



Consumer Satisfaction Services, Inc.

Capital Region Annual Report January 2025-December 2025

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 (Includes demographic information for crisis intervention level of care)

- Sample: The survey represents 1277 (n=1277) respondents from the Capital Region including 915 adults (71.7%) and 362 children/adolescents (28.3%).
- Sample: Of the 915 adult respondents, 879 (96.1%) responded for themselves, 16 (1.7%) had a parent/guardian respond for them, and 20 (2.2%) responded for themselves with the additional input of a parent/guardian. Of the 362 child/adolescent respondents, 6 (1.7%) responded for themselves, 349 (96.4%) had a parent/guardian respond for them, and 7 (1.9%) 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. 369 (28.9%) Mental Health Inpatient, 320 (25.1%) Crisis Intervention, 171 (13.4%) SUD Partial Hospitalization, 123 (9.6%) Mental Health Partial Hospitalization, 86 (6.7%) TCM Blended Case Management, 63 (4.9%) Psychiatric Rehabilitation, 46 (3.6%) TCM Intensive Case Management, 38 (3.0%) Mobile Psychiatric Nursing, 29 (2.3%) TCM Resource Coordination, 25 (2.0%) EIBS, and 7 (0.5%) Extended Acute Care.
- Methods: Data was collected by 7 interviewers.
- Treatment Facility: Data was collected pertaining to 55 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 1277 interviews 316 (24.7%) were face-to-face interviews and 961 (75.3%) were conducted by phone.

Services (excluding Crisis Intervention)

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:

- 94.9% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 94.4% You are an important part of the treatment process Q26.
- 94.3% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q 21.
- 93.2% You feel comfortable in asking questions regarding your treatment Q18.
- 93.2% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 92.7% Your provider asks your permission before sharing your personal information Q20.
- 90.3% Your service provider explained the advantages of therapy or treatment Q27.
- 89.4% You have the option to change your service provider should you choose to Q16.
- 89.4% You trust your service provider Q22.
- 88.6% Overall, you are satisfied with the services received/are receiving Q29.
- 88.3% Your service provider spends adequate time with you Q19.
- 87.5% Your provider informed you who to call if you have questions about your mental health or substance use services Q13.
- 87.3% Your provider discussed other services that may benefit you in your treatment/recovery Q15.
- 86.3% You feel safe at this facility Q23.
- 86.1% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.

Outcomes of Services (excluding Crisis Intervention)

The survey asks respondents 11 questions about how much they feel their life has improved based on receiving services. **Range of summary responses from the Total group of respondents (N=957) are presented in Table 4 page 22.**

Members describe their lives as being better as a result of their services in the majority of cases. In total, 56.0% to 78.7% of respondent's responses reflect how services have improved their lives in each outcome area. Additionally, 14.7% to 26.8% of respondents' responses reflect that no change has resulted from involvement in services. Only 3.4% to 8.5% 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 38, when the Not Applicable responses are removed, 69.2% of respondents reported participation in school or work as better or much better, 23.8% reported no change, and 7.0% 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.*

Crisis Intervention Services

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

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

- 90.6% I was treated with dignity and respect by the crisis worker Q15.
- 86.9% I felt crisis responded to my needs in a timely manner Q8.
- 86.3% The crisis worker spent adequate time with me Q14.
- 85.9% I felt supported by the crisis worker during my crisis experience Q7.
- 85.9% I was involved as much as I could be in determining what care I received Q9.
- 85.9% I felt comfortable asking the crisis worker questions Q13.
- 85.3% The crisis worker informed me who to call if I have questions about my mental health/crisis or substance use services Q10.
- 85.3% Overall, I am satisfied with the crisis services I received Q19.

Outcomes of Crisis Intervention Services

The survey asks respondents 4 questions about how much they feel their life has improved based on receiving services. **Range of summary responses from the Total group of respondents (N=320) are presented in Table 4 page 43.**

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 68.4% to 78.4% of individuals' responses reflect that services have improved their lives in each outcome area. Additionally, 12.2% to 19.4% of responses reflect that no change has resulted from involvement in services. Only 3.8% to 7.2% of responses reflect that things are worse as a result of services.

Crisis Intervention Survey Tool and Report

CSS utilized a separate tool created specifically for the level of care crisis intervention which was surveyed during the 3rd Quarter 2025. Due to the difference in data, only some information could be communicated in an aggregate manner for the annual report. Demographic information has been combined for a total of 1277 member responses; however total satisfaction score data and analysis could not be completed in a similar manner. As such, data related to the 320 crisis intervention respondents is included as an appendix on page 33, for reference.

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 use recovery or identify as a family member.

All Consumer/Family Satisfaction Team (C/FST) surveyors have their criminal background check, child abuse history clearances and confidentiality statements updated on an annual basis and FBI clearances updated every 5 years.

Typically, surveyors are present at the CSS office to schedule face-to-face appointments and occasional telephonic interviews. The surveyors schedule appointments using member names provided by Capital Area Behavioral Health Collaborative. In addition, CSS may at times schedule site visits at facility locations. CSS is always looking for ways to assure goals are met in hopes of gathering more valuable feedback for providers and also in line with the Health Choices Programs Standards and Requirements. We value provider feedback.

The standard satisfaction survey tool consists of 45 questions that cover topics including satisfaction with PerformCare, satisfaction with services being received, and the impact of services on overall life improvement. CSS, in collaboration with the Committee for the Improvement of Member Satisfaction (CIMS) modified the satisfaction survey tool in order to create a new tool that is specific for Crisis Intervention as some of the questions in the standard tool do not apply for this level of care. This tool seeks to identify strengths and opportunities for this specific level of care and avoid the confusion of questions that apply to levels of care that are lengthy or ongoing. This survey tool consists of 27 questions.

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 (17 for Crisis Intervention survey). These 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/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) whereas for the crisis intervention tool the highest possible score is 85 (5*17) and the lowest possible score is 17 (1*17). The mean scores of each survey are then combined to find the Total Satisfaction Score or the average score based on all responses.

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

The use of the word 'significant' in this 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=1277) All Levels of Care; (n=957) Excludes Crisis Intervention; or (n=320) Crisis Intervention 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). 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 substance use disorder services, Single County Authorities, county mental health agencies and representatives from PerformCare.

During this reporting period, members of CIMS reviewed ongoing staffing concerns, the resource list, report findings, and survey questions that consistently reflected lower overall satisfaction. One survey item demonstrating persistent low or ambiguous satisfaction was identified, revised for clarity, and formally adopted for inclusion in the 2025 survey year.

Stakeholder Meetings

CSS participates in each county's Community Support Program (CSP), which provides individuals with opportunities to discuss challenges encountered while navigating the system, connect with others in recovery, engage in ongoing dialogue with county administrators, and learn about local resources and services.

In addition, CSS participates in the PerformCare Stakeholder Advisory Committee. CSS also remains actively involved in Consumer Family Focus Committee meetings, offering input on community activities as well as trends identified through data analysis and member feedback. Survey results are further shared with the PerformCare Quality Improvement Utilization Management Committee on a biannual basis.

CSS continues to maintain collaborative relationships with recovery organizations and coalitions, including PMHCA, PRO-A, Regional CSP, Regional C/FST, and the Statewide Coalition of Satisfaction Teams.

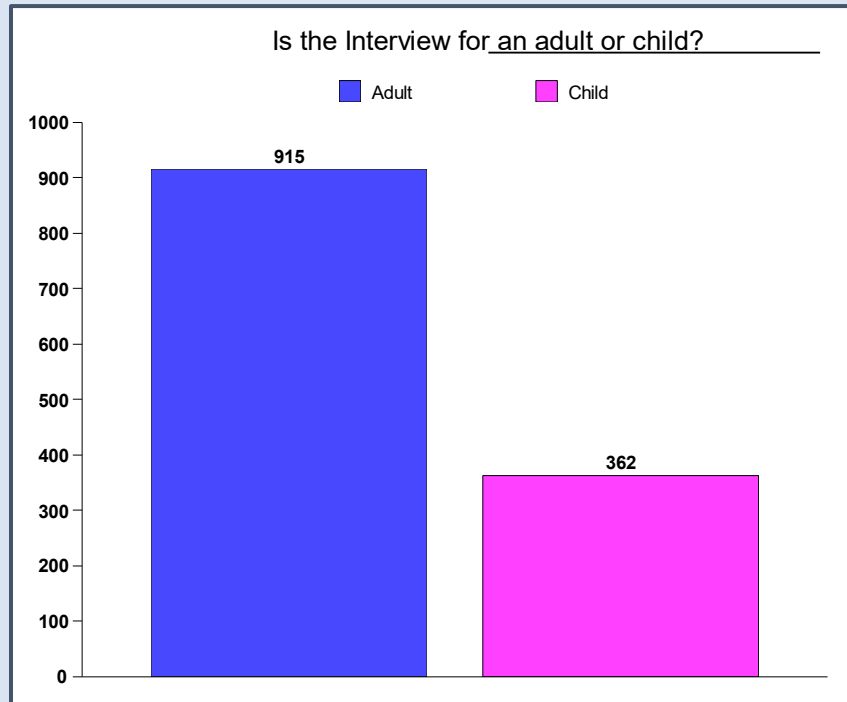
Request for Assistance

During the interview, if a respondent indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), PerformCare or any other part of the behavioral health system that can reasonably be addressed, the surveyor will ask the individual if they would like for the surveyor/CSS to communicate this concern to the party they have a concern with. This is known as the Request for Assistance (RFA). A completed RFA is forwarded to Capital Area Behavioral Health Collaborative (CABHC) for action steps and follow up.

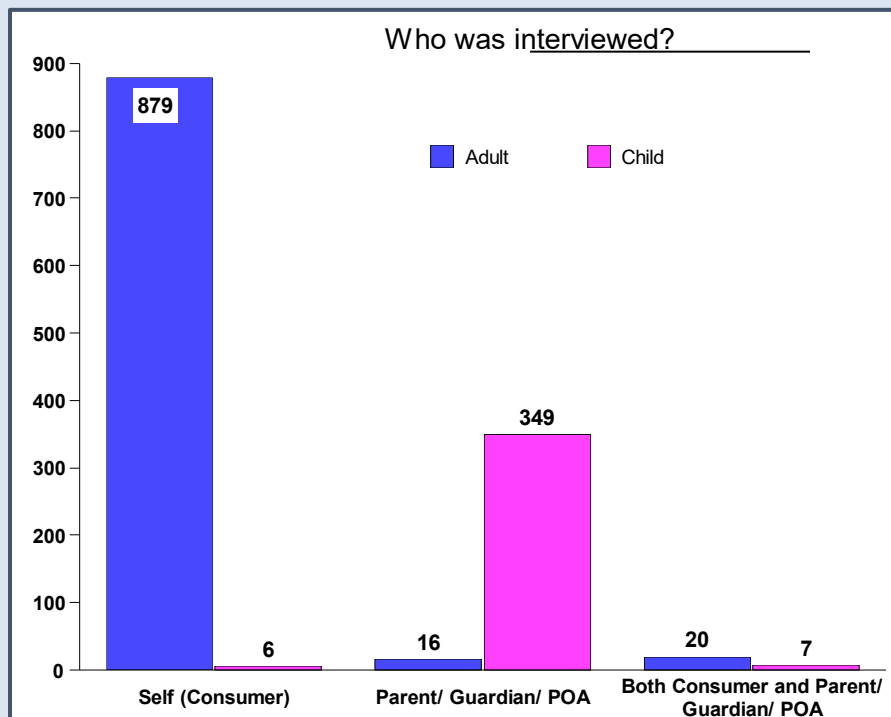
- CSS had five Requests for Assistance during the calendar year 2025.
 - A member expressed concern that staff failed to document triggers during the intake process, which left the member feeling mistreated and neglected. The provider was contacted regarding this incident and responded with a summary of the documented interactions with the member. The provider also stated they are unable to share additional details or their plan of action following the review. The member was informed of the provider's response and chose to proceed with filing a formal complaint. The member was provided with the necessary information and resources to complete this process.
 - Member expressed concerns that the provider did not communicate updates regarding additional services to which the member had been referred, nor did the provider offer alternative services or resources due to extended waiting lists. The provider was contacted and validated the member's concerns. Corrective action was taken to reinforce the expectations of staff related to maintaining communication with members about procedures and timeframes for requested services. A follow-up with the member confirmed that communication with the provider has improved, and services are now being received.
 - Member reported difficulty contacting her provider, stating that despite leaving multiple messages, she had not received a return call for over two weeks. The provider was contacted, and the supervisor took corrective action by providing staff education and guidance; reinforcing that all member contact attempts must be returned within a 24-hour period. In instances where this timeframe cannot be met, staff are required to notify the supervisor immediately. As a result, the member was able to successfully contact and communicate with the provider and expressed satisfaction with the resolution.
 - Member stated that their provider had not responded to requests to increase service levels. Additionally, as the provider is also the members designated payee, they failed to pay bills on time, resulting in late fees. The provider was contacted but stated that no documentation could be located to substantiate either claim. The provider indicated a willingness to assist the member in accessing services that better align with their needs. The member's Power of Attorney (POA) was informed of the provider's response but remained dissatisfied and elected to file a formal complaint with PerformCare.
 - During a survey, a member voiced a concern, reporting that they had not received calls back from their provider and no meeting had been scheduled in the past two months. CABHC contacted the provider, who confirmed multiple documented attempts to reach the member by phone and voicemail, with no response from the member. CABHC attempted to contact the member regarding the provider's response; after no response, a letter summarizing the outcome was mailed to the member.

Survey Information

- Sample: The survey represents 1277 (n=1277) respondents from the Capital Region including 915 adults (71.7%) and 362 children/adolescents (28.3%).



- Sample: Of the 915 adult respondents, 879 (96.1%) responded for themselves, 16 (1.7%) had a parent/guardian respond for them, and 20 (2.2%) responded for themselves with the additional input of a parent/guardian. Of the 362 child/adolescent respondents, 6 (1.7%) responded for themselves, 349 (96.4%) had a parent/guardian respond for them, and 7 (1.9%) responded for themselves with the additional input of a parent/guardian.



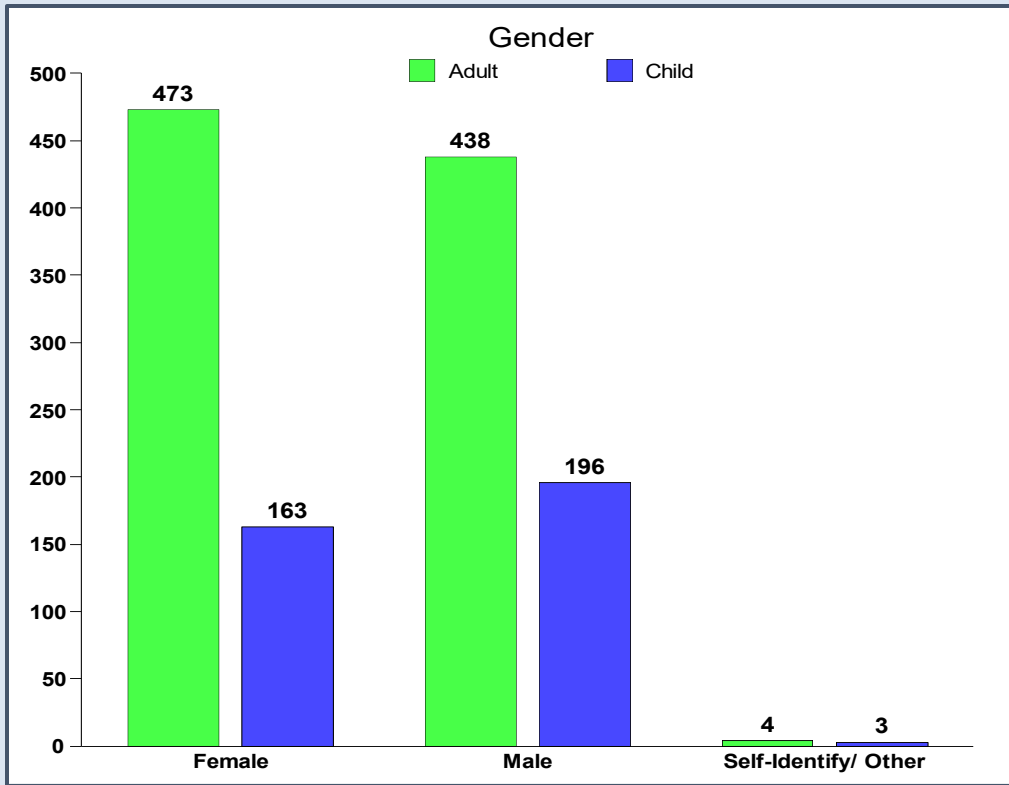
- Level of Care: In all, 11 treatment levels of care were accessed by the respondents. 369 (28.9%) Mental Health Inpatient, 320 (25.1%) Crisis Intervention, 171 (13.4%) SUD Partial Hospitalization, 123 (9.6%) Mental Health Partial Hospitalization, 86 (6.7%) TCM Blended Case Management, 63 (4.9%) Psychiatric Rehabilitation, 46 (3.6%) TCM Intensive Case Management, 38 (3.0%) Mobile Psychiatric Nursing, 29 (2.3%) TCM Resource Coordination, 25 (2.0%) EIBS, and 7 (0.5%) Extended Acute Care.
- Methods: Data was collected by 7 interviewers.
- Treatment Facility: Data was collected pertaining to 55 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 1277 interviews 316 (24.7%) were face-to-face interviews and 961 (75.3%) were conducted by phone.

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

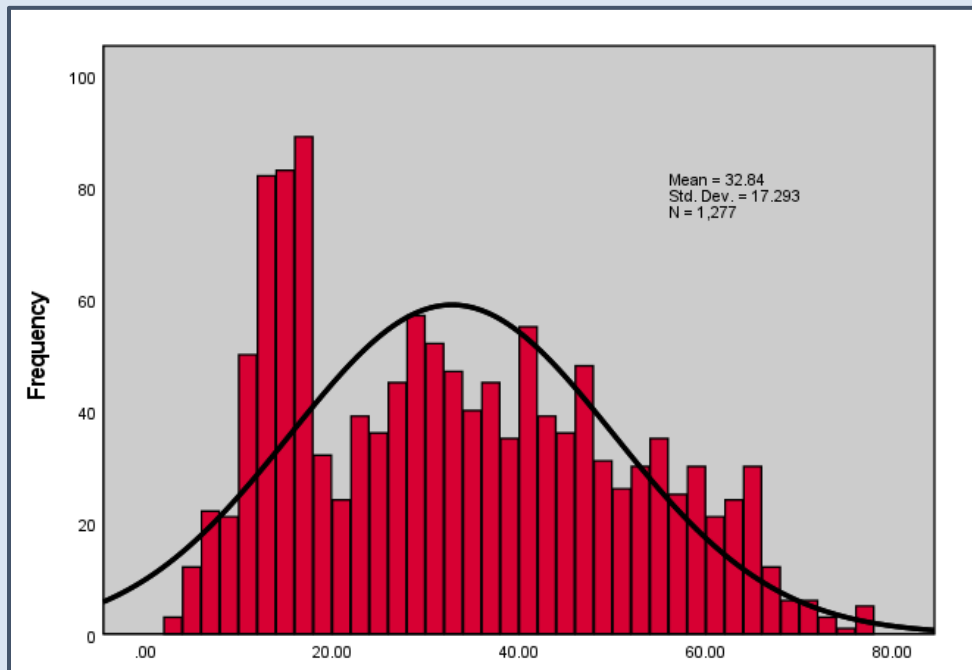
| | Total | County | | | | |
|-----------------------------|-------|---------------|---------------|---------------|---------------|-------------|
| | | Cumberland | Dauphin | Lancaster | Lebanon | Perry |
| Total | 1277 | 272 21.30% | 363 28.40% | 426 33.40% | 188 14.70% | 28 2.20% |
| Adult | | | | | | |
| In Person | 300 | 58 19.30% | 92 30.70% | 114 38.00% | 34 11.30% | 2 0.70% |
| Phone | 615 | 153 24.90% | 168 27.30% | 194 31.50% | 86 14.00% | 14 2.30% |
| Mail | 0 | 0 0 | 0 0 | 0 0 | 0 0 | 0 0 |
| Virtual Face to Face | 0 | 0 0 | 0 0 | 0 0 | 0 0 | 0 0 |
| Child | | | | | | |
| In Person | 16 | 1 6.30% | 10 62.50% | 2 12.50% | 3 18.80% | 0 0 |
| Phone | 346 | 60 17.30% | 93 26.90% | 116 33.50% | 65 18.80% | 12 3.50% |
| Mail | 0 | 0 0 | 0 0 | 0 0 | 0 0 | 0 0 |
| Virtual Face to Face | 0 | 0 0 | 0 0 | 0 0 | 0 0 | 0 0 |

Demographic Information

Gender: Overall, the sample is 49.8% female (636), 49.6% male (634), and 0.5% self-identified or identified as other (7).



Age: Age of all respondents ranged from 3-77 years, with a mean age of 32.84 (SD 17.293).



Age of **Adult** respondents ranged from 18-77 years, with a mean age of 40.77 (SD= 13.826).

Age of **Child/Adolescent** respondents ranged from 3-17 years, with a mean age of 12.81 (SD= 3.360).

County of Residence: The largest number of respondents reported residence in Lancaster County 426 (33.4%). The remaining respondents reported residence in Dauphin 363 (28.4%), Cumberland 272 (21.3%), Lebanon 188 (14.7%), and 28 Perry (2.2%).

| | Total | County | | | | |
|-----------------|-------|---------------|---------------|---------------|---------------|-------------|
| | | Cumberland | Dauphin | Lancaster | Lebanon | Perry |
| Total | 1277 | 272 21.30% | 363 28.40% | 426 33.40% | 188 14.70% | 28 2.20% |
| Age Type | | | | | | |
| Adult | 915 | 211 23.10% | 260 28.40% | 308 33.70% | 120 13.10% | 16 1.70% |
| Child | 362 | 61 16.90% | 103 28.50% | 118 32.60% | 68 18.80% | 12 3.30% |

Race: 753 respondents (59.0%) reported their race as White/Caucasian, 214 (16.8%) as Hispanic/Latino, 175 (13.7%) as African American, 93 (7.3%) as Multi-Racial, 17 (1.3%) as Asian/Pacific Islander, 12 (0.9%) as Other, 8 (0.6%) as Native American/American Indian, and 5 (0.4%) Did Not Answer.

| | Total | Age Type | |
|-----------------------------------------|-------|---------------|---------------|
| | | Adult | Child |
| Total | 1277 | 915 71.70% | 362 28.30% |
| Race | | | |
| African American | 175 | 141 80.60% | 34 19.40% |
| Asian/ Pacific Islander | 17 | 10 58.80% | 7 41.20% |
| Did Not Answer | 5 | 4 80.00% | 1 20.00% |
| Hispanic/ Latino | 214 | 118 55.10% | 96 44.90% |
| Multi-Racial | 93 | 47 50.50% | 46 49.50% |
| Native American/ American Indian | 8 | 8 100.00% | 0 0 |
| Other | 12 | 9 75.00% | 3 25.00% |
| White/ Caucasian | 753 | 578 76.80% | 175 23.20% |

Consumer Satisfaction

This section of the report looks at different dimensions of member satisfaction with all services (excluding crisis intervention data *reported in another section) 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, 382 of the 957 respondents (39.9%) reported they had been interviewed by their provider within the last year, 436 (45.6%) reported they had not been interviewed, 133 (13.9%) were not sure, and 6 (0.6%) report that this question did not apply to them.

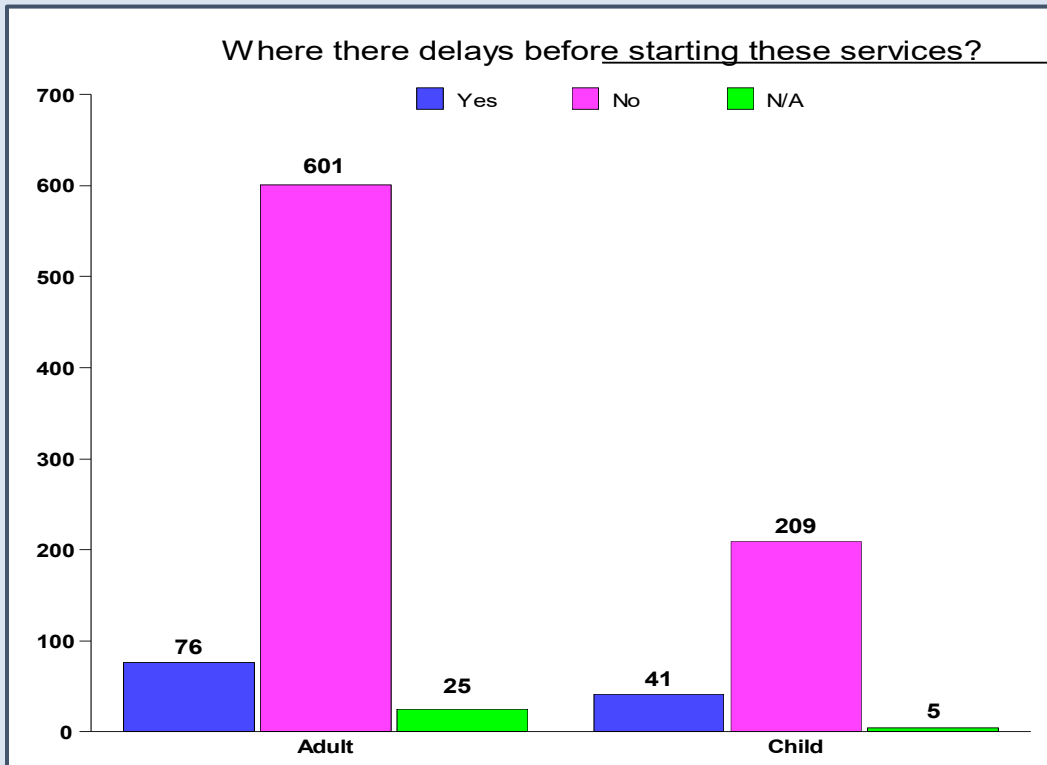
| Total Satisfaction Score | | | | |
|--------------------------------------------------------------------------------------------------|----------|-----|--------|----------------|
| Has your provider interviewed you on your satisfaction level with services during the last year? | | N | Mean | Std. Deviation |
| Adult | Yes | 298 | 119.23 | 11.84 |
| | No | 292 | 114.16 | 14.90 |
| | Not sure | 107 | 113.75 | 14.00 |
| | N/A | 5 | 128.65 | 4.74 |
| | Total | 702 | 116.35 | 13.75 |
| Child | Yes | 84 | 115.44 | 14.37 |
| | No | 144 | 106.72 | 17.28 |
| | Not sure | 26 | 117.46 | 11.85 |
| | N/A | 1 | 124.93 | . |
| | Total | 255 | 110.76 | 16.47 |

Our analysis indicates that adult 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.

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

- **Service Delay:**

- Of the 702 adult respondents 76 (10.8%) reported that they experienced some delay before beginning treatment. 601 respondents (85.6%) reported no delay before beginning treatment, and 25 (3.6%) respondents felt that this question did not apply to them.
- Of the 255 child/adolescent respondents 41 (16.1%) reported that they experienced some delay before beginning treatment. 209 respondents (82.0%) reported no delay before beginning treatment, and 5 (2.0%) respondents felt that this question did not apply to them.



| Total Satisfaction Score | | | | |
|-------------------------------------------------------|-------|-----|--------|----------------|
| Q11 Were there delays before starting these services? | | N | Mean | Std. Deviation |
| Adult | Yes | 76 | 112.52 | 17.00 |
| | No | 601 | 117.01 | 13.05 |
| | N/A | 25 | 112.05 | 16.75 |
| | Total | 702 | 116.35 | 13.75 |
| Child | Yes | 41 | 110.97 | 17.66 |
| | No | 209 | 110.49 | 16.25 |
| | N/A | 5 | 120.56 | 16.26 |
| | Total | 255 | 110.76 | 16.47 |

Our analysis indicates that adult respondents who did not experience a service delay reported significantly higher levels of total satisfaction than those who did experience a service delay.

- **Emergency Treatment:** 192 of the 702 adult respondents (27.4%) indicated they needed emergency mental health or substance use services during the past year. 97 of the 255 child/adolescent respondents (38.0%) indicated they needed emergency mental health or substance use services 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 3.87 with standard deviation 1.297.

| | 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 | 289 | 28 9.70% | 26 9.00% | 17 5.90% | 102 35.30% | 116 40.10% | 0 0 |
| Age Type | | | | | | | |
| Adult | 192 | 14 7.30% | 12 6.30% | 13 6.80% | 72 37.50% | 81 42.20% | 0 0 |
| Child | 97 | 14 14.40% | 14 14.40% | 4 4.10% | 30 30.90% | 35 36.10% | 0 0 |

Mean Satisfaction of Treatment Facilities

- Data was collected from 55 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** (84 and below) indicate some level of dissatisfaction.

| Total Satisfaction Score | | | |
|---------------------------------------|-----|--------|----------------|
| Name of Treatment Facility | N | Mean | Std. Deviation |
| YORK HOSPITAL BH SVCS | 1 | 139.00 | . |
| MERITUS MEDICAL | 1 | 130.00 | . |
| PYRAMID | 16 | 126.26 | 7.43 |
| WDR YORK | 1 | 125.93 | . |
| ROCKFORD CENTER | 2 | 125.47 | 5.00 |
| HERSHEY MEDICAL CENTER | 2 | 125.47 | 14.90 |
| VISTA OTHER | 12 | 123.10 | 10.11 |
| BLUEPRINTS FOR ADDICTION AND RECOVERY | 114 | 122.75 | 10.70 |
| LANCASTER COUNTY BHDS | 11 | 121.31 | 13.90 |
| MERAKEY PENNSYLVANIA | 20 | 121.29 | 9.76 |
| NEW INSIGHTS II | 15 | 119.03 | 9.39 |
| MERAKEY STEVENS CENTER | 72 | 118.71 | 10.91 |
| GAUDENZIA | 21 | 118.39 | 7.60 |
| EAGLEVILLE HOSPITAL | 1 | 117.88 | . |
| CHAMBERSBURG HOSPITAL | 5 | 117.55 | 7.69 |
| EPHRATA COMMUNITY HOSPITAL | 6 | 116.12 | 15.32 |
| CASE MANAGEMENT UNIT (CMU) | 55 | 115.86 | 14.87 |
| VISTA SCHOOL | 13 | 115.83 | 9.92 |
| GEISINGER MEDICAL CENTER | 2 | 115.50 | .71 |
| KEYSTONE SERVICE | 15 | 115.15 | 14.26 |
| CSG (COMMUNITY SERVICES GROUP) | 56 | 114.81 | 14.95 |
| MALVERN CONSTITUTION LLC | 4 | 114.69 | 9.98 |
| MAZZITTI AND SULLIVAN | 2 | 114.50 | .71 |
| SERVICE ACCESS AND MANAGEMENT (SAM) | 7 | 114.44 | 9.98 |
| HOLY SPIRIT HOSPITAL | 48 | 114.09 | 10.99 |
| PA PSYCHIATRIC INSTITUTE | 109 | 113.99 | 13.84 |
| WDR COVE FORGE | 1 | 112.93 | . |
| WELLSPAN PHILHAVEN | 100 | 112.43 | 14.55 |
| LANCASTER BEHAVIORAL HEALTH HOSPITAL | 79 | 112.34 | 16.47 |
| BEHAVIORAL HEALTHCARE CORPORATION | 26 | 111.22 | 8.60 |
| SHEPPARD PRATT HOSP | 1 | 110.93 | . |
| BROOKE GLEN BEHAVIORAL HOSPITAL | 7 | 110.85 | 15.56 |
| READING BEHAVIORAL HEALTHCARE | 22 | 110.74 | 14.00 |
| POTTSTOWN HOSPITAL | 1 | 109.00 | . |

| | | | |
|-----------------------------------|-----|--------|-------|
| MONTGOMERY CO EMERGENCY SERVICES | 1 | 108.00 | . |
| CLARION PSYCHIATRIC CENTER | 2 | 107.95 | 39.69 |
| ROXBURY PSYCHIATRIC HOSPITAL | 15 | 107.16 | 19.07 |
| KIDSPEACE CHILDREN'S HOSPITAL INC | 7 | 107.04 | 21.19 |
| FAIRMOUNT BEHAVIORAL HEALTH | 5 | 106.78 | 19.78 |
| HAVEN BEHAVIORAL HOSPITAL | 11 | 106.15 | 25.25 |
| J.C. BLAIR MEM HOSP | 1 | 105.93 | . |
| BELMONT BEHAVIORAL HOSPITAL | 14 | 105.27 | 23.45 |
| MEADOWS PSYCH CENTER | 14 | 105.16 | 14.75 |
| HORSHAM | 6 | 104.80 | 21.01 |
| FOUNDATIONS BEHAVIORAL HEALTH | 7 | 103.58 | 16.30 |
| PONESSA BEHAVIORAL HEALTH | 15 | 103.07 | 15.68 |
| POCONO MOUNTAIN RECOVERY | 1 | 96.88 | . |
| SOUTHWOOD PSYCH HOSPITAL | 5 | 93.15 | 19.99 |
| BELMONT PINES HOSPITAL | 3 | 92.37 | 19.69 |
| FRIENDS BEHAVIORAL HEALTH | 2 | 84.62 | 52.86 |
| Total | 957 | 114.86 | 14.72 |

| Adult | | | |
|---------------------------------------|----------|-------------|-----------------------|
| Total Satisfaction Score | | | |
| Name of Treatment Facility | N | Mean | Std. Deviation |
| YORK HOSPITAL BH SVCS | 1 | 139.00 | . |
| CLARION PSYCHIATRIC CENTER | 1 | 136.01 | . |
| MERITUS MEDICAL | 1 | 130.00 | . |
| PYRAMID | 16 | 126.26 | 7.43 |
| WDR YORK | 1 | 125.93 | . |
| BLUEPRINTS FOR ADDICTION AND RECOVERY | 114 | 122.75 | 10.70 |
| LANCASTER COUNTY BHDS | 7 | 122.48 | 13.07 |
| ROCKFORD CENTER | 1 | 121.93 | . |
| MERAKEY PENNSYLVANIA | 20 | 121.29 | 9.76 |
| NEW INSIGHTS II | 15 | 119.03 | 9.39 |
| MERAKEY STEVENS CENTER | 67 | 118.89 | 10.93 |
| GAUDENZIA | 21 | 118.39 | 7.60 |
| EAGLEVILLE HOSPITAL | 1 | 117.88 | . |
| CHAMBERSBURG HOSPITAL | 5 | 117.55 | 7.69 |
| FOUNDATIONS BEHAVIORAL HEALTH | 2 | 117.54 | 5.01 |
| PA PSYCHIATRIC INSTITUTE | 48 | 117.47 | 10.94 |
| CASE MANAGEMENT UNIT (CMU) | 36 | 116.81 | 17.37 |
| HORSHAM | 3 | 116.60 | 9.87 |

| | | | |
|--------------------------------------|------------|---------------|--------------|
| EPHRATA COMMUNITY HOSPITAL | 6 | 116.12 | 15.32 |
| VISTA SCHOOL | 4 | 115.71 | 13.81 |
| GEISINGER MEDICAL CENTER | 2 | 115.50 | .71 |
| CSG (COMMUNITY SERVICES GROUP) | 47 | 115.46 | 15.23 |
| KEYSTONE SERVICE | 15 | 115.15 | 14.26 |
| BELMONT PINES HOSPITAL | 1 | 115.10 | . |
| HERSHEY MEDICAL CENTER | 1 | 114.93 | . |
| MALVERN CONSTITUTION LLC | 4 | 114.69 | 9.98 |
| MAZZITTI AND SULLIVAN | 2 | 114.50 | .71 |
| SERVICE ACCESS AND MANAGEMENT (SAM) | 7 | 114.44 | 9.98 |
| LANCASTER BEHAVIORAL HEALTH HOSPITAL | 66 | 113.49 | 16.10 |
| HOLY SPIRIT HOSPITAL | 43 | 113.08 | 10.64 |
| BROOKE GLEN BEHAVIORAL HOSPITAL | 6 | 112.99 | 15.88 |
| READING BEHAVIORAL HEALTHCARE | 16 | 112.96 | 8.49 |
| WDR COVE FORGE | 1 | 112.93 | . |
| KIDSPEACE CHILDREN'S HOSPITAL INC | 1 | 112.17 | . |
| BEHAVIORAL HEALTHCARE CORPORATION | 26 | 111.22 | 8.60 |
| SHEPPARD PRATT HOSP | 1 | 110.93 | . |
| MEADOWS PSYCH CENTER | 10 | 110.11 | 11.64 |
| BELMONT BEHAVIORAL HOSPITAL | 8 | 109.74 | 12.79 |
| POTTSTOWN HOSPITAL | 1 | 109.00 | . |
| ROXBURY PSYCHIATRIC HOSPITAL | 12 | 108.81 | 18.71 |
| WELLSPAN PHILHAVEN | 42 | 108.44 | 16.39 |
| FAIRMOUNT BEHAVIORAL HEALTH | 4 | 108.23 | 22.53 |
| MONTGOMERY CO EMERGENCY SERVICES | 1 | 108.00 | . |
| HAVEN BEHAVIORAL HOSPITAL | 11 | 106.15 | 25.25 |
| J.C. BLAIR MEM HOSP | 1 | 105.93 | . |
| POCONO MOUNTAIN RECOVERY | 1 | 96.88 | . |
| FRIENDS BEHAVIORAL HEALTH | 2 | 84.62 | 52.86 |
| Total | 702 | 116.35 | 13.75 |

| Child/Adolescent Total Satisfaction Score | | | |
|------------------------------------------------------|----------|-------------|---------------------------|
| Name of Treatment Facility | N | Mean | Std. Deviation |
| HERSHEY MEDICAL CENTER | 1 | 136.00 | . |
| ROCKFORD CENTER | 1 | 129.00 | . |
| VISTA OTHER | 12 | 123.10 | 10.11 |
| HOLY SPIRIT HOSPITAL | 5 | 122.80 | 11.16 |

| | | | |
|--------------------------------------|-----|--------|-------|
| LANCASTER COUNTY BHDS | 4 | 119.27 | 17.13 |
| MERAKEY STEVENS CENTER | 5 | 116.34 | 11.65 |
| VISTA SCHOOL | 9 | 115.88 | 8.73 |
| WELLSPAN PHILHAVEN | 58 | 115.31 | 12.43 |
| CASE MANAGEMENT UNIT (CMU) | 19 | 114.06 | 8.47 |
| CSG (COMMUNITY SERVICES GROUP) | 9 | 111.43 | 13.70 |
| PA PSYCHIATRIC INSTITUTE | 61 | 111.26 | 15.28 |
| LANCASTER BEHAVIORAL HEALTH HOSPITAL | 13 | 106.52 | 17.72 |
| KIDSPEACE CHILDREN'S HOSPITAL INC | 6 | 106.19 | 23.08 |
| READING BEHAVIORAL HEALTHCARE | 6 | 104.81 | 23.44 |
| PONESSA BEHAVIORAL HEALTH | 15 | 103.07 | 15.68 |
| FAIRMOUNT BEHAVIORAL HEALTH | 1 | 101.00 | . |
| ROXBURY PSYCHIATRIC HOSPITAL | 3 | 100.59 | 23.22 |
| BELMONT BEHAVIORAL HOSPITAL | 6 | 99.31 | 33.57 |
| FOUNDATIONS BEHAVIORAL HEALTH | 5 | 98.00 | 16.00 |
| BROOKE GLEN BEHAVIORAL HOSPITAL | 1 | 98.00 | . |
| SOUTHWOOD PSYCH HOSPITAL | 5 | 93.15 | 19.99 |
| HORSHAM | 3 | 93.00 | 24.25 |
| MEADOWS PSYCH CENTER | 4 | 92.78 | 15.83 |
| BELMONT PINES HOSPITAL | 2 | 81.00 | .00 |
| CLARION PSYCHIATRIC CENTER | 1 | 79.89 | . |
| Total | 255 | 110.76 | 16.47 |

Mean Satisfaction of Level of Care

- Data was collected for 10 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** (84 and below) indicate some level of dissatisfaction.

| Total Satisfaction Score | | | |
|---------------------------------|------------|---------------|----------------|
| Level of Care | N | Mean | Std. Deviation |
| SUD PARTIAL HOSPITALIZATION | 171 | 121.93 | 10.22 |
| EIBS | 25 | 119.32 | 10.48 |
| TCM (RESOURCE COORDINATION) | 29 | 118.68 | 11.20 |
| PSYCH REHAB | 63 | 117.78 | 9.41 |
| TCM (INTENSIVE CASE MANAGEMENT) | 46 | 117.39 | 11.95 |
| TCM (BLENDED CASE MANAGEMENT) | 86 | 116.70 | 14.69 |
| MOBILE PSYCH NURSING | 38 | 114.08 | 10.25 |
| MENTAL HEALTH PARTIAL | 123 | 113.09 | 15.03 |
| MENTAL HEALTH INPATIENT | 369 | 110.63 | 16.45 |
| EAC | 7 | 103.41 | 24.48 |
| Total | 957 | 114.86 | 14.72 |

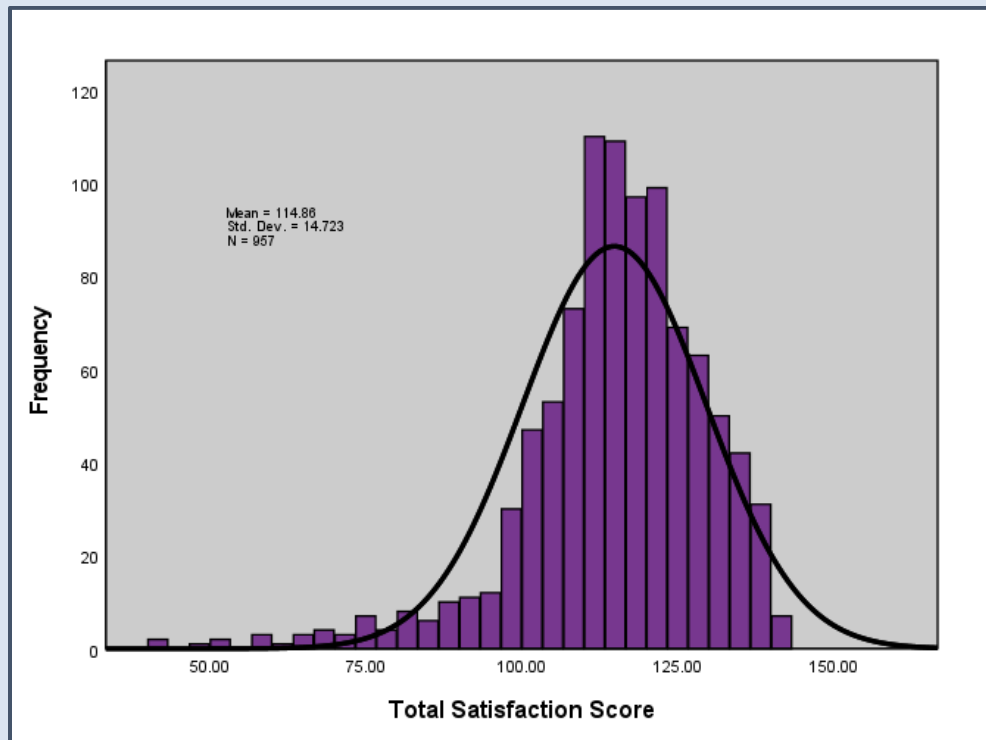
| Adult Total Satisfaction Score | | | |
|---------------------------------|------------|---------------|----------------|
| Level of Care | N | Mean | Std. Deviation |
| SUD PARTIAL HOSPITALIZATION | 171 | 121.93 | 10.22 |
| TCM (RESOURCE COORDINATION) | 25 | 119.16 | 11.69 |
| PSYCH REHAB | 63 | 117.78 | 9.41 |
| TCM (BLENDED CASE MANAGEMENT) | 59 | 116.89 | 16.48 |
| TCM (INTENSIVE CASE MANAGEMENT) | 40 | 116.68 | 11.78 |
| EIBS | 4 | 115.71 | 13.81 |
| MENTAL HEALTH PARTIAL | 47 | 114.65 | 16.49 |
| MOBILE PSYCH NURSING | 38 | 114.08 | 10.25 |
| MENTAL HEALTH INPATIENT | 248 | 112.73 | 14.76 |
| EAC | 7 | 103.41 | 24.48 |
| Total | 702 | 116.35 | 13.75 |

| Child/Adolescent Total Satisfaction Score | | | |
|------------------------------------------------------|----------|-------------|---------------------------|
| Level of Care | N | Mean | Std. Deviation |
| TCM (INTENSIVE CASE MANAGEMENT) | 6 | 122.16 | 13.10 |
| EIBS | 21 | 120.01 | 10.00 |
| TCM (BLENDED CASE MANAGEMENT) | 27 | 116.27 | 9.98 |
| TCM (RESOURCE COORDINATION) | 4 | 115.69 | 7.90 |
| MENTAL HEALTH PARTIAL | 76 | 112.13 | 14.08 |
| MENTAL HEALTH INPATIENT | 121 | 106.34 | 18.80 |
| Total | 255 | 110.76 | 16.47 |

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 84 and below indicate some level of dissatisfaction.

- The overall mean for Total Satisfaction Score (TSS) was 114.86 with a standard deviation 14.723 indicating a high level of satisfaction overall. The TSS scores ranged from 42.93 – 140. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.

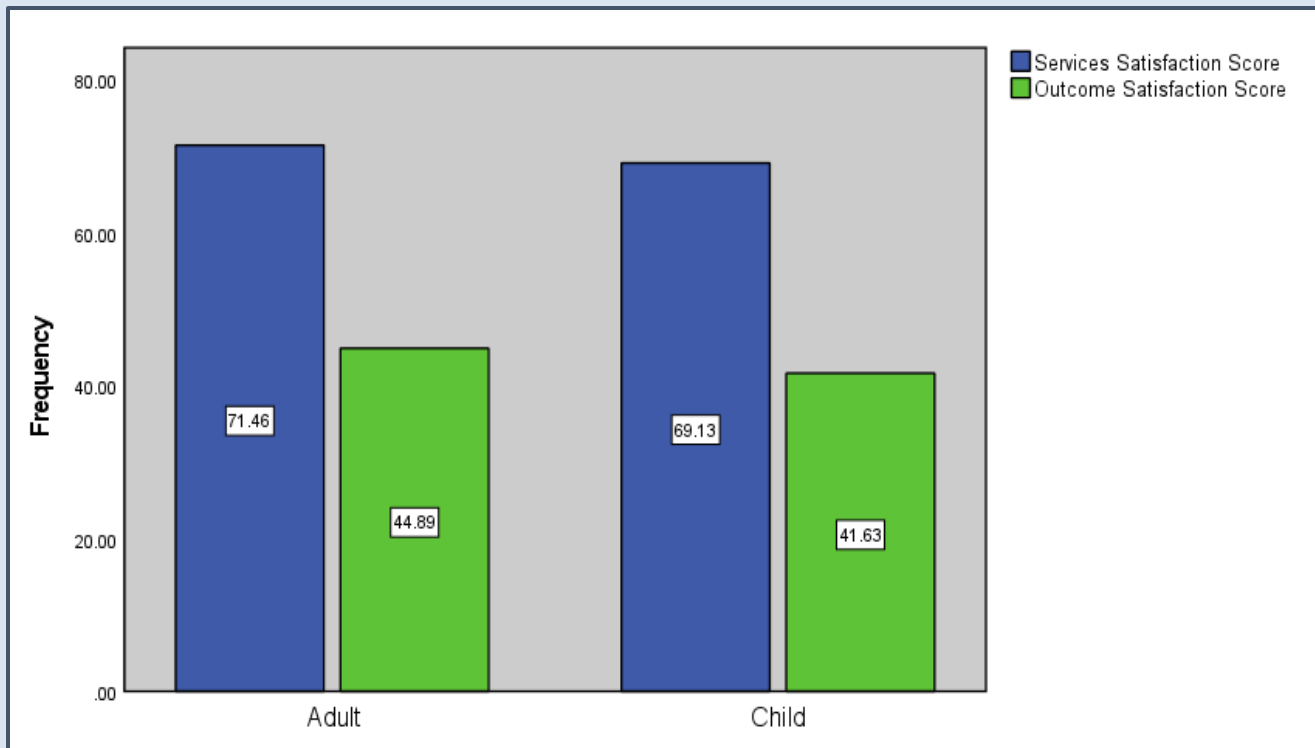


Mean Satisfaction with Services and Outcomes of Services

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:

- 94.9% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 94.4% You are an important part of the treatment process Q26.
- 94.3% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q 21.
- 93.2% You feel comfortable in asking questions regarding your treatment Q18.
- 93.2% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 92.7% Your provider asks your permission before sharing your personal information Q20.
- 90.3% Your service provider explained the advantages of therapy or treatment Q27.
- 89.4% You have the option to change your service provider should you choose to Q16.
- 89.4% You trust your service provider Q22.
- 88.6% Overall, you are satisfied with the services received/are receiving Q29.
- 88.3% Your service provider spends adequate time with you Q19.
- 87.5% Your provider informed you who to call if you have questions about your mental health or substance use services Q13.
- 87.3% Your provider discussed other services that may benefit you in your treatment/recovery Q15.
- 86.3% You feel safe at this facility Q23.
- 86.1% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.

Summary responses from the Total group of respondents (N=957) are presented in Table 1.

Summary responses from the Adult group of respondents (N=702) are presented in Table 2.

Summary responses from the Child/Adolescent group of respondents (N=255) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions – All Respondents

| N=957 | Agree or Strongly Agree | Disagree or Strongly Disagree | Mean | Std. Deviation | Reported Does Not Apply |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------------|------|----------------|-------------------------|
| 13. When you ask your (your child/adolescent's) provider questions about [specific level of care], your questions are answered to your satisfaction. | 87.5 | 6.9 | 2.8 | 0.6 | 0.7 |
| 14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training). | 82.8 | 6.4 | 3.0 | 0.9 | 5.5 |
| 15. Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.). | 87.3 | 6.5 | 2.9 | 0.6 | 1.4 |
| 16. You have the option to change your service provider should you choose to. | 89.4 | 5.5 | 2.9 | 0.6 | 0.8 |
| 17. You were informed about your rights and responsibilities regarding the treatment you received. | 94.9 | 1.9 | 2.9 | 0.4 | 0.3 |
| 18. You feel comfortable in asking questions regarding your treatment. | 93.2 | 4.6 | 2.9 | 0.4 | 0.0 |
| 19. Your service provider spends adequate time with you. | 88.3 | 7.4 | 2.8 | 0.6 | 0.3 |
| 20. Your provider asks your permission before sharing your personal information. | 92.7 | 2.2 | 3.0 | 0.5 | 1.3 |
| 21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment. | 94.3 | 2.6 | 3.0 | 0.5 | 1.0 |
| 22. You trust your service provider. | 89.4 | 6.6 | 2.9 | 0.6 | 0.8 |
| 23. You feel safe at this facility. | 86.3 | 4.6 | 3.1 | 0.9 | 6.3 |
| 24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process. | 86.1 | 6.3 | 2.9 | 0.7 | 2.0 |
| 25. You are included in the development of your treatment/recovery plan and goals for recovery. | 93.2 | 3.4 | 2.9 | 0.4 | 0.2 |
| 26. You are an important part of the treatment process. | 94.4 | 2.7 | 2.9 | 0.4 | 0.4 |
| 27. Your service provider explained the advantages of therapy or treatment. | 90.3 | 4.4 | 2.9 | 0.5 | 0.4 |
| 28. Your service provider explained the limitations of therapy or treatment. | 84.8 | 6.6 | 2.8 | 0.6 | 0.4 |
| 29. Overall, you are satisfied with the services received/are receiving. | 88.6 | 8.4 | 2.8 | 0.6 | 0.1 |

Table 2 – Total Satisfaction – Services Questions – Adult Respondents

| N=702 | Agree or Strongly Agree | Disagree or Strongly Disagree | Mean | Std. Deviation | Reported Does Not Apply |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------------|------|----------------|-------------------------|
| 13. When you ask your (your child/adolescent's) provider questions about [specific level of care], your questions are answered to your satisfaction. | 88.7 | 5.7 | 2.9 | 0.6 | 0.7 |
| 14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training). | 83.6 | 5.7 | 3.0 | 0.9 | 6.0 |
| 15. Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.). | 87.9 | 5.4 | 2.9 | 0.6 | 1.4 |
| 16. You have the option to change your service provider should you choose to. | 90.9 | 4.7 | 2.9 | 0.5 | 0.6 |
| 17. You were informed about your rights and responsibilities regarding the treatment you received. | 94.9 | 1.9 | 2.9 | 0.4 | 0.4 |
| 18. You feel comfortable in asking questions regarding your treatment. | 93.2 | 4.3 | 2.9 | 0.4 | 0.0 |
| 19. Your service provider spends adequate time with you. | 91.0 | 6.1 | 2.8 | 0.5 | 0.0 |
| 20. Your provider asks your permission before sharing your personal information. | 93.0 | 2.1 | 3.0 | 0.5 | 1.1 |
| 21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment. | 94.7 | 2.6 | 3.0 | 0.5 | 1.1 |
| 22. You trust your service provider. | 91.7 | 5.1 | 2.9 | 0.5 | 0.6 |
| 23. You feel safe at this facility. | 86.8 | 3.4 | 3.1 | 0.9 | 7.1 |
| 24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process. | 86.0 | 5.6 | 2.9 | 0.7 | 2.3 |
| 25. You are included in the development of your treatment/recovery plan and goals for recovery. | 94.6 | 2.7 | 2.9 | 0.4 | 0.3 |
| 26. You are an important part of the treatment process. | 95.3 | 2.3 | 2.9 | 0.4 | 0.1 |
| 27. Your service provider explained the advantages of therapy or treatment. | 91.6 | 3.4 | 2.9 | 0.5 | 0.6 |
| 28. Your service provider explained the limitations of therapy or treatment. | 86.0 | 5.7 | 2.8 | 0.6 | 0.6 |
| 29. Overall, you are satisfied with the services received/are receiving. | 92.2 | 5.3 | 2.9 | 0.5 | 0.0 |

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

| N=255 | Agree or Strongly Agree | Disagree or Strongly Disagree | Mean | Std. Deviation | Reported Does Not Apply |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------------|------|----------------|-------------------------|
| 13. When you ask your (your child/adolescent's) provider questions about [specific level of care], your questions are answered to your satisfaction. | 83.9 | 10.2 | 2.8 | 0.7 | 0.8 |
| 14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training). | 80.4 | 8.2 | 2.9 | 0.9 | 4.3 |
| 15. Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.). | 85.5 | 9.4 | 2.8 | 0.7 | 1.2 |
| 16. You have the option to change your service provider should you choose to. | 85.5 | 7.8 | 2.8 | 0.7 | 1.6 |
| 17. You were informed about your rights and responsibilities regarding the treatment you received. | 94.9 | 2.0 | 2.9 | 0.3 | 0.0 |
| 18. You feel comfortable in asking questions regarding your treatment. | 93.3 | 5.5 | 2.9 | 0.5 | 0.0 |
| 19. Your service provider spends adequate time with you. | 80.8 | 11.0 | 2.7 | 0.7 | 1.2 |
| 20. Your provider asks your permission before sharing your personal information. | 91.8 | 2.4 | 3.0 | 0.5 | 1.6 |
| 21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment. | 92.9 | 2.7 | 2.9 | 0.5 | 0.8 |
| 22. You trust your service provider. | 83.1 | 10.6 | 2.8 | 0.8 | 1.6 |
| 23. You feel safe at this facility. | 85.1 | 7.8 | 2.9 | 0.8 | 3.9 |
| 24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process. | 86.3 | 8.2 | 2.8 | 0.7 | 1.2 |
| 25. You are included in the development of your treatment/recovery plan and goals for recovery. | 89.4 | 5.5 | 2.8 | 0.5 | 0.0 |
| 26. You are an important part of the treatment process. | 91.8 | 3.9 | 2.9 | 0.5 | 1.2 |
| 27. Your service provider explained the advantages of therapy or treatment. | 86.7 | 7.1 | 2.8 | 0.6 | 0.0 |
| 28. Your service provider explained the limitations of therapy or treatment. | 81.6 | 9.0 | 2.7 | 0.6 | 0.0 |
| 29. Overall, you are satisfied with the services received/are receiving. | 78.8 | 16.9 | 2.6 | 0.8 | 0.4 |

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 the majority of cases. In total, 56.0% to 78.7% of respondent's responses reflect how services have improved their lives in each outcome area. Additionally, 14.7% to 26.8% of respondents' responses reflect that no change has resulted from involvement in services. Only 3.4% to 8.5% 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 38, when the Not Applicable responses are removed, 69.2% of respondents reported participation in school or work as better or much better, 23.8% reported no change, and 7.0% 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=957) are presented in Table 4.
Summary responses from the Adult group of respondents (N=702) are presented in Table 5.
Summary responses from the Child/Adolescent group of respondents (N=255) are presented in Table 6.

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

| Total N=957 | Better or Much Better | About the Same | Worse or Much Worse | Mean | Std. Deviation | Reported Does Not Apply |
|--------------------------------------------------------------------------------|-----------------------|----------------|---------------------|------|----------------|-------------------------|
| 30. Managing daily problems. | 77.6 | 14.7 | 6.8 | 2.7 | 0.7 | 0.8 |
| 31. Feeling in control of your life. | 72.8 | 19.4 | 6.8 | 2.7 | 0.7 | 0.9 |
| 32. Coping with personal crisis. | 66.0 | 19.2 | 8.5 | 2.8 | 1.0 | 6.3 |
| 33. How you feel about yourself. | 74.0 | 18.4 | 7.0 | 2.7 | 0.7 | 0.6 |
| 34. Feeling good (hopeful) about the future. | 76.6 | 16.9 | 4.8 | 2.8 | 0.7 | 1.7 |
| 35. Enjoying your free time. | 76.8 | 17.0 | 5.3 | 2.7 | 0.6 | 0.8 |
| 36. Strengthening your social support network. | 70.4 | 23.0 | 5.5 | 2.7 | 0.7 | 1.0 |
| 37. Being involved in community activities. | 56.0 | 26.8 | 3.4 | 3.1 | 1.3 | 13.8 |
| 38. Participating with school or work activities. | 39.5 | 13.6 | 4.0 | 4.1 | 1.7 | 42.9 |
| 39. Interacting with people in social situations. | 66.8 | 25.8 | 6.3 | 2.7 | 0.7 | 1.1 |
| 40. Coping with the specific problems or issues that led you to seek services. | 78.7 | 15.3 | 5.5 | 2.8 | 0.6 | 0.5 |

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

| Total N=702 | Better or Much Better | About the Same | Worse or Much Worse | Mean | Std. Deviation | Reported Does Not Apply |
|--------------------------------------------------------------------------------|-----------------------|----------------|---------------------|------|----------------|-------------------------|
| 30. Managing daily problems. | 80.1 | 13.5 | 5.6 | 2.8 | 0.6 | 0.9 |
| 31. Feeling in control of your life. | 76.8 | 16.8 | 6.0 | 2.7 | 0.6 | 0.4 |
| 32. Coping with personal crisis. | 70.9 | 17.4 | 7.1 | 2.8 | 0.9 | 4.6 |
| 33. How you feel about yourself. | 79.2 | 14.1 | 6.4 | 2.7 | 0.6 | 0.3 |
| 34. Feeling good (hopeful) about the future. | 81.8 | 13.8 | 4.1 | 2.8 | 0.5 | 0.3 |
| 35. Enjoying your free time. | 78.9 | 15.0 | 5.1 | 2.8 | 0.6 | 1.0 |
| 36. Strengthening your social support network. | 73.9 | 20.5 | 5.1 | 2.7 | 0.6 | 0.4 |
| 37. Being involved in community activities. | 57.8 | 25.4 | 3.3 | 3.1 | 1.3 | 13.5 |
| 38. Participating with school or work activities. | 31.2 | 9.8 | 1.9 | 4.6 | 1.7 | 57.1 |
| 39. Interacting with people in social situations. | 71.2 | 23.1 | 4.7 | 2.7 | 0.6 | 1.0 |
| 40. Coping with the specific problems or issues that led you to seek services. | 83.2 | 12.3 | 4.0 | 2.8 | 0.5 | 0.6 |

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

| Total N=255 | Better or Much Better | About the Same | Worse or Much Worse | Mean | Std. Deviation | Reported Does Not Apply |
|--------------------------------------------------------------------------------|-----------------------|----------------|---------------------|------|----------------|-------------------------|
| 30. Managing daily problems. | 71.0 | 18.0 | 10.2 | 2.6 | 0.7 | 0.8 |
| 31. Feeling in control of your life. | 62.0 | 26.7 | 9.0 | 2.6 | 0.8 | 2.4 |
| 32. Coping with personal crisis. | 52.5 | 24.3 | 12.2 | 2.8 | 1.3 | 11.0 |
| 33. How you feel about yourself. | 59.6 | 30.2 | 8.6 | 2.6 | 0.8 | 1.6 |
| 34. Feeling good (hopeful) about the future. | 62.4 | 25.5 | 6.7 | 2.8 | 1.0 | 5.5 |
| 35. Enjoying your free time. | 71.0 | 22.7 | 5.9 | 2.7 | 0.6 | 0.4 |
| 36. Strengthening your social support network. | 60.8 | 29.8 | 6.7 | 2.7 | 0.8 | 2.7 |
| 37. Being involved in community activities. | 51.0 | 30.6 | 3.9 | 3.1 | 1.3 | 14.5 |
| 38. Participating with school or work activities. | 62.4 | 23.9 | 9.8 | 2.7 | 0.9 | 3.9 |
| 39. Interacting with people in social situations. | 54.5 | 33.3 | 10.6 | 2.5 | 0.8 | 1.6 |
| 40. Coping with the specific problems or issues that led you to seek services. | 66.3 | 23.5 | 9.8 | 2.6 | 0.7 | 0.4 |

Satisfaction with the Managed Care Organization

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

- 41.6% of respondents (398 of the 957) reported that they had received a copy of the PerformCare member handbook. 33.3% (319) reported that they had not received a member handbook, 25.0% (239) 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 |
| Total | 957 | 398 41.60% | 319 33.30% | 239 25.00% | 1 0.10% |
| Adult | | | | | |
| Cumberland | 159 | 72 45.30% | 50 31.40% | 36 22.60% | 1 0.60% |
| Dauphin | 211 | 84 39.80% | 75 35.50% | 52 24.60% | 0 0 |
| Lancaster | 251 | 64 25.50% | 123 49.00% | 64 25.50% | 0 0 |
| Lebanon | 68 | 28 41.20% | 20 29.40% | 20 29.40% | 0 0 |
| Perry | 13 | 6 46.20% | 2 15.40% | 5 38.50% | 0 0 |
| Child | | | | | |
| Cumberland | 30 | 21 70.00% | 6 20.00% | 3 10.00% | 0 0 |
| Dauphin | 86 | 52 60.50% | 12 14.00% | 22 25.60% | 0 0 |
| Lancaster | 101 | 49 48.50% | 25 24.80% | 27 26.70% | 0 0 |
| Lebanon | 29 | 16 55.20% | 5 17.20% | 8 27.60% | 0 0 |
| Perry | 9 | 6 66.70% | 1 11.10% | 2 22.20% | 0 0 |

- 90.1% of respondents (862 of the 957) reported that they were aware of their right to file a complaint or grievance. 7.2% (69) were not aware of their right to file a complaint or grievance, 2.4% (23) were not sure, and 0.3% (3) reported that this question did not apply.

| | Total | Q2 Are you aware of your right to file a complaint or grievance? | | | |
|-------------------|-------|------------------------------------------------------------------|-------------|-------------|----------------|
| | | Yes | No | Not Sure | Does Not Apply |
| Total | 957 | 862 90.10% | 69 7.20% | 23 2.40% | 3 0.30% |
| Adult | | | | | |
| Cumberland | 159 | 144 90.60% | 12 7.50% | 1 0.60% | 2 1.30% |
| Dauphin | 211 | 190 90.00% | 16 7.60% | 5 2.40% | 0 0 |
| Lancaster | 251 | 228 90.80% | 20 8.00% | 3 1.20% | 0 0 |
| Lebanon | 68 | 62 91.20% | 4 5.90% | 1 1.50% | 1 1.50% |
| Perry | 13 | 10 76.90% | 3 23.10% | 0 0 | 0 0 |
| Child | | | | | |
| Cumberland | 30 | 27 90.00% | 3 10.00% | 0 0 | 0 0 |
| Dauphin | 86 | 76 88.40% | 5 5.80% | 5 5.80% | 0 0 |
| Lancaster | 101 | 88 87.10% | 6 5.90% | 7 6.90% | 0 0 |
| Lebanon | 29 | 28 96.60% | 0 0 | 1 3.40% | 0 0 |
| Perry | 9 | 9 100.00% | 0 0 | 0 0 | 0 0 |

- 63.3% of respondents (606 of the 957) reported that they did know who to call to file a complaint or grievance. 33.0% (316) reported that they did not know who to call, 3.2% (31) were not sure, and 0.4% (4) 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 | 957 | 606 63.30% | 316 33.00% | 31 3.20% | 4 0.40% |
| Adult | | | | | |
| Cumberland | 159 | 112 70.40% | 41 25.80% | 5 3.10% | 1 0.60% |
| Dauphin | 211 | 104 49.30% | 98 46.40% | 9 4.30% | 0 0 |
| Lancaster | 251 | 146 58.20% | 99 39.40% | 5 2.00% | 1 0.40% |
| Lebanon | 68 | 45 66.20% | 20 29.40% | 2 2.90% | 1 1.50% |
| Perry | 13 | 10 76.90% | 3 23.10% | 0 0 | 0 0 |
| Child | | | | | |
| Cumberland | 30 | 24 80.00% | 5 16.70% | 1 3.30% | 0 0 |
| Dauphin | 86 | 59 68.60% | 22 25.60% | 5 5.80% | 0 0 |
| Lancaster | 101 | 71 70.30% | 26 25.70% | 3 3.00% | 1 1.00% |
| Lebanon | 29 | 26 89.70% | 2 6.90% | 1 3.40% | 0 0 |
| Perry | 9 | 9 100.00% | 0 0 | 0 0 | 0 0 |

- 15.3% of respondents (146 of the 957) reported that they had called PerformCare in the last twelve months for information. 74.4% (712) had not called PerformCare within the last twelve months, 5.2% (50) were not sure, and 5.1% (49) 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 | 957 | 146 15.30% | 712 74.40% | 50 5.20% | 49 5.10% |
| Adult | | | | | |
| Cumberland | 159 | 20 12.60% | 114 71.70% | 9 5.70% | 16 10.10% |
| Dauphin | 211 | 30 14.20% | 164 77.70% | 6 2.80% | 11 5.20% |
| Lancaster | 251 | 35 13.90% | 199 79.30% | 14 5.60% | 3 1.20% |
| Lebanon | 68 | 8 11.80% | 50 73.50% | 3 4.40% | 7 10.30% |
| Perry | 13 | 1 7.70% | 10 76.90% | 1 7.70% | 1 7.70% |
| Child | | | | | |
| Cumberland | 30 | 10 33.30% | 17 56.70% | 1 3.30% | 2 6.70% |
| Dauphin | 86 | 13 15.10% | 62 72.10% | 8 9.30% | 3 3.50% |
| Lancaster | 101 | 23 22.80% | 66 65.30% | 6 5.90% | 6 5.90% |
| Lebanon | 29 | 5 17.20% | 22 75.90% | 2 6.90% | 0 0 |
| Perry | 9 | 1 11.10% | 8 88.90% | 0 0 | 0 0 |

- 88.4% of those that requested information from PerformCare (129 of the 146) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays. 6.8% (10) reported that they were not able to obtain information without delays, and 4.8% (7) were not sure.

| | Total | Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays? | | | |
|-------------------|-------|-------------------------------------------------------------------------------------------------------------------|--------------|-------------|----------------|
| | | Yes | No | Not Sure | Does Not Apply |
| Total | 146 | 129 88.40% | 10 6.80% | 7 4.80% | 0 0 |
| Adult | | | | | |
| Cumberland | 20 | 18 90.00% | 1 5.00% | 1 5.00% | 0 0 |
| Dauphin | 30 | 25 83.30% | 3 10.00% | 2 6.70% | 0 0 |
| Lancaster | 35 | 32 91.40% | 1 2.90% | 2 5.70% | 0 0 |
| Lebanon | 8 | 8 100.00% | 0 0 | 0 0 | 0 0 |
| Perry | 1 | 0 0 | 1 100.00% | 0 0 | 0 0 |
| Child | | | | | |
| Cumberland | 10 | 8 80.00% | 2 20.00% | 0 0 | 0 0 |
| Dauphin | 13 | 12 92.30% | 1 7.70% | 0 0 | 0 0 |
| Lancaster | 23 | 21 91.30% | 1 4.30% | 1 4.30% | 0 0 |
| Lebanon | 5 | 4 80.00% | 0 0 | 1 20.00% | 0 0 |
| Perry | 1 | 1 100.00% | 0 0 | 0 0 | 0 0 |

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

- 40.9% of respondents (310 of 758) reported that they were given a choice of at least 2 providers regarding the type of service they were seeking. 32.7% of respondents (248) reported that they were not given a choice, and 26.4% (200) were not sure.

| | Total | Q5 Were you given a choice of at least two (2) Providers from PerformCare regarding the type of service you were seeking? | | |
|-------------------|-------|---------------------------------------------------------------------------------------------------------------------------|---------------|---------------|
| | | Yes | No | Not Sure |
| Total | 758 | 310 40.90% | 248 32.70% | 200 26.40% |
| Adult | | | | |
| Cumberland | 147 | 63 42.90% | 41 27.90% | 43 29.30% |
| Dauphin | 201 | 78 38.80% | 61 30.30% | 62 30.80% |
| Lancaster | 111 | 50 45.00% | 42 37.80% | 19 17.10% |
| Lebanon | 62 | 20 32.30% | 24 38.70% | 18 29.00% |
| Perry | 12 | 6 50.00% | 4 33.30% | 2 16.70% |
| Child | | | | |
| Cumberland | 29 | 16 55.20% | 10 34.50% | 3 10.30% |
| Dauphin | 82 | 34 41.50% | 23 28.00% | 25 30.50% |
| Lancaster | 79 | 33 41.80% | 30 38.00% | 16 20.30% |
| Lebanon | 27 | 6 22.20% | 9 33.30% | 12 44.40% |
| Perry | 8 | 4 50.00% | 4 50.00% | 0 0 |

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

- 56.0% of respondents (430 of 768) reported that they were informed of the time approved for their services. 21.1% of respondents (162) reported that they were not informed of the time approved for services, and 22.9% (176) were not sure.

| | Total | Q6 Were you informed of the time approved for your services? (Example: IBHS hours, treatment sessions) | | |
|-------------------|-------|--------------------------------------------------------------------------------------------------------|---------------|---------------|
| | | Yes | No | Not Sure |
| Total | 768 | 430 56.00% | 162 21.10% | 176 22.90% |
| Adult | | | | |
| Cumberland | 150 | 101 67.30% | 22 14.70% | 27 18.00% |
| Dauphin | 207 | 116 56.00% | 37 17.90% | 54 26.10% |
| Lancaster | 110 | 47 42.70% | 38 34.50% | 25 22.70% |
| Lebanon | 64 | 26 40.60% | 20 31.30% | 18 28.10% |
| Perry | 12 | 10 83.30% | 2 16.70% | 0 0 |
| Child | | | | |
| Cumberland | 29 | 26 89.70% | 1 3.40% | 2 6.90% |
| Dauphin | 81 | 46 56.80% | 11 13.60% | 24 29.60% |
| Lancaster | 79 | 39 49.40% | 23 29.10% | 17 21.50% |
| Lebanon | 27 | 12 44.40% | 6 22.20% | 9 33.30% |
| Perry | 9 | 7 77.80% | 2 22.20% | 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.*

- 83.1% of respondents (304 of the 366) reported that when they call PerformCare staff treats them courteously and with respect. 11.2% (41) reported that PerformCare staff did not treat them courteously and with respect, and 5.7% (21) were not sure.

| | Total | Q7 When you call PerformCare, do staff treat you courteously and with respect? | | |
|-------------------|-------|--------------------------------------------------------------------------------|--------------|-------------|
| | | Yes | No | Not Sure |
| Total | 366 | 304 83.10% | 41 11.20% | 21 5.70% |
| Adult | | | | |
| Cumberland | 69 | 60 87.00% | 8 11.60% | 1 1.40% |
| Dauphin | 65 | 52 80.00% | 9 13.80% | 4 6.20% |
| Lancaster | 68 | 62 91.20% | 5 7.40% | 1 1.50% |
| Lebanon | 33 | 27 81.80% | 3 9.10% | 3 9.10% |
| Perry | 4 | 3 75.00% | 1 25.00% | 0 0 |
| Child | | | | |
| Cumberland | 21 | 18 85.70% | 3 14.30% | 0 0 |
| Dauphin | 28 | 16 57.10% | 8 28.60% | 4 14.30% |
| Lancaster | 61 | 51 83.60% | 3 4.90% | 7 11.50% |
| Lebanon | 12 | 10 83.30% | 1 8.30% | 1 8.30% |
| Perry | 5 | 5 100.00% | 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.*

- 97.2% of respondents (654 of 673) reported overall they were satisfied with their interactions with PerformCare. 1.6% of respondents (11) reported overall they were not satisfied with their interactions with PerformCare, and 1.2% (8) were not sure.

| | Total | Q8 Overall, are you satisfied with the interactions you have had with PerformCare? | | |
|-------------------|-------|------------------------------------------------------------------------------------|-------------|------------|
| | | Yes | No | Not Sure |
| Total | 673 | 654 97.20% | 11 1.60% | 8 1.20% |
| Adult | | | | |
| Cumberland | 106 | 103 97.20% | 2 1.90% | 1 0.90% |
| Dauphin | 199 | 194 97.50% | 3 1.50% | 2 1.00% |
| Lancaster | 103 | 101 98.10% | 1 1.00% | 1 1.00% |
| Lebanon | 52 | 50 96.20% | 1 1.90% | 1 1.90% |
| Perry | 6 | 6 100.00% | 0 0 | 0 0 |
| Child | | | | |
| Cumberland | 27 | 25 92.60% | 1 3.70% | 1 3.70% |
| Dauphin | 75 | 72 96.00% | 3 4.00% | 0 0 |
| Lancaster | 77 | 75 97.40% | 0 0 | 2 2.60% |
| Lebanon | 21 | 21 100.00% | 0 0 | 0 0 |
| Perry | 7 | 7 100.00% | 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.*

Appendix A

Crisis Intervention Survey Report

Consumer Satisfaction

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

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

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

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

Survey Information: Overall, 65 of the 320 respondents (20.3%) reported they had been interviewed by their provider within the last year, 208 (65.0%) reported they had not been interviewed, 45 (14.1%) were not sure, and 2 (0.6%) reported that this question did not apply.

| | Total | Has your provider interviewed you on your satisfaction level with services during the last year? | | | |
|--------------|-------|--------------------------------------------------------------------------------------------------|---------------|--------------|------------|
| | | Yes | No | Not sure | N/A |
| Total | 320 | 65 20.30% | 208 65.00% | 45 14.10% | 2 0.60% |
| Adult | 213 | 49 23.00% | 134 62.90% | 28 13.10% | 2 0.90% |
| Child | 107 | 16 15.00% | 74 69.20% | 17 15.90% | 0 |

| Total Satisfaction Score | | | | |
|--------------------------------------------------------------------------------------------------|----------|-----|-------|----------|
| Has your provider interviewed you on your satisfaction level with services during the last year? | | N | Mean | Std. Dev |
| Adult | Yes | 49 | 72.96 | 6.10 |
| | No | 134 | 67.20 | 10.67 |
| | Not sure | 28 | 71.01 | 8.70 |
| | N/A | 2 | 70.50 | .71 |
| | Total | 213 | 69.06 | 9.78 |
| Child | Yes | 16 | 72.75 | 6.18 |
| | No | 74 | 67.31 | 10.46 |
| | Not sure | 17 | 72.99 | 8.80 |
| | Total | 107 | 69.03 | 9.96 |

Our analysis indicates that adult respondents who stated they had not been interviewed by their provider during the last year reported significantly lower total satisfaction than those who had been interviewed during the last year.

Voluntarily/Involuntarily Sought Crisis Intervention Service:

- Of the 320 respondents, 176 (55.0%) reported that they sought out crisis services for themselves. 134 (41.9%) reported that they did not seek out crisis services for themselves, 9 (2.8%) were not sure, and 1 (0.3%) reported that this question did not apply.

| | Total | Did you seek out crisis services for yourself? | | | |
|-------|-------|------------------------------------------------|---------------|------------|------------|
| | | Yes | No | Not sure | N/A |
| Total | 320 | 176 55.00% | 134 41.90% | 9 2.80% | 1 0.30% |
| Adult | 213 | 150 70.40% | 54 25.40% | 9 4.20% | 0 |
| Child | 107 | 26 24.30% | 80 74.80% | 0 | 1 0.90% |

| Total Satisfaction Score | | | | |
|------------------------------------------------|----------|-----|-------|----------|
| Did you seek out crisis services for yourself? | | N | Mean | Std. Dev |
| Adult | Yes | 150 | 70.43 | 9.68 |
| | No | 54 | 66.16 | 9.35 |
| | Not sure | 9 | 63.56 | 9.24 |
| | Total | 213 | 69.06 | 9.78 |
| Child | Yes | 26 | 69.99 | 8.30 |
| | No | 80 | 68.55 | 10.42 |
| | N/A | 1 | 82.00 | . |
| | Total | 107 | 69.03 | 9.96 |

Our analysis indicates that adult respondents who did not seek out services for themselves reported significantly lower total satisfaction than those who did seek out services for themselves.

Mean Satisfaction of Treatment Facilities

- Data was collected pertaining to 8 Treatment Facilities that served members from the Capital Region. The distribution of respondents is presented below. To help with interpretation, scores highlighted in **Green** (69-85) indicate a high level of satisfaction, scores highlighted in **Yellow** (52-68) indicate some level of satisfaction and scores highlighted in **Red** (below 51) indicate some level of dissatisfaction.

| Total Satisfaction Score | | | |
|-----------------------------------|------------|--------------|----------------|
| Name of Treatment Facility | N | Mean | Std. Deviation |
| YORK HOSPITAL CRISIS INTERVENTION | 3 | 78.00 | 3.00 |
| KEYSTONE CRISIS INTERVENTION | 5 | 71.40 | 2.79 |
| LANCASTER COUNTY BH/DS | 68 | 70.07 | 8.94 |
| DAUPHIN COUNTY MH/MR PROGRAM | 33 | 69.82 | 10.24 |
| CONNECTIONS | 14 | 69.72 | 9.91 |
| WELLSPAN PHILHAVEN | 93 | 69.08 | 9.41 |
| HOLY SPIRIT HOSPITAL MHS | 98 | 67.76 | 10.51 |
| LGH WALK IN | 6 | 65.69 | 16.16 |
| Total | 320 | 69.05 | 9.83 |

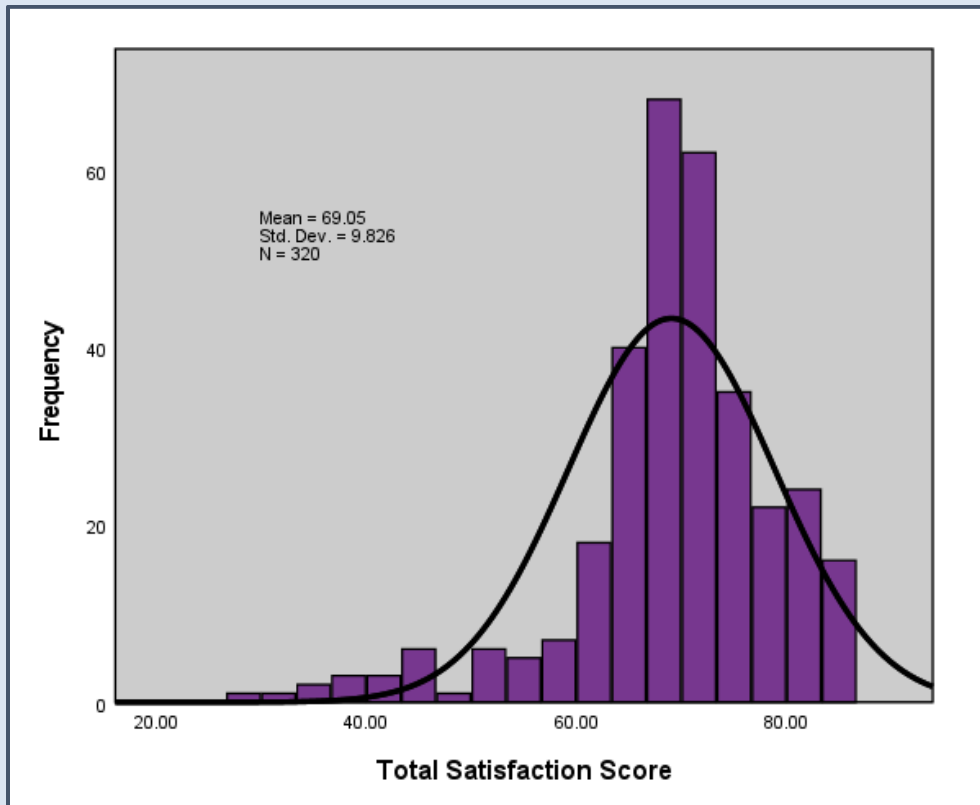
| Adult Total Satisfaction Score | | | |
|-----------------------------------|------------|--------------|----------------|
| Name of Treatment Facility | N | Mean | Std. Deviation |
| YORK HOSPITAL CRISIS INTERVENTION | 3 | 78.00 | 3.00 |
| KEYSTONE CRISIS INTERVENTION | 3 | 71.67 | 2.52 |
| LANCASTER COUNTY BH/DS | 53 | 70.71 | 7.77 |
| CONNECTIONS | 12 | 69.76 | 10.60 |
| DAUPHIN COUNTY MH/MR PROGRAM | 22 | 69.17 | 12.15 |
| HOLY SPIRIT HOSPITAL MHS | 63 | 68.50 | 9.64 |
| WELLSPAN PHILHAVEN | 53 | 67.70 | 10.17 |
| LGH WALK IN | 4 | 62.55 | 17.74 |
| Total | 213 | 69.06 | 9.78 |

| Child/Adolescent Total Satisfaction Score | | | |
|------------------------------------------------------|----------|-------------|---------------------------|
| Name of Treatment Facility | N | Mean | Std. Deviation |
| LGH WALK IN | 2 | 71.9630 | 15.60873 |
| DAUPHIN COUNTY MH/MR PROGRAM | 11 | 71.1111 | 4.74501 |
| KEYSTONE CRISIS INTERVENTION | 2 | 71.0000 | 4.24264 |
| WELLSPAN PHILHAVEN | 40 | 70.9231 | 8.05895 |
| CONNECTIONS | 2 | 69.4630 | 6.31158 |
| LANCASTER COUNTY BH/DS | 15 | 67.7890 | 12.27492 |
| HOLY SPIRIT HOSPITAL MHS | 35 | 66.4260 | 11.95659 |
| Total | 107 | 69.0257 | 9.95574 |

Total Satisfaction

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

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 69.05 with a standard deviation of 9.826 indicating a high level of satisfaction. The TSS scores ranged from 29.09–85.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

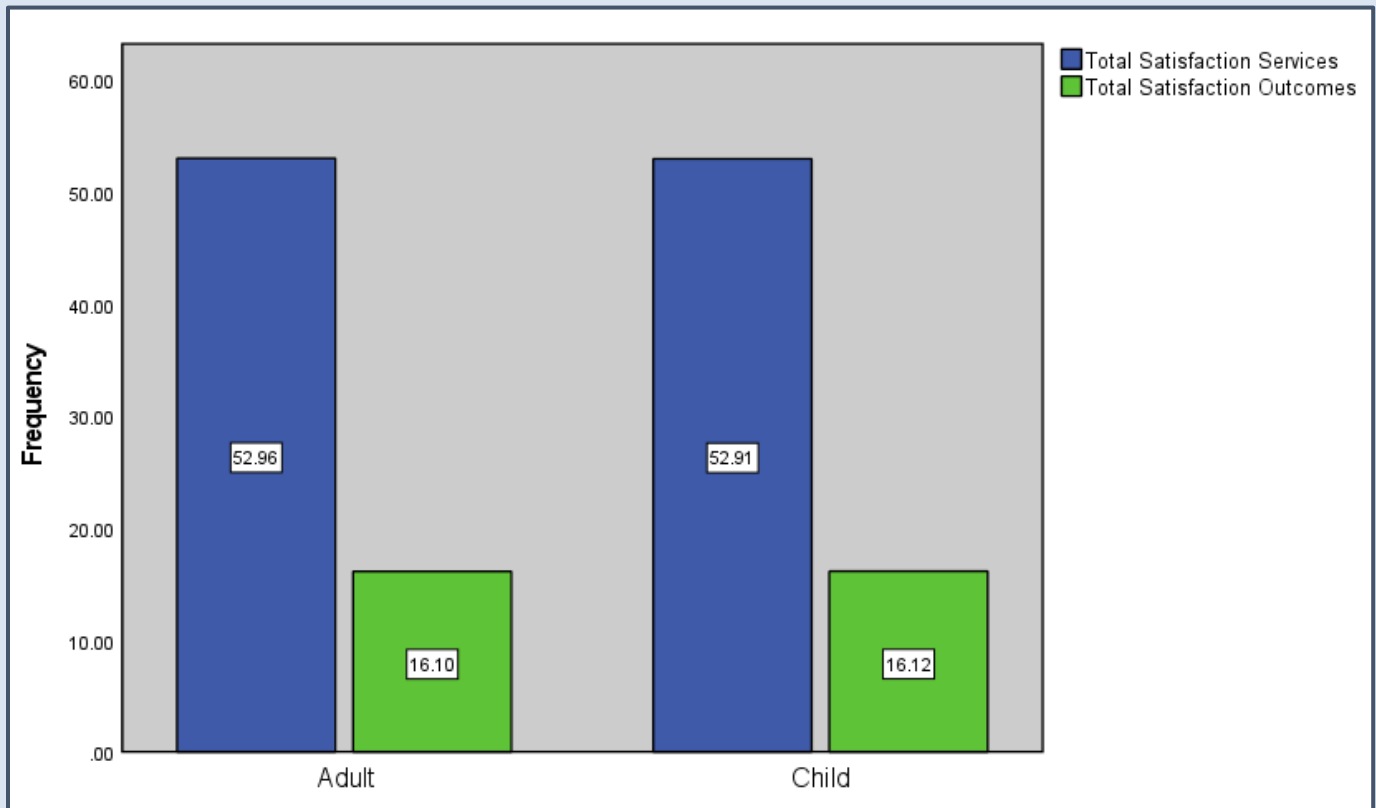


Mean Satisfaction with Services and Outcomes of Services

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

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

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



Services

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

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

- 90.6% I was treated with dignity and respect by the crisis worker Q15.
- 86.9% I felt crisis responded to my needs in a timely manner Q8.
- 86.3% The crisis worker spent adequate time with me Q14.
- 85.9% I felt supported by the crisis worker during my crisis experience Q7.
- 85.9% I was involved as much as I could be in determining what care I received Q9.
- 85.9% I felt comfortable asking the crisis worker questions Q13.
- 85.3% The crisis worker informed me who to call if I have questions about my mental health/crisis or substance use services Q10.
- 85.3% Overall, I am satisfied with the crisis services I received Q19.

Summary responses from the Total group of respondents (N=320) are presented in Table 1.

Summary responses from the Adult group of respondents (N=213) are presented in Table 2.

Summary responses from the Child/Adolescent group of respondents (N=107) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions – All Respondents

| N=320 | Agree or Strongly Agree | Disagree or Strongly Disagree | Mean | Std. Deviation | Reported Does Not Apply |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------------|------|----------------|-------------------------|
| 7. I felt supported by the crisis worker during my crisis experience. | 85.9 | 6.9 | 2.9 | 0.7 | 1.9 |
| 8. I felt crisis responded to my needs in a timely manner. | 86.9 | 4.7 | 2.9 | 0.7 | 2.2 |
| 9. I was involved as much as I could be in determining what care I received. | 85.9 | 6.6 | 2.9 | 0.7 | 2.2 |
| 10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance use services. | 85.3 | 5.9 | 2.9 | 0.8 | 3.8 |
| 11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.). | 82.2 | 4.7 | 3.1 | 1.0 | 7.5 |
| 12. The crisis worker discussed other services that may benefit me in my treatment/recovery. | 77.8 | 7.8 | 2.9 | 1.0 | 5.6 |
| 13. I felt comfortable asking the crisis worker questions. | 85.9 | 5.0 | 2.9 | 0.7 | 3.1 |
| 14. The crisis worker spent adequate time with me. | 86.3 | 5.9 | 2.9 | 0.7 | 2.2 |
| 15. I was treated with dignity and respect by the crisis worker. | 90.6 | 4.1 | 2.9 | 0.6 | 1.9 |
| 16. I trusted the crisis provider. | 84.1 | 5.9 | 2.9 | 0.7 | 2.5 |
| 17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.) | 76.6 | 6.6 | 2.9 | 1.0 | 5.9 |
| 18. The crisis worker explained the advantages and limitations of my recommended care. | 80.3 | 6.6 | 2.9 | 0.8 | 3.8 |
| 19. Overall, I am satisfied with the crisis services I received. | 85.3 | 7.5 | 2.9 | 0.7 | 2.5 |

Table 2 – Total Satisfaction – Services Questions - Adult

| N=213 | Agree or Strongly Agree | Disagree or Strongly Disagree | Mean | Std. Deviation | Reported Does Not Apply |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------------|------|----------------|-------------------------|
| 7. I felt supported by the crisis worker during my crisis experience. | 85.5 | 7.0 | 2.8 | 0.7 | 1.4 |
| 8. I felt crisis responded to my needs in a timely manner. | 84.5 | 4.7 | 2.9 | 0.7 | 2.3 |
| 9. I was involved as much as I could be in determining what care I received. | 84.0 | 6.1 | 2.9 | 0.7 | 2.3 |
| 10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance use services. | 84.0 | 5.2 | 2.9 | 0.8 | 3.8 |
| 11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.). | 81.2 | 4.7 | 3.1 | 1.0 | 8.5 |
| 12. The crisis worker discussed other services that may benefit me in my treatment/recovery. | 77.0 | 8.0 | 3.0 | 1.0 | 6.6 |
| 13. I felt comfortable asking the crisis worker questions. | 86.4 | 3.8 | 3.0 | 0.7 | 3.8 |
| 14. The crisis worker spent adequate time with me. | 85.9 | 4.7 | 2.9 | 0.7 | 2.3 |
| 15. I was treated with dignity and respect by the crisis worker. | 90.6 | 3.3 | 3.0 | 0.6 | 2.3 |
| 16. I trusted the crisis provider. | 85.4 | 5.2 | 2.9 | 0.7 | 2.3 |
| 17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.) | 73.7 | 7.5 | 2.9 | 1.0 | 7.0 |
| 18. The crisis worker explained the advantages and limitations of my recommended care. | 78.9 | 6.6 | 2.9 | 0.9 | 4.2 |
| 19. Overall, I am satisfied with the crisis services I received. | 84.5 | 7.0 | 2.9 | 0.8 | 2.8 |

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

| N=107 | Agree or Strongly Agree | Disagree or Strongly Disagree | Mean | Std. Deviation | Reported Does Not Apply |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------------|------|----------------|-------------------------|
| 7. I felt supported by the crisis worker during my crisis experience. | 87.9 | 6.5 | 2.9 | 0.7 | 2.8 |
| 8. I felt crisis responded to my needs in a timely manner. | 91.6 | 4.7 | 2.9 | 0.6 | 1.9 |
| 9. I was involved as much as I could be in determining what care I received. | 89.7 | 7.5 | 2.9 | 0.7 | 1.9 |
| 10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance use services. | 87.9 | 7.5 | 3.0 | 0.8 | 3.7 |
| 11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.). | 84.1 | 4.7 | 3.0 | 0.9 | 5.6 |
| 12. The crisis worker discussed other services that may benefit me in my treatment/recovery. | 79.4 | 7.5 | 2.9 | 0.8 | 3.7 |
| 13. I felt comfortable asking the crisis worker questions. | 85.0 | 7.5 | 2.9 | 0.7 | 1.9 |
| 14. The crisis worker spent adequate time with me. | 86.9 | 8.4 | 2.9 | 0.7 | 1.9 |
| 15. I was treated with dignity and respect by the crisis worker. | 90.7 | 5.6 | 2.9 | 0.6 | 0.9 |
| 16. I trusted the crisis provider. | 81.3 | 7.5 | 2.9 | 0.8 | 2.8 |
| 17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.) | 82.2 | 4.7 | 2.9 | 0.8 | 3.7 |
| 18. The crisis worker explained the advantages and limitations of my recommended care. | 83.2 | 6.5 | 2.9 | 0.8 | 2.8 |
| 19. Overall, I am satisfied with the crisis services I received. | 86.9 | 8.4 | 2.9 | 0.7 | 1.9 |

Outcomes of Services

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

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 68.4% to 78.4% of individuals' responses reflect that services have improved their lives in each outcome area. Additionally, 12.2% to 19.4% of responses reflect that no change has resulted from involvement in services. Only 3.8% to 7.2% of responses reflect that things are worse as a result of services.

Summary responses from the Total group of respondents (N=320) are presented in Table 4.

Summary responses from the Total group Adult respondents (N=213) are presented in Table 5.

Summary responses from the Total group Child/ Adolescent of respondents (N=107) are presented in Table 6.

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

| | Better or Much Better | About the Same | Worse or Much Worse | Mean | Std. Deviation | Reported Does Not Apply |
|------------------------------------------------|-----------------------|----------------|---------------------|------|----------------|-------------------------|
| Total N=320 | | | | | | |
| 20. Feeling in control of my crisis situation. | 78.4 | 12.2 | 7.2 | 2.8 | 0.8 | 2.2 |
| 21. Feeling in control of my life. | 68.4 | 18.8 | 5.6 | 2.9 | 1.0 | 7.2 |
| 22. Coping with personal crisis. | 75.0 | 19.4 | 3.8 | 2.8 | 0.7 | 1.9 |
| 23. How I feel about myself. | 76.3 | 15.6 | 6.3 | 2.8 | 0.7 | 1.9 |

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=213 | | | | | | |
| 20. Feeling in control of my crisis situation. | 77.9 | 10.3 | 8.9 | 2.8 | 0.8 | 2.8 |
| 21. Feeling in control of my life. | 68.1 | 19.2 | 6.1 | 2.9 | 1.0 | 6.6 |
| 22. Coping with personal crisis. | 75.6 | 17.8 | 4.2 | 2.8 | 0.7 | 2.3 |
| 23. How I feel about myself. | 77.9 | 13.1 | 7.0 | 2.8 | 0.7 | 1.9 |

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=107 | | | | | | |
| 20. Feeling in control of my crisis situation. | 79.4 | 15.9 | 3.7 | 2.8 | 0.6 | 0.9 |
| 21. Feeling in control of my life. | 69.2 | 17.8 | 4.7 | 3.0 | 1.1 | 8.4 |
| 22. Coping with personal crisis. | 73.8 | 22.4 | 2.8 | 2.7 | 0.6 | 0.9 |
| 23. How I feel about myself. | 72.9 | 20.6 | 4.7 | 2.8 | 0.7 | 1.9 |

Satisfaction with the Managed Care Organization

There are six survey questions that assess member satisfaction with the Managed Care Organization, Perform Care.

- 40.0% of respondents (128 of the 320) reported that they had received a copy of the PerformCare member handbook, 32.2% (103) reported that they had not received a copy of the member handbook, and 27.8% (89) were not sure.

| | Total | Q1 Have you received a copy of the Member Handbook from PerformCare? | | | |
|-------------------|-------|----------------------------------------------------------------------|---------------|--------------|----------------|
| | | Yes | No | Not Sure | Does Not Apply |
| Total | 320 | 128 40.00% | 103 32.20% | 89 27.80% | 0 0 |
| Adult | | | | | |
| Cumberland | 52 | 21 40.40% | 15 28.80% | 16 30.80% | 0 0 |
| Dauphin | 49 | 18 36.70% | 19 38.80% | 12 24.50% | 0 0 |
| Lancaster | 57 | 16 28.10% | 25 43.90% | 16 28.10% | 0 0 |
| Lebanon | 52 | 19 36.50% | 19 36.50% | 14 26.90% | 0 0 |
| Perry | 3 | 3 100.00% | 0 0 | 0 0 | 0 0 |
| Child | | | | | |
| Cumberland | 31 | 19 61.30% | 7 22.60% | 5 16.10% | 0 0 |
| Dauphin | 17 | 7 41.20% | 5 29.40% | 5 29.40% | 0 0 |
| Lancaster | 17 | 6 35.30% | 7 41.20% | 4 23.50% | 0 0 |
| Lebanon | 39 | 17 43.60% | 5 12.80% | 17 43.60% | 0 0 |
| Perry | 3 | 2 66.70% | 1 33.30% | 0 0 | 0 0 |

- 83.8% of respondents (268 of the 320) reported that they were aware of their right to file a complaint or grievance, 11.3% (36) reported that they were not aware of their right to file a complaint or grievance, 4.7% (15) reported that they were not sure, and 0.3% (1) reported that this question did not apply.

| | Total | Q2 Are you aware of your right to file a complaint or grievance? | | | |
|-------------------|-------|------------------------------------------------------------------|--------------|-------------|----------------|
| | | Yes | No | Not Sure | Does Not Apply |
| Total | 320 | 268 83.80% | 36 11.30% | 15 4.70% | 1 0.30% |
| Adult | | | | | |
| Cumberland | 52 | 49 94.20% | 2 3.80% | 1 1.90% | 0 0 |
| Dauphin | 49 | 41 83.70% | 7 14.30% | 1 2.00% | 0 0 |
| Lancaster | 57 | 45 78.90% | 9 15.80% | 3 5.30% | 0 0 |
| Lebanon | 52 | 40 76.90% | 8 15.40% | 3 5.80% | 1 1.90% |
| Perry | 3 | 3 100.00% | 0 0 | 0 0 | 0 0 |
| Child | | | | | |
| Cumberland | 31 | 29 93.50% | 0 0 | 2 6.50% | 0 0 |
| Dauphin | 17 | 13 76.50% | 3 17.60% | 1 5.90% | 0 0 |
| Lancaster | 17 | 16 94.10% | 1 5.90% | 0 0 | 0 0 |
| Lebanon | 39 | 29 74.40% | 6 15.40% | 4 10.30% | 0 0 |
| Perry | 3 | 3 100.00% | 0 0 | 0 0 | 0 0 |

- 63.8% of respondents (204 of the 320) reported that they knew who to call to file a complaint or grievance. 31.3% (100) reported that they did not know who to call, 4.4% (14) were not sure, and 0.6% (2) 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 | 320 | 204 63.80% | 100 31.30% | 14 4.40% | 2 0.60% |
| Adult | | | | | |
| Cumberland | 52 | 38 73.10% | 10 19.20% | 3 5.80% | 1 1.90% |
| Dauphin | 49 | 23 46.90% | 26 53.10% | 0 0 | 0 0 |
| Lancaster | 57 | 32 56.10% | 22 38.60% | 3 5.30% | 0 0 |
| Lebanon | 52 | 32 61.50% | 18 34.60% | 1 1.90% | 1 1.90% |
| Perry | 3 | 2 66.70% | 1 33.30% | 0 0 | 0 0 |
| Child | | | | | |
| Cumberland | 31 | 24 77.40% | 3 9.70% | 4 12.90% | 0 0 |
| Dauphin | 17 | 10 58.80% | 5 29.40% | 2 11.80% | 0 0 |
| Lancaster | 17 | 13 76.50% | 4 23.50% | 0 0 | 0 0 |
| Lebanon | 39 | 28 71.80% | 10 25.60% | 1 2.60% | 0 0 |
| Perry | 3 | 2 66.70% | 1 33.30% | 0 0 | 0 0 |

- 16.6% of respondents (53 of the 320) reported that they had called PerformCare in the last twelve months for information, 74.7% (239) reported that they had not called PerformCare within the last twelve months, 5.3% (17) were not sure, and 3.4% (11) reported that this question does 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 | 320 | 53 16.60% | 239 74.70% | 17 5.30% | 11 3.40% |
| Adult | | | | | |
| Cumberland | 52 | 8 15.40% | 40 76.90% | 1 1.90% | 3 5.80% |
| Dauphin | 49 | 10 20.40% | 34 69.40% | 3 6.10% | 2 4.10% |
| Lancaster | 57 | 8 14.00% | 42 73.70% | 5 8.80% | 2 3.50% |
| Lebanon | 52 | 8 15.40% | 40 76.90% | 3 5.80% | 1 1.90% |
| Perry | 3 | 0 0 | 3 100.00% | 0 0 | 0 0 |
| Child | | | | | |
| Cumberland | 31 | 9 29.00% | 19 61.30% | 1 3.20% | 2 6.50% |
| Dauphin | 17 | 1 5.90% | 15 88.20% | 1 5.90% | 0 0 |
| Lancaster | 17 | 3 17.60% | 14 82.40% | 0 0 | 0 0 |
| Lebanon | 39 | 6 15.40% | 29 74.40% | 3 7.70% | 1 2.60% |
| Perry | 3 | 0 0 | 3 100.00% | 0 0 | 0 0 |

- 92.5% of those that requested information from PerformCare (49 of the 53) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 5.7% (3) reported that they were not able to obtain information without unnecessary delays, and 1.9% (1) 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 | 53 | 49 92.50% | 3 5.70% | 1 1.90% | 0 0 |
| Adult | | | | | |
| Cumberland | 8 | 8 100.00% | 0 0 | 0 0 | 0 0 |
| Dauphin | 10 | 9 90.00% | 1 10.00% | 0 0 | 0 0 |
| Lancaster | 8 | 8 100.00% | 0 0 | 0 0 | 0 0 |
| Lebanon | 8 | 7 87.50% | 1 12.50% | 0 0 | 0 0 |
| Perry | 0 | 0 0 | 0 0 | 0 0 | 0 0 |
| Child | | | | | |
| Cumberland | 9 | 9 100.00% | 0 0 | 0 0 | 0 0 |
| Dauphin | 1 | 1 100.00% | 0 0 | 0 0 | 0 0 |
| Lancaster | 3 | 3 100.00% | 0 0 | 0 0 | 0 0 |
| Lebanon | 6 | 4 66.70% | 1 16.70% | 1 16.70% | 0 0 |
| Perry | 0 | 0 0 | 0 0 | 0 0 | 0 0 |

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

- 66.7% of respondents (90 of the 135) reported when they called PerformCare staff treats them courteously and with respect, 24.4% (33) reported when they called PerformCare staff did not treat them courteously and with respect, and 8.9% (12) were not sure.

| | Total | Q5 When you call PerformCare, do staff treat you courteously and with respect? | | |
|-------------------|-------|--------------------------------------------------------------------------------|--------------|-------------|
| | | Yes | No | Not Sure |
| Total | 135 | 90 66.70% | 33 24.40% | 12 8.90% |
| Adult | | | | |
| Cumberland | 26 | 23 88.50% | 2 7.70% | 1 3.80% |
| Dauphin | 15 | 9 60.00% | 3 20.00% | 3 20.00% |
| Lancaster | 20 | 12 60.00% | 4 20.00% | 4 20.00% |
| Lebanon | 21 | 7 33.30% | 12 57.10% | 2 9.50% |
| Perry | 2 | 2 100.00% | 0 0 | 0 0 |
| Child | | | | |
| Cumberland | 21 | 19 90.50% | 1 4.80% | 1 4.80% |
| Dauphin | 3 | 2 66.70% | 1 33.30% | 0 0 |
| Lancaster | 7 | 6 85.70% | 1 14.30% | 0 0 |
| Lebanon | 18 | 8 44.40% | 9 50.00% | 1 5.60% |
| Perry | 2 | 2 100.00% | 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.*

- 96.1% of respondents (245 of 255) report overall they are satisfied with their interactions with PerformCare, 1.2% (3) report overall they are not satisfied with their interactions, and 2.7% (7) were not sure.

| | Total | Q6 Overall, are you satisfied with the interactions you have had with PerformCare? | | |
|-------------------|-------|------------------------------------------------------------------------------------|------------|------------|
| | | Yes | No | Not Sure |
| Total | 255 | 245 96.10% | 3 1.20% | 7 2.70% |
| Adult | | | | |
| Cumberland | 34 | 33 97.10% | 0 0 | 1 2.90% |
| Dauphin | 47 | 45 95.70% | 1 2.10% | 1 2.10% |
| Lancaster | 30 | 28 93.30% | 0 0 | 2 6.70% |
| Lebanon | 51 | 46 90.20% | 2 3.90% | 3 5.90% |
| Perry | 3 | 3 100.00% | 0 0 | 0 0 |
| Child | | | | |
| Cumberland | 24 | 24 100.00% | 0 0 | 0 0 |
| Dauphin | 15 | 15 100.00% | 0 0 | 0 0 |
| Lancaster | 10 | 10 100.00% | 0 0 | 0 0 |
| Lebanon | 38 | 38 100.00% | 0 0 | 0 0 |
| Perry | 3 | 3 100.00% | 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.*