	13.30
	Total	2240	115.14	12.36

According to our analysis, child/adolescent respondents who reside in Lebanon County reported higher total satisfaction than respondents who reside in Cumberland and Dauphin Counties.

Mean Satisfaction Method of Interview

Total Satisfaction Score				
Age Type		N	Mean	Std. Deviation
Method of Interview		N	Mean	Deviation
Adult	In Person	545	118.70	9.75
	Phone	1637	114.10	12.39
	Mail	2	116.16	1.52
	Total	2184	115.25	11.95
Child	In Person	49	116.37	11.89
	Phone	2190	115.11	12.38
	Mail	1	116.51	0.00
	Total	2240	115.14	12.36

*According to our analysis, adult respondents who were surveyed in person reported higher total satisfaction than those who completed their survey over the phone. *85.2% of the In Person surveys completed were conducted in SUD provider settings.*

Mean Satisfaction of Treatment Facilities

- Data was collected from 87 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
HARRISBURG PA COUNSELING	1	140.00	0.00
BLUEPRINTS FOR ADDICTION RECOVERY	12	127.83	11.22
SACA-NUESTRA CLINICA	9	125.20	10.41
ROXBURY	12	124.90	7.03
RASE PROJECT HARRISBURG	34	122.40	8.79
CTC MECHANICSBURG	7	122.11	5.28
RASE PROJECT LEBANON	1	122.10	0.00
LEBANON TW PONESSA	4	122.02	13.14
COMMUNITY CARE AND ADDICTION RECOVERY	24	121.73	12.18
LANCASTER PA COUNSELING	14	121.56	14.13
LANCASTER TW PONESSA	17	121.25	7.68
HARRISBURG MAZZITTI AND SULLIVAN	21	121.20	13.55
GAUDENZIA SAOP HARRISBURG	31	120.46	8.15
RASE PROJECT LANCASTER	22	119.60	8.43
GATEHOUSE FOR MEN AND WOMEN	22	119.11	10.12
BEHAVIORAL HEALTHCARE CORPORATION	22	118.70	11.79
BEHAVIOR INTERVENTIONS	2	118.50	10.61
MECHANICSBURG MAZZITTI AND SULLIVAN	17	118.44	5.12
NEW INSIGHTS II	8	118.38	9.49
PALMYRA MAZZITTI AND SULLIVAN	9	118.25	8.64
ARS LANCASTER	33	118.22	12.54
MECHANICSBURG CTC	31	117.88	6.62
GAUDENZIA SAOP WESTSHORE	9	117.88	10.34
PA HEALTH MANAGEMENT	4	117.73	10.05
RASE PROJECT CARLISLE	3	117.39	4.97
LEBANON CTC	23	117.12	11.24
TRUENORTH WELLNESS SERVICES	13	117.10	11.19
FAMILY FIRST HEALTH CORPORATION	6	117.06	16.84
PENNSYLVANIA COUNSELING SERVICES	189	116.95	10.65
NAAMAN CENTER (TEEN CHALLENGE)	19	116.87	7.25

ARS OF PA	17	116.82	4.13
CARLISLE PA COUNSELING	10	116.76	7.42
LAUREL LIFE SERVICES	21	116.75	10.28
NEW HORIZONS COUNSELING SERVICES INC	14	116.47	11.26
RECOVERY INSIGHT INC	24	116.17	8.61
HARRISBURG CTC	54	115.96	7.58
CATHOLIC CHARITIES	6	115.68	6.35
CSG (COMMUNITY SERVICES GROUP INC)	116	115.31	11.76
PPI (PENNSYLVANIA PSYCHIATRIC INSTITUTE)	25	115.28	10.60
PENN STATE HERSHEY MEDICAL GROUP PSYCHIATRY-OP	44	114.98	12.20
CHI ST JOSEPH CHILDRENS HEALTH	1	114.86	0.00
ALDER HEALTH SERVICES INC	15	114.76	13.21
YOUTH ADVOCATE PROGRAMS INC	55	114.70	13.37
MERAKEY PENNSYLVANIA	65	114.68	11.68
DAUPHIN TW PONESSA	13	114.59	7.50
STEVENS CENTER	67	114.12	11.37
SPANISH AMERICAN CIVIC ASSOCIATION NUESTRA CLINIC	2	114.03	9.95
T W PONESSA & ASSOCIATES COUNSELING SERVICES INC	179	114.02	11.80
FRANKLIN FAMILY SERVICES INC	43	113.83	12.42
DIAKON CHILD FAMILY & COMMUNITY MINISTRIES	26	113.80	13.25
PENNSYLVANIA PSYCHIATRIC INSTITUTE	102	113.67	12.90
COMMUNITY SERVICES GROUP	2	113.64	7.58
WELLSPAN PHILHAVEN	319	113.29	13.26
PENN STATE HOLY SPIRIT MEDICAL CENTER	70	113.17	11.92
SADLER HEALTH CENTER CORPORATION	45	113.00	11.89
HAMILTON HEALTH CENTER	24	112.64	10.32
KEYSTONE SERVICE SYSTEMS INC	20	112.20	7.73
GENESIS HOUSE	1	112.00	0.00
TEAMCARE BEHAVIORAL HEALTH LLC	81	111.87	13.07
KEYSTONE BEHAVIORAL HEALTH	16	111.77	11.75
UNION COMMUNITY CARE	25	111.08	12.67
COMMONWEALTH CLINICAL GROUP INC	31	110.91	12.88
PENNSYLVANIA COMPREHENSIVE BEHAVIORAL HEALTH	7	109.88	7.19
ESPERANZA HOPE FOR THE FUTURE COUNSELING SERVICES	12	109.52	14.88
MOMENTUM SERVICES LLC	4	108.00	12.52
LAUREL LIFE (FOLIUM)	1	103.97	0.00
JEWISH FAMILY SERVICE OF GREATER HARRISBURG INC	1	102.90	0.00
SMITH HUGH S	1	99.00	0.00

REHAB AFTER WORK	2	97.87	19.06
THE VISTA FOUNDATION	4	96.52	46.22
Total	2184	115.25	11.95

Total Satisfaction Score			
Child/Adolescent Name of Treatment Facility	N	Mean	Std. Deviation
EXPRESSIVE PATHWAYS LLC	6	131.86	6.54
INTEGRATIVE COUNSELING SERVICES PC	1	129.00	0.00
FAMILY FIRST HEALTH CORPORATION	3	128.02	5.22
YOUTH COUNSELING SERVICES LLC	4	124.76	10.16
COMMONWEALTH CLINICAL GROUP INC	2	124.04	.05
BTI CENTER SERVICES LLC	5	119.47	6.09
LAUREL LIFE SERVICES	71	118.97	11.37
SMITH HUGH S	16	118.30	13.85
MERAKEY PENNSYLVANIA	26	117.91	11.69
KEYSTONE BEHAVIORAL HEALTH	11	117.66	10.22
CHESTER COUNTY INTERMEDIATE UNIT	23	117.52	11.92
YOUTH ADVOCATE PROGRAMS INC	84	117.31	13.43
PROGRESS FAMILY CARE SERVICES PC	6	117.06	11.44
THE VISTA FOUNDATION	18	116.95	15.87
CHI ST JOSEPH CHILDRENS HEALTH	36	116.85	10.98
PENN STATE HERSHEY MEDICAL GROUP PSYCHIATRY-OP	62	116.71	12.26
HOLCOMB ASSOCIATES INC	14	116.36	8.47
PENN STATE HOLY SPIRIT MEDICAL CENTER	40	116.32	12.44
PENNSYLVANIA PSYCHIATRIC INSTITUTE	52	116.23	9.94
WELLSPAN PHILHAVEN	387	116.05	11.29
FRANKLIN FAMILY SERVICES INC	24	116.03	12.69
CSG (COMMUNITY SERVICES GROUP INC)	91	115.97	10.70
PENNSYLVANIA COUNSELING SERVICES	353	115.19	11.58
TEAMCARE BEHAVIORAL HEALTH LLC	149	115.00	11.93
CATHOLIC CHARITIES OF THE DIOCESE OF HARRISBURG PA	6	114.80	14.98
SWANK EARLY SKILLS DEVELOPMENT	9	114.49	8.72
DIAKON CHILD FAMILY & COMMUNITY MINISTRIES	40	114.45	12.06
TRUENORTH WELLNESS SERVICES	39	114.00	17.95
ALL BRIGHT ABA	7	114.00	6.12
T W PONESSA & ASSOCIATES COUNSELING SERVICES INC	470	113.87	13.76
THE BEHAVIORAL HEALTH AND WELLNESS ACADEMY	1	113.00	0.00

LAUREL LIFE (FOLIUM)	31	112.91	13.74
ABA SUPPORT SERVICES LLC	6	112.60	14.18
PENNSYLVANIA COMPREHENSIVE BEHAVIORAL HEALTH	30	112.58	11.67
BRIGHT BEGINNINGS THERAPEUTIC SERVICES LLC	15	112.28	10.17
BEHAVIORAL HEALTHCARE CORPORATION	1	111.00	0.00
UNION COMMUNITY CARE	14	110.69	8.11
ESPERANZA HOPE FOR THE FUTURE COUNSELING SERVICES	5	110.41	9.61
HAMILTON HEALTH CENTER	5	109.54	6.21
SADLER HEALTH CENTER CORPORATION	6	109.40	12.67
COMMUNITY SERVICES GROUP	26	109.23	11.62
PARAGON BEHAVIORAL HEALTH	16	107.80	8.32
ACHIEVING TRUE SELF	5	107.39	14.38
BEHAVIOR INTERVENTIONS	7	106.96	11.62
NEW HORIZONS COUNSELING SERVICES INC	4	102.18	14.11
LANCASTER-LEBANON IU13	1	101.28	0.00
NHS STEVENS CENTER-33 STATE AVE	5	100.79	5.51
STEVENS CENTER	6	99.85	15.28
JEWISH FAMILY SERVICE OF GREATER HARRISBURG INC	1	92.28	0.00
Total	2240	115.14	12.36

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.

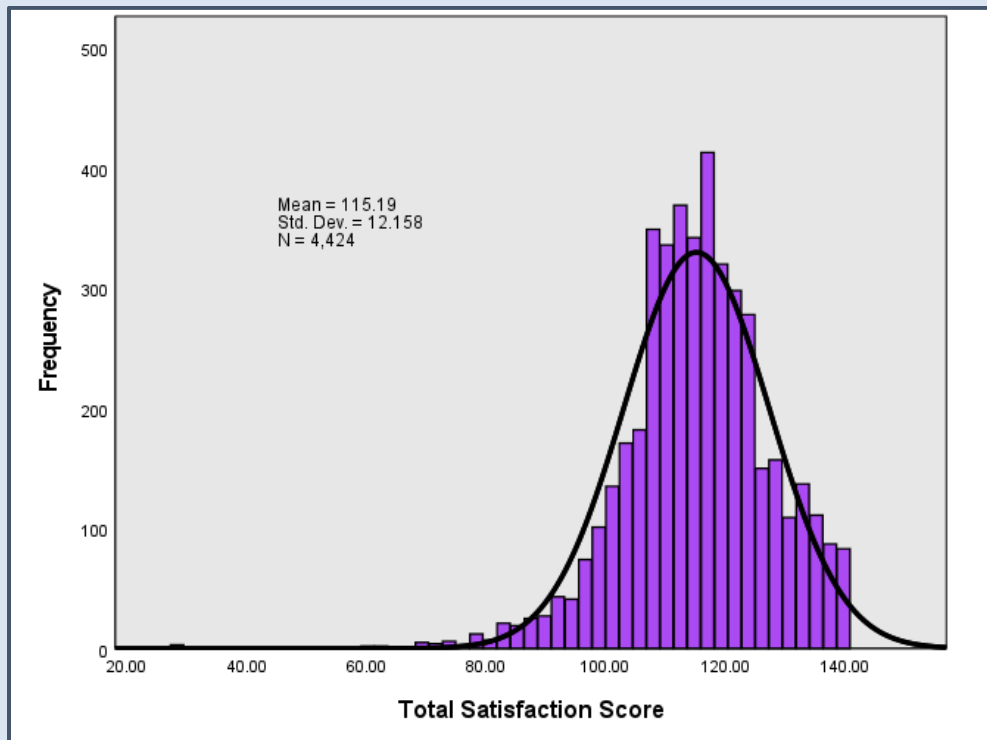
Total Satisfaction Score			
Adult Level of Care	N	Mean	Std. Deviation
MAT COORDINATION	60	121.12	8.48
SUD INTENSIVE OUTPATIENT	114	120.40	10.42
SUD OUTPATIENT	153	119.97	9.96
FAMILY BASED	7	119.73	15.28
MEDICATION ASSISTED TREATMENT	182	116.85	9.20
ACT	33	115.87	8.21
PEER SUPPORT	68	114.72	8.65
MENTAL HEALTH OUTPATIENT	1546	114.06	12.35
IBHS	21	109.42	20.65
Total	2184	115.25	11.95

Total Satisfaction Score			
Child/Adolescent Level of Care	N	Mean	Std. Deviation
MENTAL HEALTH OUTPATIENT	1259	115.88	12.67
ASP	41	115.33	11.15
IBHS	798	114.25	11.74
FAMILY BASED	137	113.54	13.09
STAP	5	112.39	9.79
Total	2240	115.14	12.36

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 115.19 with a standard deviation 12.158 indicating a high level of satisfaction overall. The TSS scores ranged from 28 – 140. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.

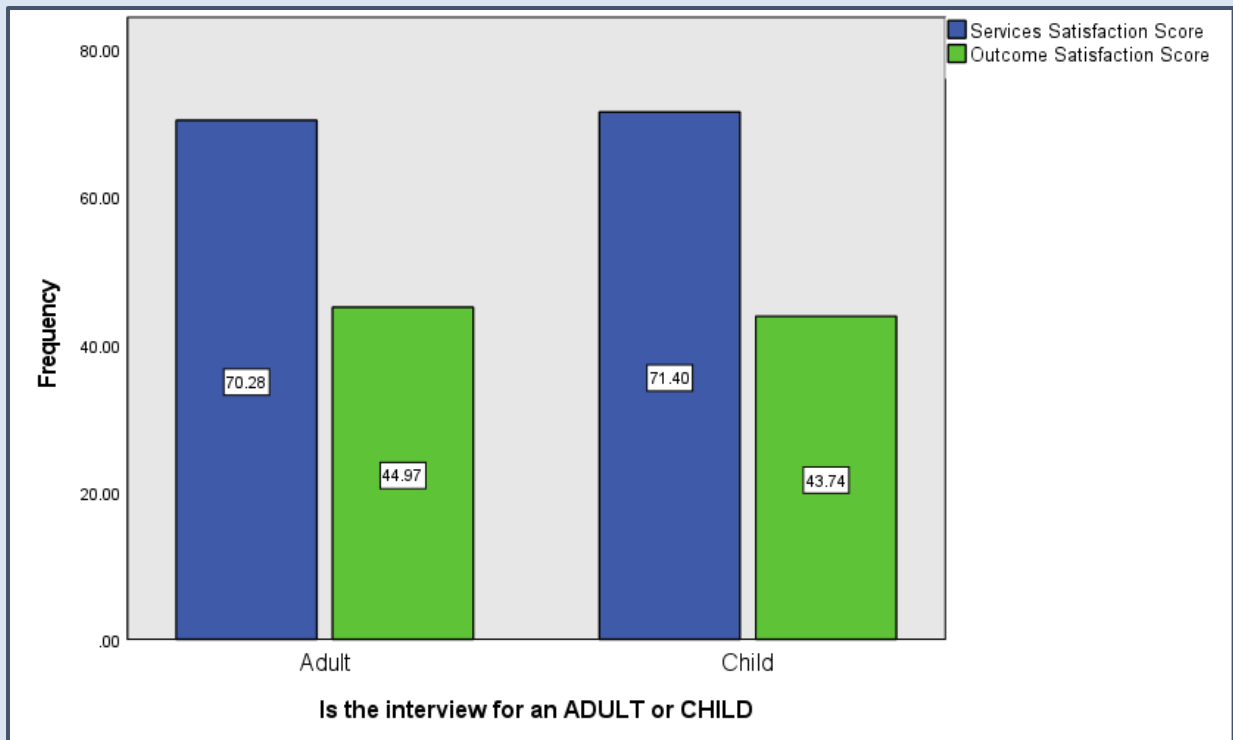


Mean Satisfaction with Services and Outcomes of Services

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 respondents about their satisfaction with the services they receive. According to survey responses, respondents 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:

- 97.0% I feel comfortable in asking questions regarding my treatment Q18.
- 96.8% Program staff respects my ethnic, cultural, and religious background in my recovery/treatment Q21.
- 96.3% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 96.2% I am an important part of the treatment process Q26.
- 95.0% My provider asks my permission before sharing my personal information Q20.
- 95.0% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 94.1% I trust my service provider Q22.
- 92.5% My service provider spends adequate time with me Q19.
- 92.4% Overall, I am satisfied with the services I am receiving Q29.
- 92.3% My service provider explained the advantages of my therapy or treatment Q27.
- 90.7% I have the option to change my service provider should I choose to Q16.
- 89.5% My service provider explained the limitations of my therapy or treatment Q28.
- 89.4% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 87.1% My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process Q24.
- 85.7% My provider discussed other services that may benefit me in my treatment/recovery Q15.

**As there was such a high proportion of respondents in the does not apply category for Question 23, when the Not Applicable responses are removed, 97.6% of respondents agree or strongly agree they feel safe at the facility, 1.1% reported they neither agree nor disagree, and 1.3% of respondents disagree or strongly disagree. This is a more accurate representation of the data. However, for completeness, the entire table is presented below.*

Summary responses from the Total group of respondents (N=4424) are presented in Table 1.

Summary responses from the Adult group of respondents (N=2184) are presented in Table 2.

Summary responses from the Child/Adolescent group of respondents (N=2240) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions – TOTAL

N=4424	% 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.	89.4	6.5	2.9	0.6	0.7
14. I was given information on how to get additional community resources that I needed (example: transportation, childcare, employment training).	79.7	9.5	2.9	1.0	6.1
15. My provider discussed other services that may benefit me in my treatment/recovery.	85.7	8.8	2.8	0.7	1.5
16. I have the option to change my service provider should I choose to.	90.7	3.8	3.0	0.6	2.1
17. I was informed about my rights and responsibilities regarding the treatment I have received.	96.3	1.9	3.0	0.3	0.4
18. I feel comfortable in asking questions regarding my treatment.	97.0	1.7	3.0	0.3	0.2
19. My service provider spends adequate time with me.	92.5	4.4	2.9	0.5	0.3
20. My provider asks my permission before sharing my personal information.	95.0	1.4	3.0	0.4	1.1
21. Program staff respects my ethnic, cultural, and religious background in my recovery/treatment.	96.8	0.7	3.0	0.4	1.1
22. I trust my service provider.	94.1	2.9	2.9	0.4	0.3
23. I feel safe at this facility.	82.7	1.1	3.4	1.1	15.3
24. My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process.	87.1	6.2	2.9	0.7	2.4
25. I am included in the development of my treatment/recovery plan and goals for recovery.	95.0	2.4	3.0	0.4	0.6
26. I am an important part of the treatment process.	96.2	1.9	3.0	0.4	0.4
27. My service provider explained the advantages of my therapy or treatment.	92.3	4.4	2.9	0.5	0.5
28. My service provider explained the limitations of my therapy or treatment.	89.5	5.5	2.9	0.6	0.9
29. Overall, I am satisfied with the services I am receiving.	92.4	4.7	2.9	0.5	0.2

Table 2 – Total Satisfaction – Services Questions – ADULT

N=2184	% 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.	88.4	6.6	2.8	0.6	0.8
14. I was given information on how to get additional community resources that I needed (example: transportation, childcare, employment training).	80.7	10.1	2.9	0.9	4.8
15. My provider discussed other services that may benefit me in my treatment/recovery.	86.2	8.7	2.8	0.7	1.1
16. I have the option to change my service provider should I choose to.	88.1	4.7	3.0	0.7	3.4
17. I was informed about my rights and responsibilities regarding the treatment I have received.	95.6	2.3	2.9	0.4	0.3
18. I feel comfortable in asking questions regarding my treatment.	96.7	1.7	3.0	0.3	0.1
19. My service provider spends adequate time with me.	93.0	4.2	2.9	0.5	0.2
20. My provider asks my permission before sharing my personal information.	94.3	1.6	3.0	0.4	0.9
21. Program staff respects my ethnic, cultural, and religious background in my recovery/treatment.	97.4	0.5	3.0	0.3	0.9
22. I trust my service provider.	95.1	2.1	2.9	0.4	0.3
23. I feel safe at this facility.	86.2	1.3	3.3	1.0	11.3
24. My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process.	83.7	7.8	2.9	0.8	3.1
25. I am included in the development of my treatment/recovery plan and goals for recovery.	95.2	2.7	2.9	0.4	0.3
26. I am an important part of the treatment process.	96.4	2.1	2.9	0.3	0.1
27. My service provider explained the advantages of my therapy or treatment.	92.6	4.3	2.9	0.5	0.5
28. My service provider explained the limitations of my therapy or treatment.	88.9	5.6	2.9	0.6	1.1
29. Overall, I am satisfied with the services I am receiving.	93.9	3.7	2.9	0.4	0.2

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

N=2240	% 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.	90.4	6.3	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).	78.8	9.0	3.0	1.0	7.4
15. My provider discussed other services that may benefit me in my treatment/recovery.	85.3	9.0	2.8	0.7	1.9
16. I have the option to change my service provider should I choose to.	93.2	3.0	2.9	0.5	0.8
17. I was informed about my rights and responsibilities regarding the treatment I have received.	97.0	1.6	3.0	0.3	0.4
18. I feel comfortable in asking questions regarding my treatment.	97.2	1.7	3.0	0.3	0.2
19. My service provider spends adequate time with me.	92.0	4.5	2.9	0.5	0.4
20. My provider asks my permission before sharing my personal information.	95.8	1.2	3.0	0.4	1.2
21. Program staff respects my ethnic, cultural, and religious background in my recovery/treatment.	96.3	0.8	3.0	0.4	1.3
22. I trust my service provider.	93.2	3.7	2.9	0.4	0.4
23. I feel safe at this facility.	79.2	0.9	3.6	1.2	19.2
24. My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process.	90.4	4.6	2.9	0.6	1.7
25. I am included in the development of my treatment/recovery plan and goals for recovery.	94.9	2.1	3.0	0.4	0.9
26. I am an important part of the treatment process.	96.0	1.7	3.0	0.4	0.7
27. My service provider explained the advantages of my therapy or treatment.	92.1	4.5	2.9	0.5	0.6
28. My service provider explained the limitations of my therapy or treatment.	90.0	5.4	2.9	0.5	0.7
29. Overall, I am satisfied with the services I am receiving.	91.0	5.6	2.9	0.5	0.2

Outcomes of Services

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

Members describe their lives as being better as a result of their services in a majority of cases. In total, 61.9% to 81.2% of respondent's responses reflect how services have improved their lives in each outcome area. Additionally, 15.1% to 23.7% of respondents' responses reflect that no change has resulted from involvement in services. Only 2.9% to 7.3% of respondent'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, when the Not Applicable responses are removed, 63.6% of respondents reported community involvement as better or much better, 29.8% reported no change, and 6.6% reported being involved in the community as worse or much worse. This is a more accurate representation of the data. However, for completeness, the entire table is presented below.*

**As there was such a high proportion of respondents in the does not apply category for Question 38, when the Not Applicable responses are removed, 72.7% of respondents reported participation in school or work as better or much better, 21.9% reported no change, and 5.4% reported participation in school or work as worse or much worse. This is a more accurate representation of the data. However, for completeness, the entire table is presented below.*

Summary responses from the Total group of respondents (N=4424) are presented in Table 4.

Summary responses from the Adult group of respondents (N=2184) are presented in Table 5.

Summary responses from the Child/Adolescent group of respondents (N=2240) 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=4424						
30. Managing daily problems.	74.8	19.1	5.3	2.7	0.6	0.7
31. Feeling in control of my life.	70.2	22.3	5.5	2.7	0.7	2.0
32. Coping with personal crisis.	61.9	23.7	7.3	2.8	1.1	7.1
33. How I feel about myself.	74.4	19.1	5.2	2.7	0.7	1.4
34. Feeling good (hopeful) about the future.	75.1	18.3	3.8	2.8	0.7	2.8
35. Enjoying my free time.	81.2	15.1	2.9	2.8	0.6	0.8
36. Strengthening my social support network.	71.2	22.8	4.5	2.7	0.7	1.6
37. Being involved in community activities.	53.1	24.9	5.5	3.1	1.4	16.6
38. Participating with school or work activities.	56.1	16.9	4.1	3.4	1.5	22.9
39. Interacting with people in social situations.	70.7	22.9	4.6	2.7	0.7	1.7
40. Coping with specific problems or issue that led to seek services.	74.6	19.3	5.1	2.7	0.6	0.9

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

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=2184						
30. Managing daily problems.	79.0	16.3	4.2	2.8	0.6	0.5
31. Feeling in control of my life.	76.3	17.8	5.4	2.7	0.6	0.5
32. Coping with personal crisis.	69.0	20.5	7.1	2.8	0.9	3.4
33. How I feel about myself.	78.3	16.2	5.3	2.7	0.6	0.3
34. Feeling good (hopeful) about the future.	79.8	14.9	4.6	2.8	0.6	0.8
35. Enjoying my free time.	79.5	15.6	4.0	2.8	0.6	0.9
36. Strengthening my social support network.	71.7	21.9	5.2	2.7	0.7	1.2
37. Being involved in community activities.	51.0	22.1	5.9	3.3	1.5	21.0
38. Participating with school or work activities.	44.7	11.7	2.2	4.1	1.7	41.4
39. Interacting with people in social situations.	71.3	22.5	4.1	2.8	0.7	2.0
40. Coping with specific problems or issue that led to seek services.	80.3	15.2	3.7	2.8	0.6	0.8

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=2240						
30. Managing daily problems.	70.8	21.8	6.4	2.7	0.7	1.0
31. Feeling in control of my life.	64.2	26.6	5.7	2.7	0.9	3.5
32. Coping with personal crisis.	55.0	26.8	7.5	2.9	1.2	10.7
33. How I feel about myself.	70.6	21.9	5.1	2.8	0.8	2.5
34. Feeling good (hopeful) about the future.	70.5	21.6	3.1	2.9	0.9	4.8
35. Enjoying my free time.	82.9	14.5	1.9	2.8	0.5	0.7
36. Strengthening my social support network.	70.6	23.6	3.8	2.7	0.7	2.0
37. Being involved in community activities.	55.1	27.6	5.1	3.0	1.3	12.2
38. Participating with school or work activities.	67.1	22.0	6.0	2.8	0.9	4.9
39. Interacting with people in social situations.	70.1	23.3	5.1	2.7	0.7	1.5
40. Coping with specific problems or issue that led to seek services.	69.1	23.4	6.4	2.7	0.7	1.1

Satisfaction with the Managed Care Organization

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

- 52.6% of respondents (2329 of the 4424) reported that they had received a copy of the PerformCare member handbook. 29.6% (1311) reported that they had not received a member handbook, 17.6% (777) were not sure, and 0.2% (7) 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	4424	2329 52.60%	1311 29.60%	777 17.60%	7 0.20%
Adult					
Cumberland	453	196 43.30%	174 38.40%	83 18.30%	0 0
Dauphin	642	298 46.40%	249 38.80%	93 14.50%	2 0.30%
Lancaster	691	267 38.60%	287 41.50%	137 19.80%	0 0
Lebanon	331	146 44.10%	101 30.50%	84 25.40%	0 0
Perry	67	39 58.20%	19 28.40%	9 13.40%	0 0
Child					
Cumberland	363	221 60.90%	84 23.10%	57 15.70%	1 0.30%
Dauphin	535	367 68.60%	97 18.10%	71 13.30%	0 0
Lancaster	841	481 57.20%	202 24.00%	156 18.50%	2 0.20%
Lebanon	420	258 61.40%	83 19.80%	77 18.30%	2 0.50%
Perry	81	56 69.10%	15 18.50%	10 12.30%	0 0

- 89.9% of respondents (3977 of the 4424) reported that they were aware of their right to file a complaint or grievance. 8.5% (378) were not aware of their right to file a complaint or grievance, 1.1% (50) were not sure, and 0.4% (19) 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	4424	3977 89.90%	378 8.50%	50 1.10%	19 0.40%
Adult					
Cumberland	453	413 91.20%	34 7.50%	4 0.90%	2 0.40%
Dauphin	642	575 89.60%	55 8.60%	10 1.60%	2 0.30%
Lancaster	691	597 86.40%	75 10.90%	14 2.00%	5 0.70%
Lebanon	331	276 83.40%	48 14.50%	6 1.80%	1 0.30%
Perry	67	60 89.60%	7 10.40%	0 0	0 0
Child					
Cumberland	363	337 92.80%	21 5.80%	2 0.60%	3 0.80%
Dauphin	535	502 93.80%	30 5.60%	3 0.60%	0 0
Lancaster	841	770 91.60%	62 7.40%	7 0.80%	2 0.20%
Lebanon	420	367 87.40%	46 11.00%	3 0.70%	4 1.00%
Perry	81	80 98.80%	0 0	1 1.20%	0 0

- 64.1% of respondents (2837 of the 4424) reported that they did know who to call to file a complaint or grievance. 30.9% (1368) reported that they did not know who to call, 4.3% (191) were not sure, and 0.6% (28) 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	4424	2837 64.10%	1368 30.90%	191 4.30%	28 0.60%
Adult					
Cumberland	453	333 73.50%	92 20.30%	22 4.90%	6 1.30%
Dauphin	642	385 60.00%	227 35.40%	28 4.40%	2 0.30%
Lancaster	691	340 49.20%	309 44.70%	38 5.50%	4 0.60%
Lebanon	331	170 51.40%	146 44.10%	12 3.60%	3 0.90%
Perry	67	43 64.20%	20 29.90%	4 6.00%	0 0
Child					
Cumberland	363	318 87.60%	37 10.20%	4 1.10%	4 1.10%
Dauphin	535	397 74.20%	110 20.60%	26 4.90%	2 0.40%
Lancaster	841	549 65.30%	257 30.60%	34 4.00%	1 0.10%
Lebanon	420	237 56.40%	158 37.60%	19 4.50%	6 1.40%
Perry	81	65 80.20%	12 14.80%	4 4.90%	0 0

- 17.0% of respondents (752 of the 4424) reported that they had called PerformCare in the last twelve months for information. 78.4% (3469) had not call PerformCare within the last twelve months, 2.0% (88) were not sure, and 2.6% (115) 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	4424	752 17.00%	3469 78.40%	88 2.00%	115 2.60%
Adult					
Cumberland	453	79 17.40%	314 69.30%	10 2.20%	50 11.00%
Dauphin	642	122 19.00%	499 77.70%	13 2.00%	8 1.20%
Lancaster	691	94 13.60%	571 82.60%	20 2.90%	6 0.90%
Lebanon	331	31 9.40%	295 89.10%	5 1.50%	0 0
Perry	67	12 17.90%	51 76.10%	1 1.50%	3 4.50%
Child					
Cumberland	363	79 21.80%	241 66.40%	15 4.10%	28 7.70%
Dauphin	535	109 20.40%	420 78.50%	5 0.90%	1 0.20%
Lancaster	841	130 15.50%	682 81.10%	14 1.70%	15 1.80%
Lebanon	420	63 15.00%	351 83.60%	2 0.50%	4 1.00%
Perry	81	33 40.70%	45 55.60%	3 3.70%	0 0

- 89.0% of those that requested information from PerformCare (669 of the 752) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays. 7.4% (56) reported that they were not able to obtain information without delays, 2.4% (18) were not sure, and 1.2% (9) reported that this question did not apply.

	Total	Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?			
		Yes	No	Not Sure	Does Not Apply
Total	752	669 89.00%	56 7.40%	18 2.40%	9 1.20%
Adult					
Cumberland	79	72 91.10%	3 3.80%	2 2.50%	2 2.50%
Dauphin	122	117 95.90%	5 4.10%	0 0	0 0
Lancaster	94	86 91.50%	6 6.40%	2 2.10%	0 0
Lebanon	31	25 80.60%	4 12.90%	0 0	2 6.50%
Perry	12	10 83.30%	2 16.70%	0 0	0 0
Child					
Cumberland	79	60 75.90%	10 12.70%	7 8.90%	2 2.50%
Dauphin	109	96 88.10%	10 9.20%	2 1.80%	1 0.90%
Lancaster	130	118 90.80%	7 5.40%	5 3.80%	0 0
Lebanon	63	52 82.50%	9 14.30%	0 0	2 3.20%
Perry	33	33 100.00%	0 0	0 0	0 0

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

- 57.7% of respondents (2543 of 4424) reported that they were given a choice of at least 2 providers regarding the type of service they were seeking. 28.1% of respondents (1243) reported that they were not given a choice, 9.0% (399) were not sure, and 5.4% (239) reported that this question did not apply.

	Total	Q5 Were you given a choice of at least two (2) Providers from PerformCare regarding the type of service you were seeking?			
		Yes	No	Not Sure	Does Not Apply
Total	4424	2543 57.50%	1243 28.10%	399 9.00%	239 5.40%
Adult					
Cumberland	453	208 45.90%	130 28.70%	45 9.90%	70 15.50%
Dauphin	642	327 50.90%	238 37.10%	67 10.40%	10 1.60%
Lancaster	691	374 54.10%	209 30.20%	85 12.30%	23 3.30%
Lebanon	331	152 45.90%	120 36.30%	41 12.40%	18 5.40%
Perry	67	36 53.70%	23 34.30%	6 9.00%	2 3.00%
Child					
Cumberland	363	201 55.40%	80 22.00%	26 7.20%	56 15.40%
Dauphin	535	375 70.10%	128 23.90%	22 4.10%	10 1.90%
Lancaster	841	540 64.20%	220 26.20%	55 6.50%	26 3.10%
Lebanon	420	270 64.30%	81 19.30%	46 11.00%	23 5.50%
Perry	81	60 74.10%	14 17.30%	6 7.40%	1 1.20%

- 73.9% of respondents (3271 of 4424) reported that they were informed of the time approved for their services. 17.0% of respondents (751) reported that they were not informed of the time approved for services, 7.3% (322) were not sure, and 1.8% (80) reported that this question did not apply.

	Total	Q6 Were you informed of the time approved for your services? (Example: IBHS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	4424	3271 73.90%	751 17.00%	322 7.30%	80 1.80%
Adult					
Cumberland	453	287 63.40%	102 22.50%	31 6.80%	33 7.30%
Dauphin	642	554 86.30%	64 10.00%	21 3.30%	3 0.50%
Lancaster	691	388 56.20%	194 28.10%	103 14.90%	6 0.90%
Lebanon	331	238 71.90%	60 18.10%	30 9.10%	3 0.90%
Perry	67	55 82.10%	9 13.40%	3 4.50%	0 0
Child					
Cumberland	363	278 76.60%	45 12.40%	18 5.00%	22 6.10%
Dauphin	535	469 87.70%	47 8.80%	17 3.20%	2 0.40%
Lancaster	841	592 70.40%	166 19.70%	77 9.20%	6 0.70%
Lebanon	420	332 79.00%	63 15.00%	20 4.80%	5 1.20%
Perry	81	78 96.30%	1 1.20%	2 2.50%	0 0

- 95.8% of respondents (2453 of the 2560) reported that when they call PerformCare staff treats them courteously and with respect. 2.7% (70) reported that PerformCare staff did not treat them courteously and with respect, and 1.4% (37) were not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	2560	2453 95.80%	70 2.70%	37 1.40%
Adult				
Cumberland	198	190 96.00%	4 2.00%	4 2.00%
Dauphin	488	461 94.50%	22 4.50%	5 1.00%
Lancaster	395	382 96.70%	6 1.50%	7 1.80%
Lebanon	60	51 85.00%	6 10.00%	3 5.00%
Perry	51	50 98.00%	1 2.00%	0 0
Child				
Cumberland	167	160 95.80%	5 3.00%	2 1.20%
Dauphin	447	426 95.30%	14 3.10%	7 1.60%
Lancaster	592	587 99.20%	1 0.20%	4 0.70%
Lebanon	97	82 84.50%	10 10.30%	5 5.20%
Perry	65	64 98.50%	1 1.50%	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.*

- 83.5% of respondents (3693 of 4424) reported overall they were satisfied with their interactions with PerformCare. 1.5% of respondents (65) reported overall they were not satisfied with their interactions with PerformCare, 1.2% (53) were not sure, and 13.9% (613) reported that this question did not apply.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	4424	3693 83.50%	65 1.50%	53 1.20%	613 13.90%
Adult					
Cumberland	453	218 48.10%	5 1.10%	4 0.90%	226 49.90%
Dauphin	642	584 91.00%	12 1.90%	7 1.10%	39 6.10%
Lancaster	691	638 92.30%	3 0.40%	7 1.00%	43 6.20%
Lebanon	331	309 93.40%	6 1.80%	4 1.20%	12 3.60%
Perry	67	58 86.60%	2 3.00%	1 1.50%	6 9.00%
Child					
Cumberland	363	174 47.90%	8 2.20%	3 0.80%	178 49.00%
Dauphin	535	477 89.20%	12 2.20%	16 3.00%	30 5.60%
Lancaster	841	766 91.10%	3 0.40%	9 1.10%	63 7.50%
Lebanon	420	392 93.30%	14 3.30%	2 0.50%	12 2.90%
Perry	81	77 95.10%	0 0	0 0	4 4.90%