



Consumer Satisfaction Services, Inc.

**Capital Region
3rd Quarter
2019/2020**

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

**Prepared By
Consumer Satisfaction Services**

**4775 Linglestown Road
Suite 201
Harrisburg, PA 17112
(717) 651-1070
www.css-pa.org**

Consumer Satisfaction Services, Inc.

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

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Executive Summary

Survey Protocol

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

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

Surveyors are present at the CSS office to schedule face-to-face appointments and occasional telephonic interviews. The surveyors schedule appointments using the consumer names provided by Capital Area Behavioral Health Collaborative.

The survey consists of 45 questions that cover topics including satisfaction with PerformCare, satisfaction with services being received, and the impact of services on over-all life improvement. Consumers are given the opportunity to decline a survey and are free to end the survey at any point. Consumers have the option to skip or refuse to answer any question, if they choose. The confidentiality of each consumer is protected and any identifying information will be removed to ensure that protection.

Statistical Analysis

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

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

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

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

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

Frequencies may not sum to total (n=66) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.

Please note: A small number of surveys are reflected in this report. CSS continues the ongoing initiative to reach more consumers in the larger levels of care. As such, larger levels of care will be surveyed over multiple quarters and will be reported as a whole at the completion of the final quarter.

Survey Information

- Sample: The survey represents 66 ($n=66$) respondents from the Capital Region including 66 adult consumers (100.0%).
- Sample: All respondents, 66 (100.0%) responded for themselves.
- Level of Care: In all, 1 treatment level of care was utilized by respondents and are included in this reporting period, 66 (100.0%) D&A Medication Assisted Treatment Coordination.
- Methods: Data was collected by 4 interviewers.
- Treatment Facility: Data was collected from 4 satellite Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 66 interviews 66 (100.0%) were face-to-face.

Services

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

Respondents reported high levels of satisfaction (85% or greater satisfaction) for the following questions:

- 100.0% Overall, you are satisfied with the services you are receiving Q29.
- 100.0% Your service provider explained the advantages of your therapy or treatment Q27.
- 100.0% You trust your service provider Q22.
- 100.0% Program staff respects your ethnic, cultural and religious background in your recovery/treatment Q21.
- 100.0% Your provider asks your permission before sharing your personal information Q20.
- 100.0% You were informed about your rights and responsibilities regarding the treatment you have received Q17.
- 98.5% Your service provider explained the limitations of your therapy or treatment Q28.
- 98.5% Your service provider spends adequate time with you Q19.
- 98.5% Your provider informed you who to call if you have questions about your mental health/crisis or substance abuse services Q13.
- 98.5% You feel comfortable in asking questions regarding your treatment Q18.
- 97.0% You are an important part of the treatment process Q26.

- 97.0% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 97.0% You feel safe at this facility Q23.
- 95.5% Your provider discussed other services that may benefit you in your treatment/recovery Q15.
- 90.9% You were given information on how to get additional community resources when you asked for information Q14.

While satisfaction is generally high, further exploration is warranted for the following question, unless otherwise noted (15% or greater of respondents reported that they disagree or strongly disagree with the question):

- 15.6% Your service provider offered you the opportunity to involve family, significant others or friends into your treatment process Q24.

Outcomes of Services

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

Respondents describe their lives as being better as a result of their services in a majority of cases. In total, 60.6% to 97.0% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 1.5% to 22.7% of responses reflect that no change has resulted from involvement in services. Only 0.0% to 1.5% of responses reflect that things are worse as a result of services.

** Being involved in community activities Q37. A high number of consumers reported that this question did not apply to them. With these cases removed, 72.7% reported being involved in community activities as better or much better, and 27.3% reported no change. This is a more accurate representation of the data.*

** Participating with school or work activities Q38. A high number of consumers reported that this question did not apply to them. With these cases removed, 85.2% reported that participation in school or work activities is better or much better, and 14.8% reported no change.*

We welcome questions, comments and suggestions. Please contact:

**Abby Robinson
C/FST Manager
4775 Linglestown Road
Harrisburg PA, 17112
(717) 651-1070**

Request for Assistance

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

- CSS had no Requests for Assistance for the 3rd Quarter 19-20.

* If at any point during the survey a consumer reports an event or situation where they felt that they were mistreated by their provider, CSS automatically offers to conduct a Request for Assistance. If the consumer declines the RFA, CSS records the event and it is reported in the provider specific report within the consumer comments.

Survey Information

- Sample: The survey represents 66 ($n=66$) respondents from the Capital Region including 66 adult consumers (100.0%).
- Sample: All respondents, 66 (100.0%) responded for themselves.
- Level of Care: In all, 1 treatment level of care was utilized by respondents and are included in this reporting period, 66 (100.0%) D&A Medication Assisted Treatment Coordination.
- Methods: Data was collected by 4 interviewers.
- Treatment Facility: Data was collected from 4 satellite Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 66 interviews 66 (100.0%) were face-to-face.

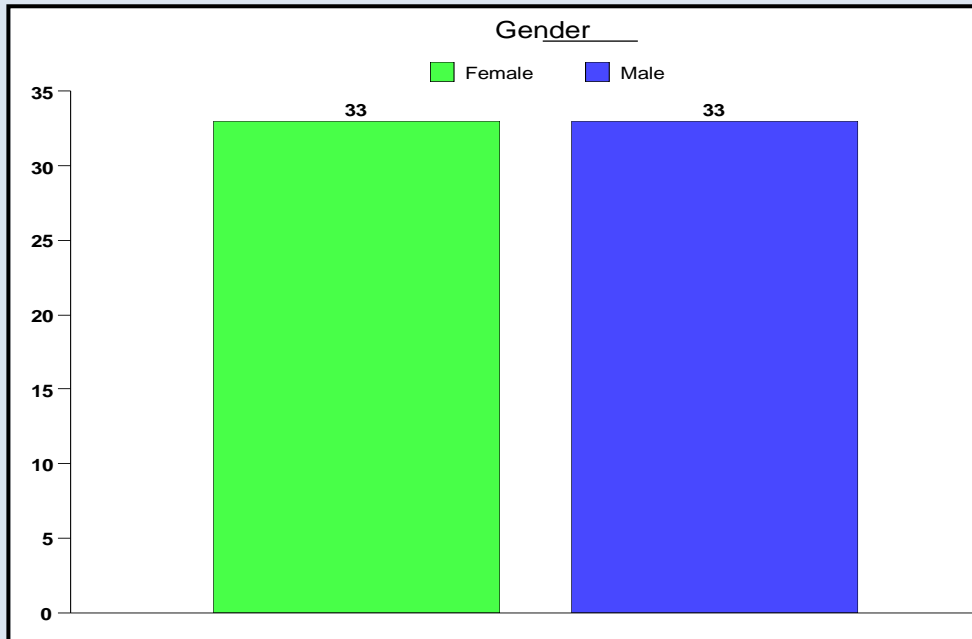
County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Dauphin County (43.9%). The remaining respondents reported residence in Lebanon (21.2%), Cumberland (18.2%), Lancaster (13.6%), and Perry (3.0%).

Total	County of Residence				
	Cumberland	Dauphin	Lancaster	Lebanon	Perry
66	12 18.20%	29 43.90%	9 13.60%	14 21.20%	2 3.00%

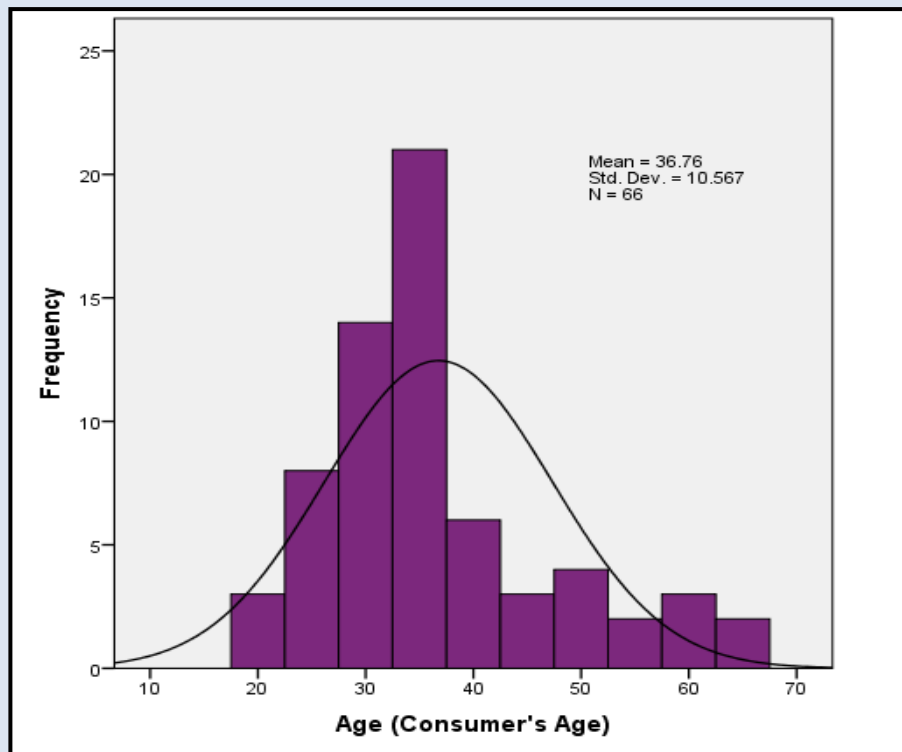
Demographic Information

Gender: Overall, the sample is 50.0% Female (33), and 50.0% Male (33).



Age: Age of all respondents ranged from 20-63 years, with a mean age of 36.76 (SD 10.567).

Age of All Respondents



Race: 47 respondents (71.2%) reported their race as White/Caucasian, 8 (12.1%) as African American, 6 (9.1%) as Hispanic/Latino, 3 (4.5%) as Multi-Racial, 1 (1.5%) as Native American/American Indian, and 1 (1.5%) as Asian/Pacific Islander.

Total	Race					
	African American	Asian/Pacific Islander	Hispanic/Latino	Native American/American Indian	White/Caucasian	Multi-Racial
66	8 12.10%	1 1.50%	6 9.10%	1 1.50%	47 71.20%	3 4.50%

Consumer Satisfaction

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

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

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

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

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

Survey Information: Overall, 26 of the 66 respondents (39.4%) reported they had been interviewed by their provider within the last year, 39 (59.1%) reported they had not been interviewed, and 1 (1.5%) were not sure.

Total	Has your provider interviewed you on your satisfaction level with services during the last year?		
	Yes	No	Not sure
66	26 39.40%	39 59.10%	1 1.50%

Service Delay:

- Of the 66 consumers, 14 (21.2%) reported that they experienced some delay before beginning treatment. 52 consumers (78.8%) reported no delay before beginning treatment.

Total	Q11 Were there delays before starting these services?		
	Yes	No	N/A
66	14 21.20%	52 78.80%	0 0

Emergency Treatment: 11 of the 66 respondents (16.7%) indicated they needed emergency mental health or substance abuse service during the past year, and 55 respondents (83.3%) reported that they did not need emergency service.

- Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 4.3 with standard deviation 1.059.

Total	Q42a If yes, how satisfied are you with the help you received?				
	Not At All	Somewhat	Neither	Satisfied	Very Satisfied
10	0	1	1	2	6
	0	10.00%	10.00%	20.00%	60.00%

**Not all who report they needed emergency services receive help that would allow for a response to question 42a, i.e. Naloxone given but emergency help not contacted.*

Mean Satisfaction of Treatment Facilities

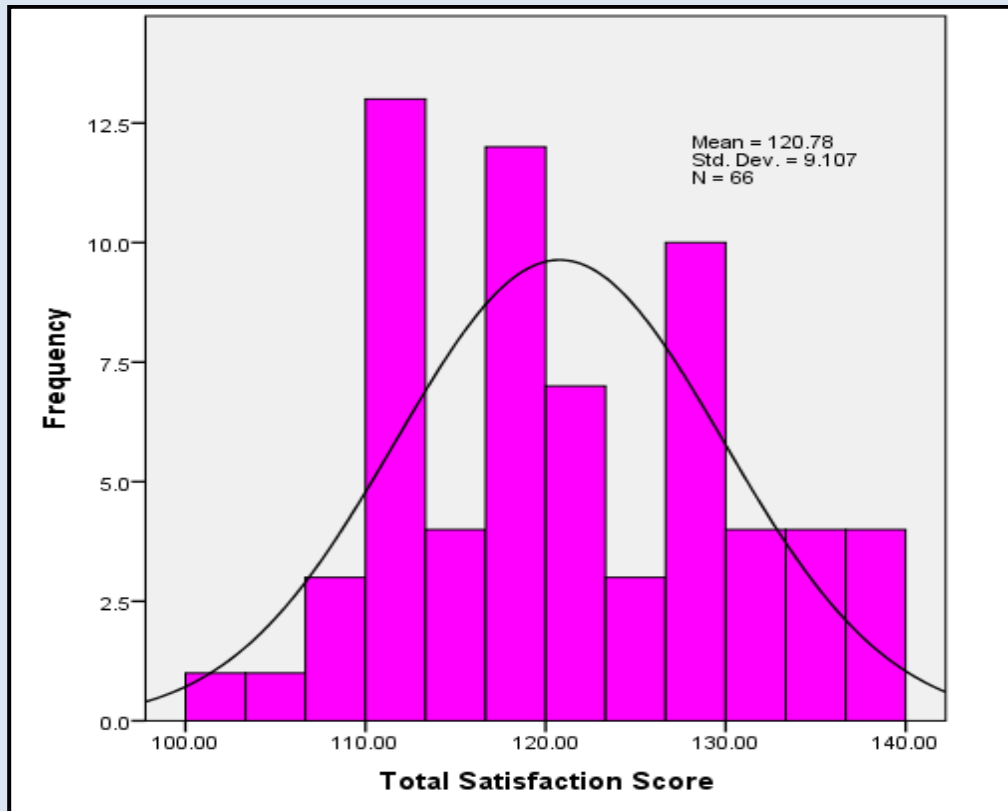
- Data was collected from 4 satellite Treatment Facilities in the Capital Region. The distribution of respondents is presented below. To help with interpretation, scores highlighted in **Green** (113-140) indicate a high level of satisfaction, scores highlighted in **Yellow** (85-112) indicate some level of satisfaction and scores highlighted in **Red** (below 84) indicate some level of dissatisfaction.

Total Satisfaction Score			
Facility Location	N	Mean	Std. Deviation
RASE Project Carlisle	13	122.98	8.31
RASE Project Lancaster	7	121.51	9.84
RASE Project Harrisburg	32	121.18	9.63
RASE Project Lebanon	14	117.44	8.23
Total	66	120.78	9.11

Total Satisfaction

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

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 121.98 with a standard deviation 9.40 indicating a high level of satisfaction. The TSS scores ranged from 103– 138. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

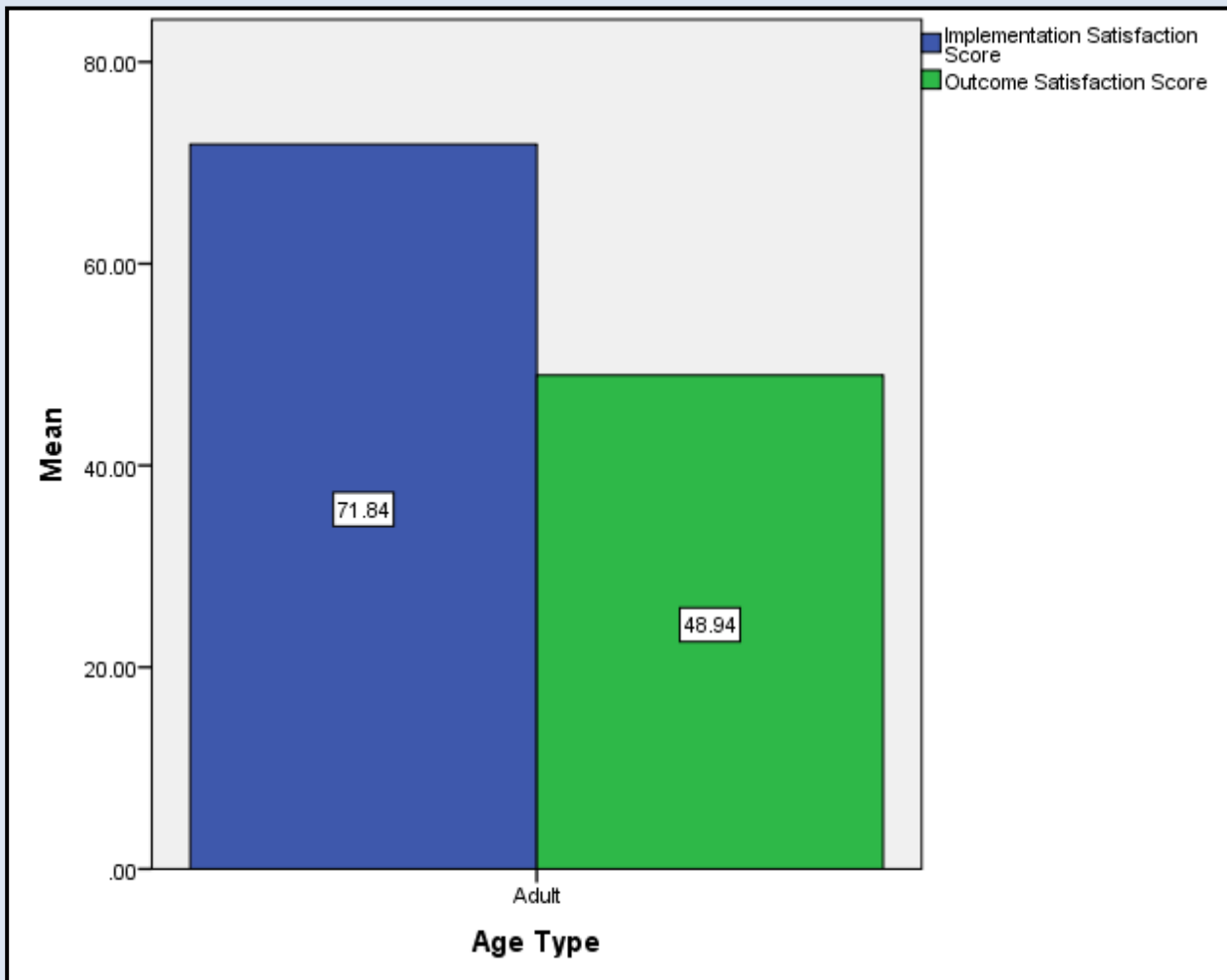


Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 50-85. 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 33-55. Scores 44-55 indicate a high level of satisfaction, scores 33-43 indicate some level of satisfaction and scores below 33 indicate some level of dissatisfaction with outcomes of services.

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



Services

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

Respondents reported high levels of satisfaction (85% or greater satisfaction) for the following questions:

- 100.0% Overall, you are satisfied with the services you are receiving Q29.
- 100.0% Your service provider explained the advantages of your therapy or treatment Q27.
- 100.0% You trust your service provider Q22.
- 100.0% Program staff respects your ethnic, cultural and religious background in your recovery/treatment Q21.
- 100.0% Your provider asks your permission before sharing your personal information Q20.
- 100.0% You were informed about your rights and responsibilities regarding the treatment you have received Q17.
- 28.5% Your service provider explained the limitations of your therapy or treatment Q28.
- 98.5% Your service provider spends adequate time with you Q19.
- 98.5% Your provider informed you who to call if you have questions about your mental health/crisis or substance abuse services Q13.
- 98.5% You feel comfortable in asking questions regarding your treatment Q18.
- 97.0% You are an important part of the treatment process Q26.
- 97.0% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 97.0% You feel safe at this facility Q23.
- 95.5% Your provider discussed other services that may benefit you in your treatment/recovery Q15.
- 90.9% You were given information on how to get additional community resources when you asked for information Q14.

While satisfaction is generally high, further exploration is warranted for the following question, unless otherwise noted (15% or greater of respondents reported that they disagree or strongly disagree with the question):

- 15.6% 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=66) are presented in Table 1.

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=66	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
13. Your provider informed you who to call if you have questions about your mental health or substance abuse services.	98.5	0.0	3.0	0.4	1.5
14. You were given information on how to get additional community resources when you asked for information (example: transportation, child care, employment training).	90.9	0.0	3.3	0.9	9.1
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.).	95.5	1.5	2.9	0.3	0.0
16. You have the option to change your service provider should you choose to.	0.0	0.0	2.0	0.0	0.0
17. You were informed about your rights and responsibilities regarding the treatment you have received.	100.0	0.0	3.0	0.0	0.0
18. You feel comfortable in asking questions regarding your treatment.	98.5	0.0	3.0	0.1	0.0
19. Your service provider spends adequate time with you.	98.5	0.0	3.0	0.1	0.0
20. Your provider asks your permission before sharing your personal information.	100.0	0.0	3.0	0.0	0.0
21. Program staff respects your ethnic, cultural and religious background in your recovery/treatment.	100.0	0.0	3.0	0.0	0.0
22. You trust your service provider.	100.0	0.0	3.0	0.0	0.0
23. You feel safe at this facility.	97.0	0.0	3.0	0.2	0.0
24. Your service provider offered you the opportunity to involve family, significant others or friends into your treatment process.	75.8	15.2	2.6	0.7	0.0
25. You are included in the development of your treatment/recovery plan and goals for recovery.	97.0	0.0	3.0	0.2	0.0
26. You are an important part of the treatment process.	97.0	0.0	3.0	0.2	0.0
27. Your service provider explained the advantages of therapy or treatment.	100.0	0.0	3.0	0.0	0.0
28. Your service provider explained the limitations of therapy or treatment.	98.5	1.5	3.0	0.2	0.0
29. Overall, you are satisfied with the services you are receiving.	100.0	0.0	3.0	0.0	3.0

Outcomes of Services

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

Respondents describe their lives as being better as a result of their services in a majority of cases. In total, 60.6% to 97.0% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 1.5% to 22.7% of responses reflect that no change has resulted from involvement in services. Only 0.0% to 1.5% of responses reflect that things are worse as a result of services.

* Being involved in community activities Q37. A high number of consumers reported that this question did not apply to them. With these cases removed, 72.7% reported being involved in community activities as better or much better, and 27.3% reported no change. This is a more accurate representation of the data.

* Participating with school or work activities Q38. A high number of consumers reported that this question did not apply to them. With these cases removed, 85.2% reported that participation in school or work activities is better or much better, and 14.8% reported no change.

Summary responses from the Total group of respondents (N=66) are presented in Table 2.

Table 2 – Total Satisfaction – Outcomes of Services Questions – All Respondents

Total N=66	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	83.3	13.6	0.0	3.0	0.6	3.0
31. Feeling in control of your life.	92.4	7.6	0.0	2.9	0.3	0.0
32. Coping with personal crisis.	90.9	7.6	1.5	2.9	0.4	0.0
33. How you feel about yourself.	93.9	6.1	0.0	2.9	0.2	0.0
34. Feeling good (hopeful) about the future.	97.0	3.0	0.0	3.0	0.2	0.0
35. Enjoying your free time.	95.5	1.5	0.0	3.1	0.5	3.0
36. Strengthening your social support network.	86.4	7.6	1.5	3.0	0.7	4.5
37. Being involved in community activities.	60.6	22.7	0.0	3.3	1.3	16.7
38. Participating with school or work activities.	69.7	12.1	0.0	3.4	1.3	18.2
39. Interacting with people in social situations.	81.8	13.6	0.0	3.0	0.7	4.5
40. Coping with specific problems or issue that led you to seek services.	97.0	3.0	0.0	3.0	0.2	0.0

Satisfaction with the Managed Care Organization

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

- 30.3% of respondents (20 of the 66) reported that they had received a copy of the PerformCare member handbook, 60.6% (40) reported that they had not received a copy of the member handbook, and 9.1% (6) were not sure.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	66	20 30.30%	40 60.60%	6 9.10%	0 0
Cumberland	12	4 33.30%	6 50.00%	2 16.70%	0 0
Dauphin	29	11 37.90%	17 58.60%	1 3.40%	0 0
Lancaster	9	3 33.30%	5 55.60%	1 11.10%	0 0
Lebanon	14	2 14.30%	10 71.40%	2 14.30%	0 0
Perry	2	0 0	2 100.00%	0 0	0 0

- 65.2% of respondents (43 of the 66) reported that they are aware of their right to file a complaint or grievance. 25.8% (17) reported that they are not aware of their right to file a complaint or grievance, 1.5% (1) reported that they were not sure, and 7.6% (5) reported that this question did not apply.

	Total	Q2 Are you aware of your right to file a complaint or grievance? If Does Not Apply, please add comment.			
		Yes	No	Not Sure	Does Not Apply
Total	66	43 65.20%	17 25.80%	1 1.50%	5 7.60%
Cumberland	12	4 33.30%	4 33.30%	0 0	4 33.30%
Dauphin	29	20 69.00%	8 27.60%	1 3.40%	0 0
Lancaster	9	6 66.70%	3 33.30%	0 0	0 0
Lebanon	14	11 78.60%	2 14.30%	0 0	1 7.10%
Perry	2	2 100.00%	0 0	0 0	0 0

- 34.8% of respondents (23 of the 66) reported that they knew who to call to file a complaint or grievance. 51.5% (34) reported that they did not know who to call, 6.1% (4) were not sure, and 7.6% (5) 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	66	23 34.80%	34 51.50%	4 6.10%	5 7.60%
Cumberland	12	4 33.30%	5 41.70%	0 0	3 25.00%
Dauphin	29	11 37.90%	15 51.70%	2 6.90%	1 3.40%
Lancaster	9	3 33.30%	5 55.60%	1 11.10%	0 0
Lebanon	14	5 35.70%	7 50.00%	1 7.10%	1 7.10%
Perry	2	0 0	2 100.00%	0 0	0 0

- 11.5% of respondents (6 of the 52) reported that they had called PerformCare in the last twelve months for information. 88.5% (46) did not call PerformCare within the last twelve months.

	Total	Q4 In the last twelve months, did you call member services at PerformCare to get information? (example: help for counseling, treatment or other services)		
		Yes	No	Not Sure
Total	52	6 11.50%	46 88.50%	0 0
Cumberland	7	2 28.60%	5 71.40%	0 0
Dauphin	23	1 4.30%	22 95.70%	0 0
Lancaster	7	0 0	7 100.00%	0 0
Lebanon	13	3 23.10%	10 76.90%	0 0
Perry	2	0 0	2 100.00%	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.*

- 100.0% of those that requested information from PerformCare (5 of the 5) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays.

	Total	Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?		
		Yes	No	Not Sure
Total	5	5 100.00%	0 0	0 0
Cumberland	1	1 100.00%	0 0	0 0
Dauphin	1	1 100.00%	0 0	0 0
Lancaster	0	0 0	0 0	0 0
Lebanon	3	3 100.00%	0 0	0 0
Perry	0	0 0	0 0	0 0

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

- 47.2% of respondents (25 of 53) were given a choice of at least 2 providers regarding the type of service they were seeking. 50.9% of respondents (27) reported that they were not given a choice, and 1.9% (1) was 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	53	25 47.20%	27 50.90%	1 1.90%
Cumberland	5	3 60.00%	2 40.00%	0 0
Dauphin	26	13 50.00%	13 50.00%	0 0
Lancaster	8	1 12.50%	6 75.00%	1 12.50%
Lebanon	12	7 58.30%	5 41.70%	0 0
Perry	2	1 50.00%	1 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.*

- 47.1% of respondents (24 of 51) were informed of the time approved for their services. 41.2% of respondents (21) were not informed of the time approved for services, and 11.8% (6) were not sure.

	Total	Q6 Were you informed of the time approved for your services? (Example: BHRS hours, treatment sessions)		
		Yes	No	Not Sure
Total	51	24 47.10%	21 41.20%	6 11.80%
Cumberland	7	3 42.90%	4 57.10%	0 0
Dauphin	23	8 34.80%	12 52.20%	3 13.00%
Lancaster	8	5 62.50%	3 37.50%	0 0
Lebanon	11	7 63.60%	2 18.20%	2 18.20%
Perry	2	1 50.00%	0 0	1 50.00%

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

- 95.0% of respondents (19 of the 20) report when they call PerformCare staff treats them courteously and with respect, and 5.0% (1) report when they call PerformCare staff do not treat them courteously and with respect.

	Total	Q7 When you call PERFORMCARE, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	20	19 95.00%	1 5.00%	0 0
Cumberland	2	2 100.00%	0 0	0 0
Dauphin	9	9 100.00%	0 0	0 0
Lancaster	2	2 100.00%	0 0	0 0
Lebanon	6	6 100.00%	0 0	0 0
Perry	1	0 0	1 100.00%	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.*

- 100.0% of respondents (31 of 31) report overall they are satisfied with their interactions with PerformCare.

	Total	Q8 Overall, are you satisfied with the interactions that you have had with PERFORMCARE?		
		Yes	No	Not Sure
Total	31	31 100.00%	0 0	0 0
Cumberland	3	3 100.00%	0 0	0 0
Dauphin	16	16 100.00%	0 0	0 0
Lancaster	2	2 100.00%	0 0	0 0
Lebanon	9	9 100.00%	0 0	0 0
Perry	1	1 100.00%	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.*

PerformCare Comments:

Q1 I have received a copy of the Member Handbook from PerformCare.

- No comments.

Q2 I am aware of my right to file a complaint or grievance.

- No, I was not familiar with PerformCare until today.

Q3 I know whom to call to file a complaint or grievance.

- I am sure I could find it if not.

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

- No, it has been longer than 12 months.

Q4A I was able to obtain information on treatment and/or services from PerformCare without unnecessary delays.

- No comments.

Q5 I was given a choice of at least two (2) Providers from PerformCare regarding the type of service I am seeking.

- Transferred here from Lancaster.
- No, I had to find out on my own.
- I was referred here by Cumberland County parole.
- I knew of this place and researched it on my own.
- I knew I wanted to come to RASE Project because I was here before.
- I knew about RASE.
- I just came straight here (walk-in).
- I came straight to RASE Project (2).
- I came here before I had insurance.

Q6 I was informed of the time approved for my services.

- I think I might have gotten something, but I am not sure.

Q7 When I call PerformCare staff treats me courteously and with respect.

- I do not think I have ever called.

Q8 Overall, I am satisfied with the interactions I have had with PerformCare.

- I have not had any interactions with them.

Additional PerformCare Questions

- No additional comments.