



# **Consumer Satisfaction Services, Inc.**

**Capital Region  
4<sup>th</sup> 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](http://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 use disorder 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. With support from CABHC and to complete more surveys for the levels of care reflected in this report, CSS surveyed recipients of these services over the course of the fiscal year. This did allow for more surveys to be completed for these levels of care. However, there was a brief period when operations were halted due to Covid-19 and then transition to telephone only surveys occurred. In order to keep staff and consumers safe, CSS continues to survey individuals over the phone rather than visit in person for face to face interviews. CSS is still working to develop guidelines for the process of completing surveys with recipients of mental health and drug and alcohol services but currently the change in survey technique has resulted in fewer face to face surveys than is generally expected.

CABHC requested assistance from CSS to conduct surveys for the OMHSAS telehealth survey during the 4<sup>th</sup> quarter. CSS surveyors worked on this project for a period of 3 weeks in June and during this time, standard surveys did not occur. While these circumstances contributed to CSS not reaching all the set survey targets for this quarter's reported levels of care, CSS surveyors were able to collect valuable and usable data that we hope will assist in improving services for providers and consumers alike.

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=3166) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.

### **Survey Information**

- Sample: The survey represents 3166 (n=3166) respondents from the Capital Region including 1921 adult consumers (60.7%) and 1245 child/adolescent consumers (39.3%).
- Sample: Of the 1921 adult consumers, 1885 (98.1%) responded for themselves, 13 (0.7%) had a parent/guardian respond for them, and 23 (1.2%) responded for themselves with the additional input of a parent/guardian. Of the 1245 child/adolescent consumers, 15 (1.2%) responded for themselves, 1082 (86.9%) had a parent/guardian respond for them, and 148 (11.9%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 4 treatment levels of care were utilized by respondents and are included in this reporting period, 2581 (69.8%) Mental Health Outpatient, 299 (9.4%) SUD Inpatient Rehabilitation, 224 (7.1%) SUD Medication Assisted Treatment, and 62 (2.0%) SUD Halfway House.
- Methods: Data was collected by 8 interviewers.
- Treatment Facility: Data was collected from 65 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 3166 interviews 2638 (83.3%) were face-to-face and 528 (16.7%) were conducted by phone.

### **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:

- 95.6% Program staff respects your ethnic, cultural and religious background in your recovery/treatment Q21.
- 94.8% You were informed about your rights and responsibilities regarding the treatment you have received Q17.
- 94.6% You feel comfortable in asking questions regarding your treatment Q18.
- 94.2% Your provider asks your permission before sharing your personal information Q20.
- 93.8% You are an important part of the treatment process Q26.
- 93.5% You feel safe at this facility Q23.
- 93.0% You are included in the development of your treatment/recovery plan and goals for recovery Q25.

- 91.5% Your service provider explained the advantages of your therapy or treatment Q27.
- 90.5% You trust your service provider Q22.
- 89.2% Overall, you are satisfied with the services you are receiving Q29.
- 88.8% Your service provider spends adequate time with you Q19.
- 87.5% You have the option to change your service provider should you choose to Q16.

\* You were given information on how to get additional community resources when you asked for information (example: transportation, child care, employment training) Q14. A high number of consumers reported that this question did not apply to them. With these cases removed, 82.6% reported that they were given information about how to get additional community resources, and 12.9% reported that they were not given information about how to get additional community resources.

## **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, 47.1% to 80.1% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 13.6% to 22.7% of responses reflect that no change has resulted from involvement in services. Only 2.7% to 6.9% 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, 69.5% reported being involved in community activities as better or much better, and 26.9% 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, 73.7% reported that participation in school or work activities is better or much better, and 22.1% reported no change. This is a more accurate representation of the data.*

**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**

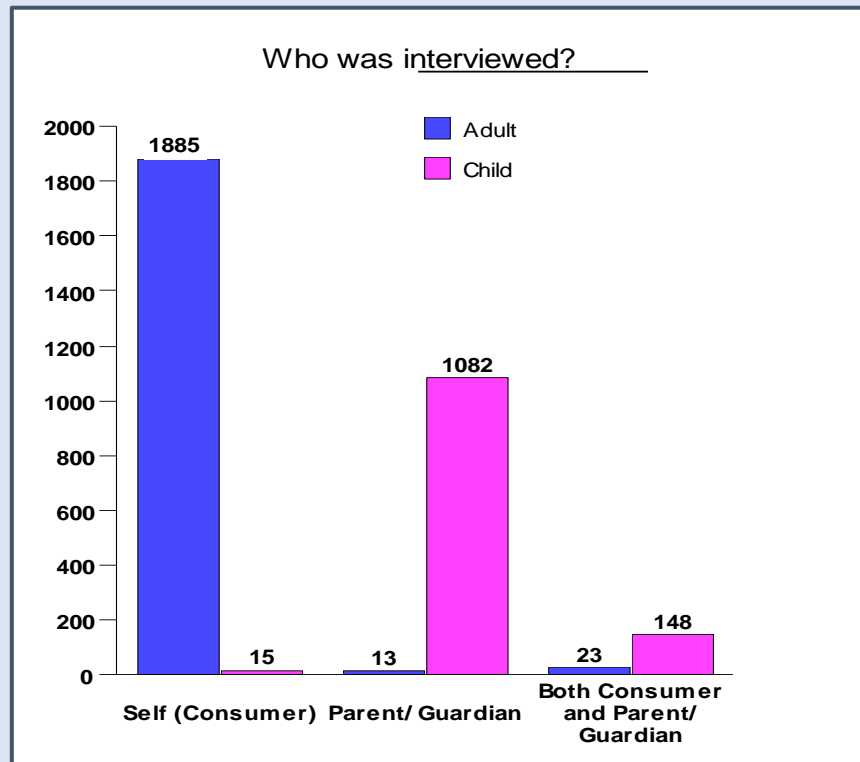
During the interview, if a consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), PerformCare or any other part of the behavioral health system that can reasonably be addressed, the surveyor will ask the consumer if 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 4<sup>th</sup> 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 3166 ( $n=3166$ ) respondents from the Capital Region including 1921 adult consumers (60.7%) and 1245 child/adolescent consumers (39.3%).
- Sample: Of the 1921 adult consumers, 1885 (98.1%) responded for themselves, 13 (0.7%) had a parent/guardian respond for them, and 23 (1.2%) responded for themselves with the additional input of a parent/guardian. Of the 1245 child/adolescent consumers, 15 (1.2%) responded for themselves, 1082 (86.9%) had a parent/guardian respond for them, and 148 (11.9%) responded for themselves with the additional input of a parent/guardian.



- Level of Care: In all, 4 treatment levels of care were utilized by respondents and are included in this reporting period, 2581 (69.8%) Mental Health Outpatient, 299 (9.4%) SUD Inpatient Rehabilitation, 224 (7.1%) SUD Medication Assisted Treatment, and 62 (2.0%) SUD Halfway House.
- Methods: Data was collected by 8 interviewers.
- Treatment Facility: Data was collected from 65 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 3166 interviews 2638 (83.3%) were face-to-face and 528 (16.7%) were conducted by phone.



	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
<b>Total</b>	<b>3166</b>	<b>477</b> <b>15.10%</b>	<b>918</b> <b>29.00%</b>	<b>1232</b> <b>38.90%</b>	<b>427</b> <b>13.50%</b>	<b>112</b> <b>3.50%</b>
<b>Adult- Method of Interview</b>						
<b>In Person</b>	<b>1661</b>	<b>243</b> <b>14.60%</b>	<b>568</b> <b>34.20%</b>	<b>555</b> <b>33.40%</b>	<b>245</b> <b>14.80%</b>	<b>50</b> <b>3.00%</b>
<b>Phone</b>	<b>260</b>	<b>56</b> <b>21.50%</b>	<b>54</b> <b>20.80%</b>	<b>107</b> <b>41.20%</b>	<b>26</b> <b>10.00%</b>	<b>17</b> <b>6.50%</b>
<b>Child- Method of Interview</b>						
<b>In Person</b>	<b>977</b>	<b>131</b> <b>13.40%</b>	<b>249</b> <b>25.50%</b>	<b>462</b> <b>47.30%</b>	<b>117</b> <b>12.00%</b>	<b>18</b> <b>1.80%</b>
<b>Phone</b>	<b>268</b>	<b>47</b> <b>17.50%</b>	<b>47</b> <b>17.50%</b>	<b>108</b> <b>40.30%</b>	<b>39</b> <b>14.60%</b>	<b>27</b> <b>10.10%</b>

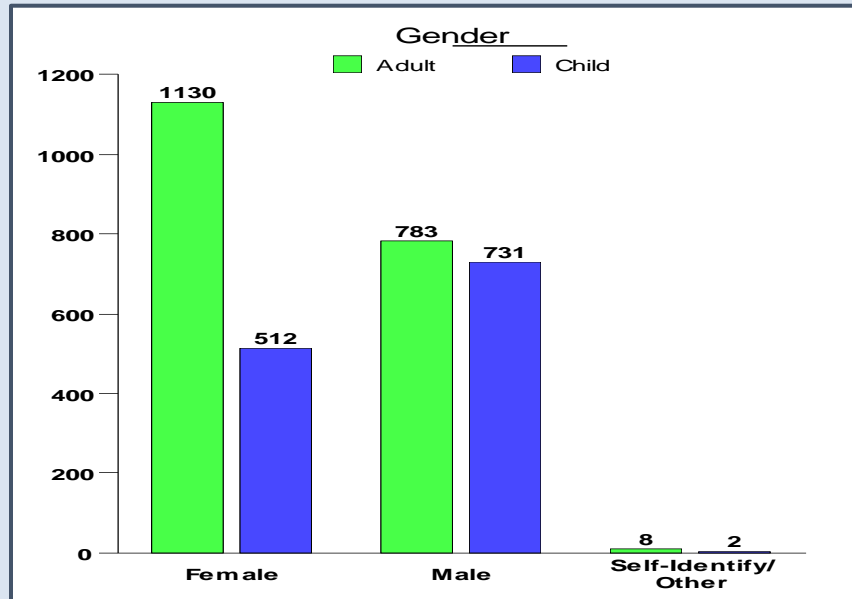
### County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster County (38.9%). The remaining respondents reported residence in Dauphin (29.0%), Cumberland (15.1%), Lebanon (13.5%), and Perry (3.5%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
<b>Total</b>	<b>3166</b>	<b>477</b> <b>15.10%</b>	<b>918</b> <b>29.00%</b>	<b>1232</b> <b>38.90%</b>	<b>427</b> <b>13.50%</b>	<b>112</b> <b>3.50%</b>
<b>Adult</b>	<b>1921</b>	<b>299</b> <b>15.60%</b>	<b>622</b> <b>32.40%</b>	<b>662</b> <b>34.50%</b>	<b>271</b> <b>14.10%</b>	<b>67</b> <b>3.50%</b>
<b>Child</b>	<b>1245</b>	<b>178</b> <b>14.30%</b>	<b>296</b> <b>23.80%</b>	<b>570</b> <b>45.80%</b>	<b>156</b> <b>12.50%</b>	<b>45</b> <b>3.60%</b>

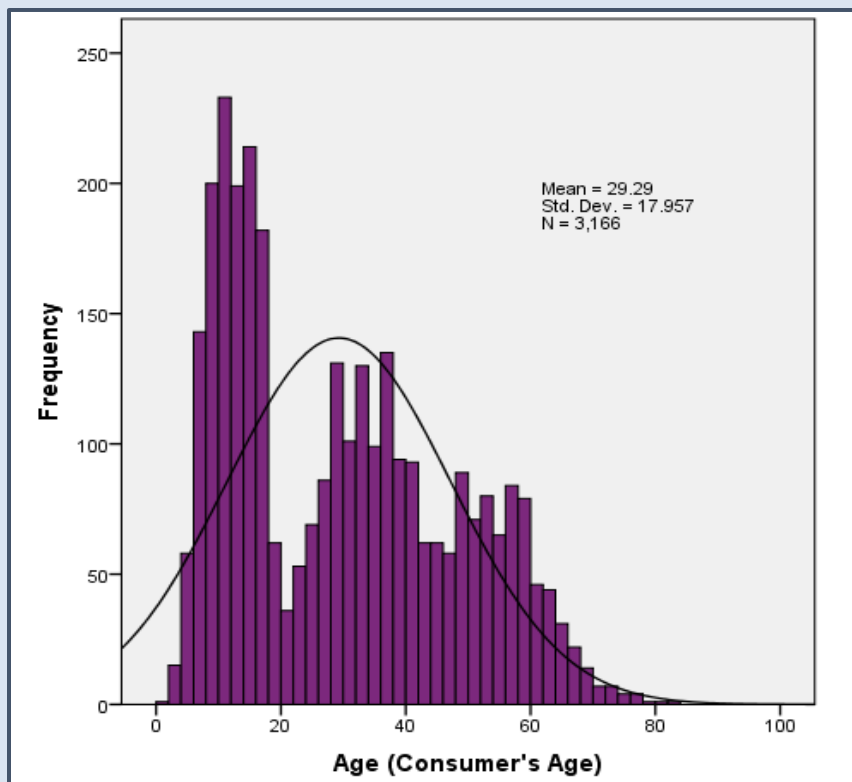
## Demographic Information

**Gender:** Overall, the sample is 51.9% Female (1624), 47.8% Male (1514), and 0.3% Self-Identify/Other (10). Of the 1921 adult consumers, 58.8% Female (1130), 40.8% Male (783), and 0.4% Self-Identify/Other (8). Of the 1245 child/adolescent consumers, 41.1% Female (512), 58.7% Male (731), and 0.2% Self-Identify/Other (2).



**Age:** Age of all respondents ranged from 1-83 years, with a mean age of 29.29 (SD 17.957).

### Age of All Respondents



**Race:** 1664 respondents (52.6%) reported their race as White/Caucasian, 577 (18.2%) as Hispanic/Latino, 532 (16.8%) as African American, 296 (9.3%) as Multi-Racial, 30 (0.9%) as Native American/American Indian, 28 (0.9%) as Other, 25 (0.8%) as Asian/Pacific Islander, and 14 (0.4%) Did Not Answer.

	Total	Race							
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American/American Indian	White/Caucasian	Multi-Racial	Other	Did Not Answer
Total	3166	532 16.80%	25 0.80%	577 18.20%	30 0.90%	1664 52.60%	296 9.30%	28 0.90%	14 0.40%
Age Type									
Adult	1921	322 16.80%	14 0.70%	310 16.10%	22 1.10%	1131 58.90%	99 5.20%	19 1.00%	4 0.20%
Child	1245	210 16.90%	11 0.90%	267 21.40%	8 0.60%	533 42.80%	197 15.80%	9 0.70%	10 0.80%

## 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, 1454 of the 3166 respondents (45.9%) reported they had been interviewed by their provider within the last year, 1529 (48.3%) reported they had not been interviewed, 179 (5.7%) were not sure, and 4 (0.1%) 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	3166	1454 45.90%	1529 48.30%	179 5.70%	4 0.10%
Age Type					
Adult	1921	836 43.50%	971 50.50%	111 5.80%	3 0.20%
Child	1245	618 49.60%	558 44.80%	68 5.50%	1 0.10%

Total Satisfaction Score					
Age Type		Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	Total
Adult	N	836	971	111	1918
	Mean	116.70	111.65	113.32	113.95
	Std. Deviation	11.01	13.21	9.96	12.36
Child	N	618	558	68	1244
	Mean	117.78	111.12	114.86	114.63
	Std. Deviation	10.41	14.26	11.35	12.74

*Our analysis indicates that adult consumers who were not interviewed by their provider during the last year reported significantly lower total satisfaction than those who were interviewed by their provider during last year. Additionally, those who were not sure if they were surveyed by their provider reported significantly lower total satisfaction than those who responded that they were surveyed by their provider in the last year.*

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

#### Service Delay:

- Of the 3166 consumers, 507 (16.0%) reported that they experienced some delay before beginning treatment, 2531 consumers (79.9%) reported no delay before beginning treatment, and 128 consumers (4.0%) reported this does not apply.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	3166	507 16.00%	2531 79.90%	128 4.00%
Age Type				
Adult	1921	301 15.70%	1554 80.90%	66 3.40%
Child	1245	206 16.50%	977 78.50%	62 5.00%

Total Satisfaction Score					
Age Type		Q11 Were there delays before starting these services?			
		No	N/A	Yes	Total
Adult	N	1554	66	301	1921
	Mean	114.14	109.49	113.80	113.93
	Std. Deviation	12.19	14.87	12.57	12.37
Child	N	977	62	206	1245
	Mean	115.30	112.61	112.04	114.63
	Std. Deviation	12.31	16.83	12.97	12.73

*Our analysis indicates that adult consumers who responded that this question did not apply to them reported significantly lower total satisfaction than those who did not experience a delay and those who did experience a delay.*

*Our analysis indicates that child/adolescent consumers who responded that this question did not apply to them reported significantly lower total satisfaction than those who did not experience a delay.*

**Emergency Treatment:** 421 of the 3166 respondents (13.3%) indicated they needed emergency mental health or substance abuse service during the past year, 2730 respondents (86.2%) reported that they did not need emergency service, and 15 respondents (0.5%) reported that they were unsure.

- 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 3.85 with standard deviation 1.362.

	Total	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
Total	420	53 12.60%	30 7.10%	16 3.80%	148 35.20%	173 41.20%
Age Type						
Adult	280	25 8.90%	21 7.50%	14 5.00%	105 37.50%	115 41.10%
Child	140	28 20.00%	9 6.40%	2 1.40%	43 30.70%	58 41.40%

*\*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.*

Total Satisfaction Score					
Age Type		Gender			
		Female	Male	Self-Identify/ Other	Total
Adult	N	1130	783	8	1921
	Mean	114.22	113.61	103.39	113.93
	Std. Deviation	12.83	11.67	9.77	12.37
Child	N	512	731	2	1245
	Mean	113.72	115.26	113.98	114.63
	Std. Deviation	13.24	12.35	4.42	12.73

***Our analysis indicates that adult consumers who identified their gender as self-identify/other reported significantly lower total satisfaction than those identified their gender as female.***

Total Satisfaction Score							
Age Type		County					
		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Adult	N	299	622	662	271	67	1921
	Mean	114.65	114.98	112.80	112.97	115.99	113.93
	Std. Deviation	11.79	11.74	12.95	12.40	13.73	12.37
Child	N	178	296	570	156	45	1245
	Mean	112.97	115.92	114.23	115.99	112.98	114.63
	Std. Deviation	13.75	10.79	12.87	13.40	15.38	12.73

***Our analysis indicates that adult consumers who reported their county of residence as Lancaster County reported significantly lower total satisfaction than those identified their county of residence as Dauphin County.***

## Mean Satisfaction of Treatment Facilities

- Data was collected from 65 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.

Adult			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
PYRAMID HEALTHCARE INC TRADITION HOUSE	2	136.05	1.48
LAUREL LIFE SERVICES	8	124.74	11.15
GATEHOUSE FOR WOMEN	16	123.65	15.14
NEW HORIZONS COUNSELING SERVICES, INC.	7	123.04	22.45
DISCOVERY HOUSE MECHANICSBURG	27	122.92	9.31
ALDER HEALTH SERVICES INC	8	122.04	13.37
ARS OF LANCASTER LP CAMP HILL	34	121.98	9.43
GATEHOUSE FOR MEN	5	121.40	13.01
LA CASA	7	121.31	5.46
EVERGREEN/CATHOLIC CHAR	12	121.13	15.84
DAYSTAR CTR FOR SPRITUAL REC	19	120.99	9.77
ADVANCED TREATMENT SYSTEMS, INC	3	119.99	1.74
VALLEY FORGE MEDICAL CTR HOSPITAL	10	118.68	7.20
SACA-NUESTRA CLINICA	8	117.86	3.86
ARS OF LANCASTER LP LANCASTER	59	117.74	8.77
MILTON S HERSHEY / PENN STATE HERSHEY	26	117.63	10.98
PA COMPREHENSIVE BEHAVIORAL HEALTH SVC	9	117.55	9.17
FIRETREE CONEWAGO SNYDER'S WOMEN & MEN	14	117.31	6.85
PPI AIR	13	117.08	24.99
FAMILY FIRST HEALTH	7	116.35	11.78
ROXBURY UHS OF PA	34	116.18	9.72
GAUDENZIA COMMON GROUND	10	116.13	11.00
WDR: LANCASTER	17	115.95	14.17
(PPI) PENNSYLVANIA PSYCHIATRIC INSTITUTE	58	115.73	11.02
DIAKON CHILD, FAMILY & COMMUNITY MINISTRIES	17	115.44	12.71
COMMONWEALTH CLINICAL GROUP INC	34	115.40	11.88
CATHOLIC CHARITIES	11	115.23	16.61
STEVENS CENTER	42	115.14	13.09
MERAKEY CAPITAL	63	115.08	9.23



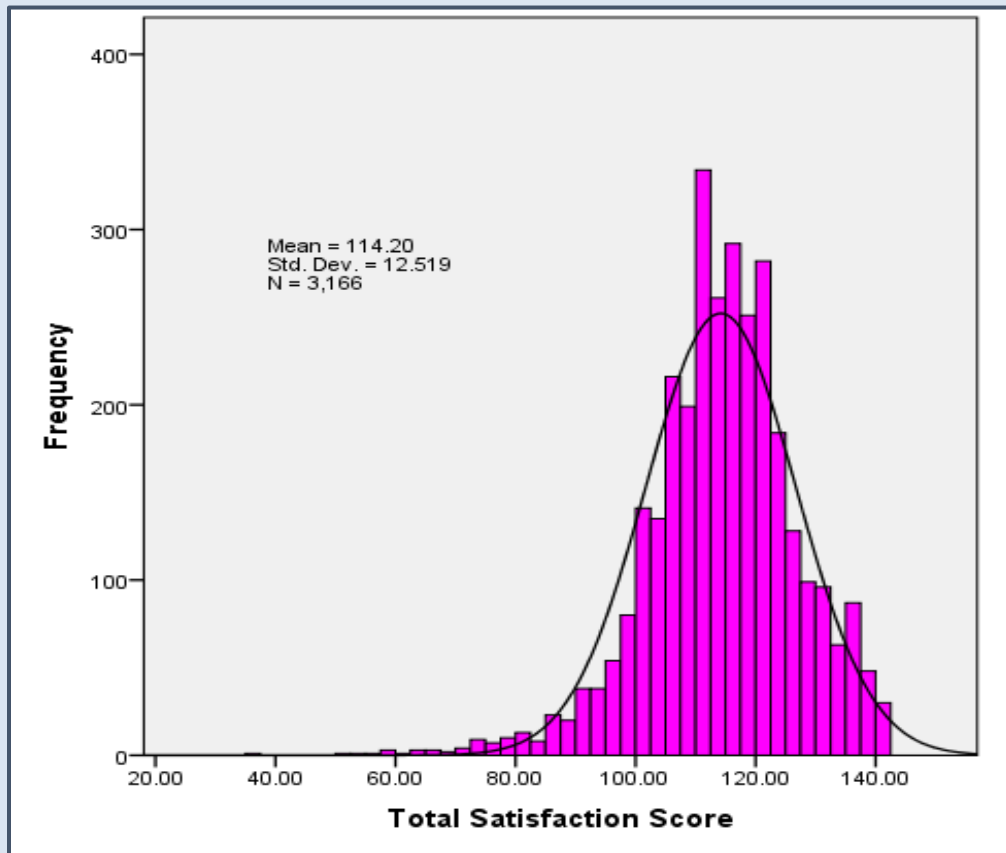
PENNSYLVANIA COUNSELING SERVICES INC	127	114.36	13.11
LEBANON TREATMENT CENTER	31	114.21	6.49
DISCOVERY HOUSE HARRISBURG	57	113.96	15.61
HOLY SPIRIT HOSPITAL	88	113.93	12.81
T W PONESSA & ASSOC COUNS SERV	164	113.89	11.83
YOUTH ADVOCATE PROGRAMS	63	113.72	11.77
WDR: ALLENWOOD	21	113.63	10.20
FRANKLIN FAMILY SERVICES INC	25	113.39	11.45
SADLER HEALTH CENTER CORPORATION	16	113.33	6.77
EAGLEVILLE HOSPITAL	7	113.08	13.85
ESPERANZA HOPE FOR THE FUTURE COUNSELING	20	112.85	11.45
BEHAVIORAL HEALTHCARE CORPORATION	17	112.72	8.78
WDR: NEW PERSPECTIVES	30	112.58	12.08
TEAMCARE BEHAVIORAL HEALTH LLC	84	112.39	13.73
PYRAMID HEALTHCARE INC DUNCANVILLE	11	112.24	16.13
PHILHAVEN HOSPITAL	277	111.93	11.63
TRUENORTH WELLNESS SERVICES	22	111.82	9.14
LANCASTER HEALTH CENTER	8	111.66	18.99
HAMILTON HEALTH CENTER	20	111.06	10.18
GAUDENZIA CONCEPT 90	15	110.93	11.52
COMMUNITY SERVICES GROUP INC	95	110.79	9.70
GAUDENZIA VANTAGE HOUSE	7	110.77	11.41
KEYSTONE RURAL HEALTH CENTER	1	110.18	.
WDR: YORK	1	110.10	.
WDR: COVE FORGE BH SYSTEM	8	109.45	24.03
PRESSLEY RIDGE	7	108.74	7.39
COLONIAL HOUSE	2	108.60	14.85
WELSH MT HEALTH CENTERS	10	108.46	11.16
FIRETREE CONEWAGO PLACE	11	108.35	11.04
PYRAMID HEALTHCARE INC GRATITUDE HOUSE	1	108.00	.
PA ADULT & TEEN CHALLENGE	46	107.26	9.71
SPANISH AMERICAN CIVIC ASSOC	7	105.23	9.05
BOWLING GREEN/BRANDYWINE TREATMENT CENTER	29	104.47	20.06
SIENA HOUSE	11	103.89	9.78
DARS MANOS	2	99.50	36.06
<b>Total</b>	<b>1921</b>	<b>113.93</b>	<b>12.37</b>

<b>Child/Adolescent</b>			
Total Satisfaction Score			
<b>Name of Treatment Facility</b>	<b>N</b>	<b>Mean</b>	<b>Std. Deviation</b>
PA ADULT & TEEN CHALLENGE	1	122.00	.
STEVENS CENTER	2	121.51	12.02
KEYSTONE RURAL HEALTH CENTER	1	120.90	.
COMMONWEALTH CLINICAL GROUP INC	2	118.44	4.77
LANCASTER HEALTH CENTER	1	118.00	.
CHI ST JOSEPH HEALTH	20	117.31	11.58
HAMILTON HEALTH CENTER	18	117.29	8.73
PHILHAVEN HOSPITAL	210	116.25	12.51
ESPERANZA HOPE FOR THE FUTURE COUNSELING	19	116.00	11.36
MILTON S HERSHEY / PENN STATE HERSHEY	40	115.81	11.67
SADLER HEALTH CENTER CORPORATION	8	115.80	11.79
PRESSLEY RIDGE	18	115.58	9.37
PENNSYLVANIA COUNSELING SERVICES INC	128	115.41	10.98
SPANISH AMERICAN CIVIC ASSOC	3	115.40	4.01
TEAMCARE BEHAVIORAL HEALTH LLC	130	115.06	12.24
MERAKEY CAPITAL	15	114.77	9.88
TRUENORTH WELLNESS SERVICES	18	114.74	11.26
PA COMPREHENSIVE BEHAVIORAL HEALTH SVC	18	114.51	11.50
COMMUNITY SERVICES GROUP INC	95	113.97	11.13
T W PONESSA & ASSOC COUNS SERV	283	113.94	13.88
YOUTH ADVOCATE PROGRAMS	19	113.79	16.14
HOLY SPIRIT HOSPITAL	64	113.59	14.20
FRANKLIN FAMILY SERVICES INC	27	113.38	14.04
(PPI) PENNSYLVANIA PSYCHIATRIC INSTITUTE	38	113.19	15.26
WELSH MT HEALTH CENTERS	3	112.10	1.82
LAUREL LIFE SERVICES	40	111.89	17.29
DIAKON CHILD, FAMILY & COMMUNITY MINISTRIES	15	110.29	6.07
NEW HORIZONS COUNSELING SERVICES, INC.	5	104.04	11.44
DARS MANOS	4	94.91	8.35
<b>Total</b>	<b>1245</b>	<b>114.63</b>	<b>12.73</b>

## Total Satisfaction

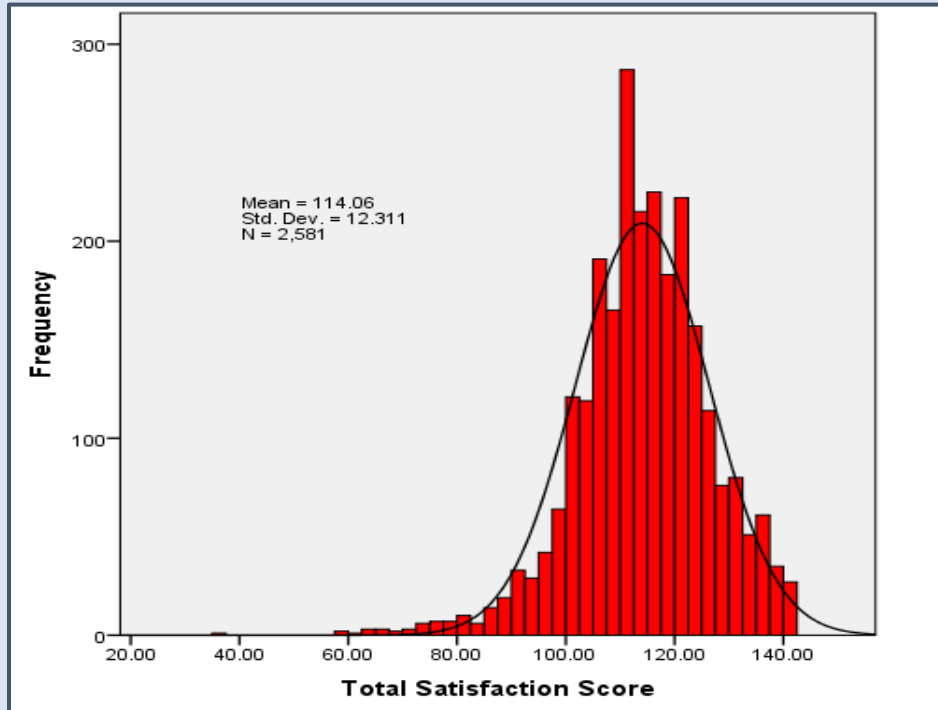
**Overall Satisfaction:** CSS includes 28 questions in the Total Satisfaction Score (TSS). These are questions 13-40 on the survey. Each question has 5 possible responses that are figured into the score. The responses ranged from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better). Higher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

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 114.2 with a standard deviation 12.519 indicating a high level of satisfaction. The TSS scores ranged from 35.2– 140. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

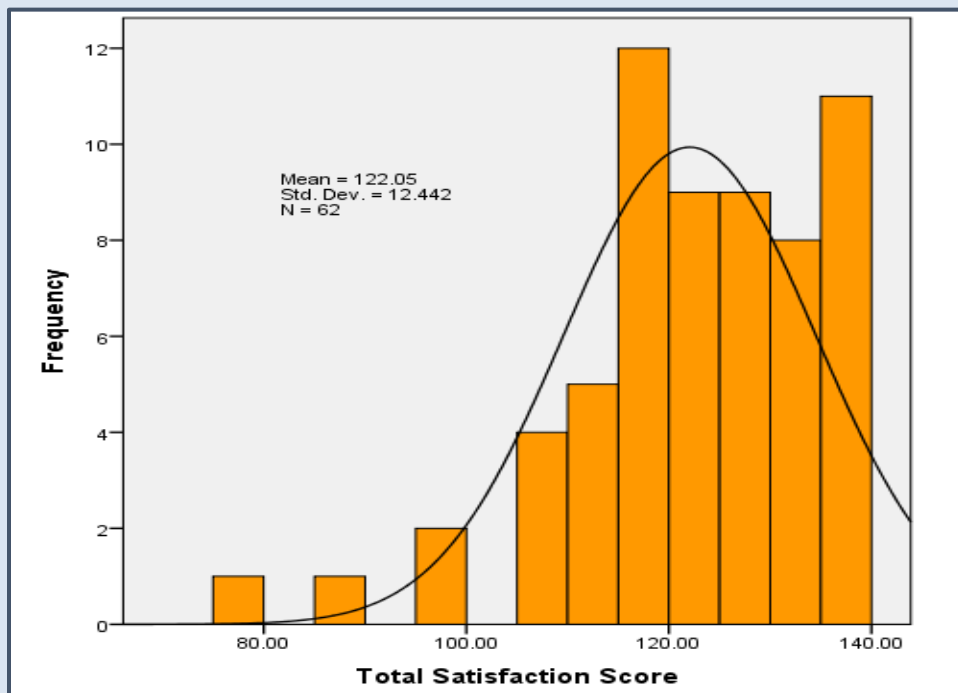


- The overall mean for all Mental Health Outpatient respondents for Total Satisfaction Score (TSS) was 114.06 with a standard deviation 12.311 indicating a high level of satisfaction. The

TSS scores ranged from 35.2– 140. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

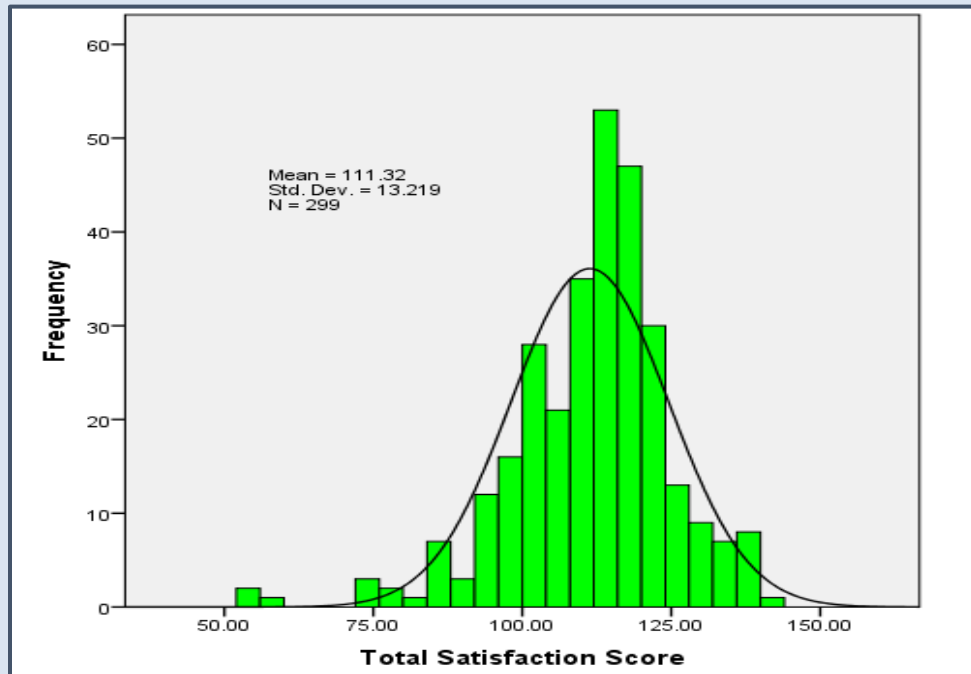


- The overall mean for all SUD Halfway House respondents for Total Satisfaction Score (TSS) was 122.05 with a standard deviation 12.442 indicating a high level of satisfaction. The TSS scores ranged from 79.13– 139.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

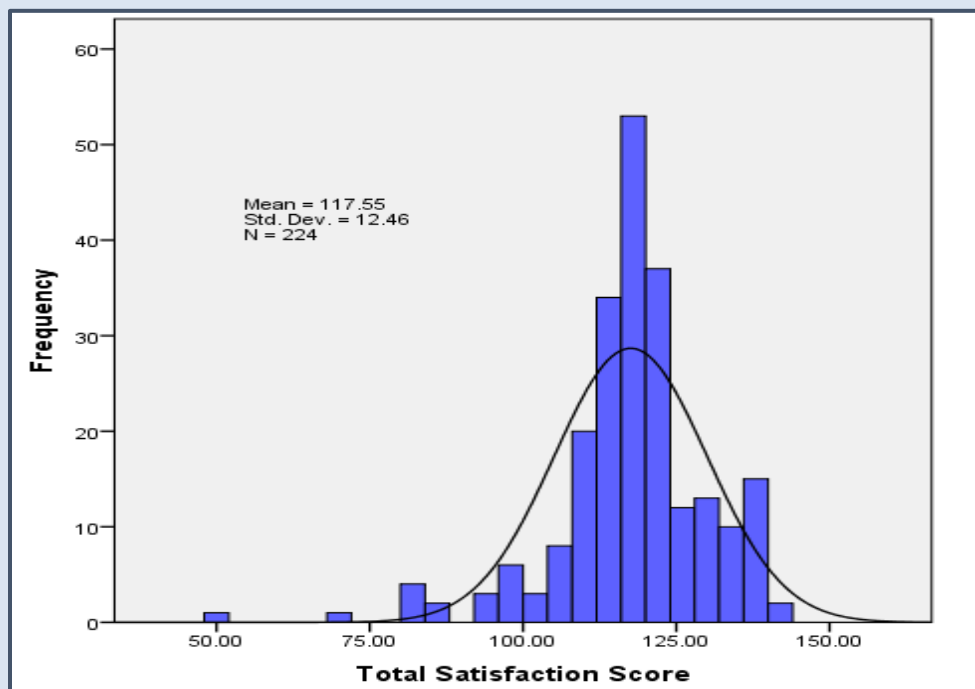


- The overall mean for all SUD Inpatient Rehabilitation respondents for Total Satisfaction Score (TSS) was 111.32 with a standard deviation 13.219 indicating some level of satisfaction. The

TSS scores ranged from 54.1– 140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all SUD Medication Assisted Treatment respondents for Total Satisfaction Score (TSS) was 117.55 with a standard deviation 12.46 indicating a high level of satisfaction. The TSS scores ranged from 51.12– 140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

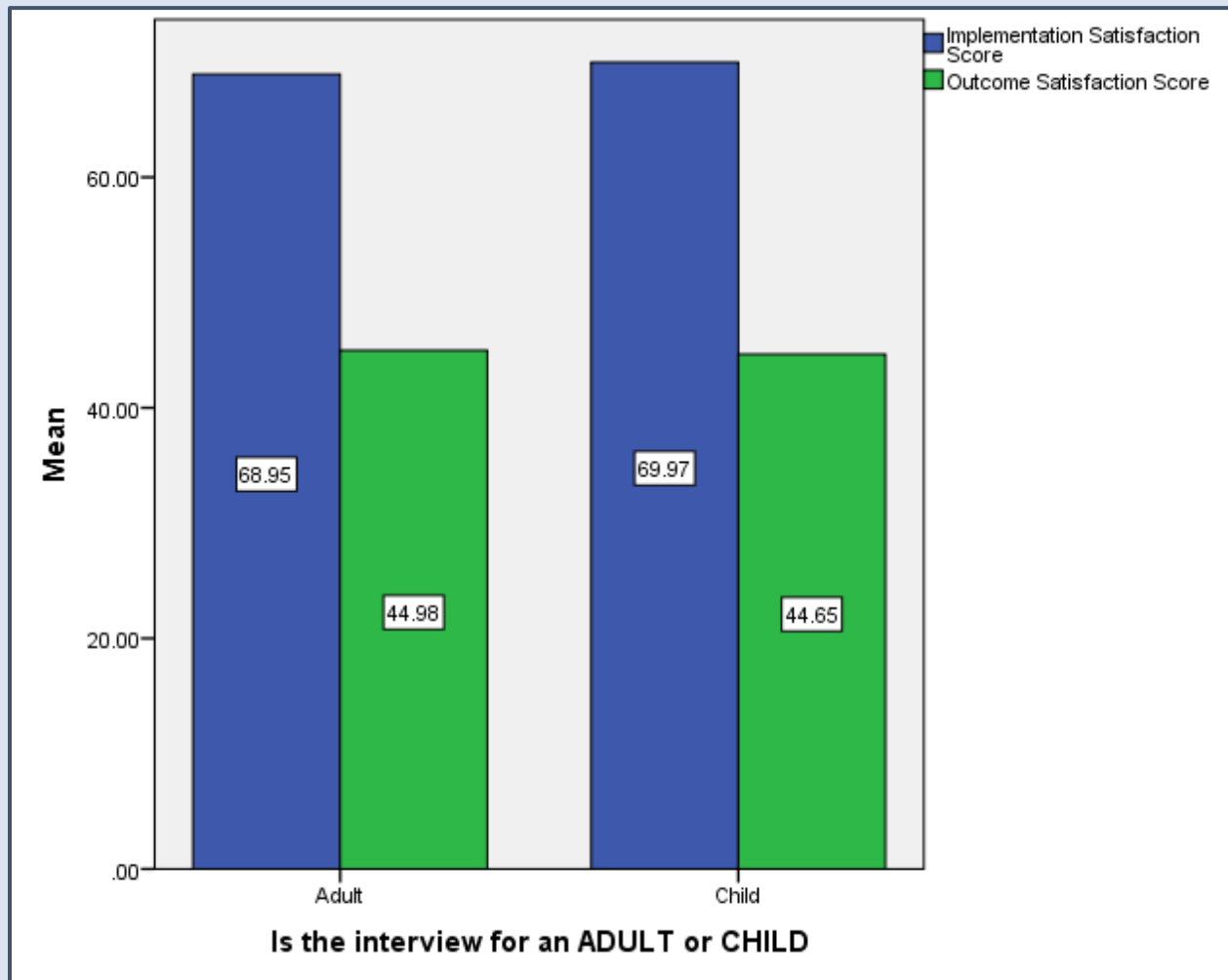


## Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 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:

- 95.6% Program staff respects your ethnic, cultural and religious background in your recovery/treatment Q21.
- 94.8% You were informed about your rights and responsibilities regarding the treatment you have received Q17.
- 94.6% You feel comfortable in asking questions regarding your treatment Q18.
- 94.2% Your provider asks your permission before sharing your personal information Q20.
- 93.8% You are an important part of the treatment process Q26.
- 93.5% You feel safe at this facility Q23.
- 93.0% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 91.5% Your service provider explained the advantages of your therapy or treatment Q27.
- 90.5% You trust your service provider Q22.
- 89.2% Overall, you are satisfied with the services you are receiving Q29.
- 88.8% Your service provider spends adequate time with you Q19.
- 87.5% You have the option to change your service provider should you choose to Q16.

\* You were given information on how to get additional community resources when you asked for information (example: transportation, child care, employment training) Q14. A high number of consumers reported that this question did not apply to them. With these cases removed, 82.6% reported that they were given information about how to get additional community resources, and 12.9% reported that they were not given information about how to get additional community resources.

***Summary responses from the Total group of respondents (N=3166) are presented in Table 1.  
Summary responses from the Total group Adult respondents (N=1921) are presented in Table 2.  
Summary responses from the Total group Child/ Adolescent of respondents (N=1245) are presented in Table 3.***

**Table 1 – Total Satisfaction – Services Questions – All Respondents**

N=3166	% 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.	82.7	10.2	2.8	0.8	2.5
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	69.5	10.8	3.2	1.4	15.9*
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.).	81.5	11.2	2.8	0.8	2.6
16. You have the option to change your service provider should you choose to.	87.5	5.8	2.9	0.7	1.8
17. You were informed about your rights and responsibilities regarding the treatment you have received.	94.8	2.3	2.9	0.4	0.5
18. You feel comfortable in asking questions regarding your treatment.	94.6	3.1	2.9	0.4	0.3
19. Your service provider spends adequate time with you.	88.8	6.4	2.9	0.6	0.8
20. Your provider asks your permission before sharing your personal information.	94.2	2.1	3.0	0.5	1.5
21. Program staff respects your ethnic, cultural and religious background in your recovery/treatment.	95.6	1.3	3.0	0.5	1.6
22. You trust your service provider.	90.5	4.9	2.9	0.5	0.5
23. You feel safe at this facility.	93.5	2.4	3.0	0.6	2.2
24. Your service provider offered you the opportunity to involve family, significant others or friends into your treatment process.	84.3	8.6	2.9	0.8	2.4
25. You are included in the development of your treatment/recovery plan and goals for recovery.	93.0	3.4	2.9	0.5	1.1
26. You are an important part of the treatment process.	93.8	3.1	2.9	0.4	0.6
27. Your service provider explained the advantages of therapy or treatment.	91.5	4.6	2.9	0.5	0.4
28. Your service provider explained the limitations of therapy or treatment.	84.7	7.5	2.8	0.7	1.2
29. Overall, you are satisfied with the services you are receiving.	89.2	6.8	2.8	0.6	0.6

**Table 2 – Total Satisfaction – Services Questions - Adult**



N=1921	% 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.	79.4	12.3	2.8	0.9	3.2
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	66.2	11.3	3.3	1.4	18.0
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.).	80.0	11.5	2.8	0.9	2.8
16. You have the option to change your service provider should you choose to.	85.5	6.9	2.9	0.7	2.2
17. You were informed about your rights and responsibilities regarding the treatment you have received.	93.9	2.9	2.9	0.4	0.5
18. You feel comfortable in asking questions regarding your treatment.	94.2	3.3	2.9	0.4	0.3
19. Your service provider spends adequate time with you.	88.2	7.0	2.8	0.6	0.7
20. Your provider asks your permission before sharing your personal information.	93.5	2.4	3.0	0.5	1.4
21. Program staff respects your ethnic, cultural and religious background in your recovery/treatment.	95.5	1.7	3.0	0.5	1.5
22. You trust your service provider.	89.3	5.8	2.8	0.5	0.3
23. You feel safe at this facility.	94.0	2.8	2.9	0.5	0.8
24. Your service provider offered you the opportunity to involve family, significant others or friends into your treatment process.	81.8	10.3	2.8	0.8	2.8
25. You are included in the development of your treatment/recovery plan and goals for recovery.	92.2	4.1	2.9	0.5	0.9
26. You are an important part of the treatment process.	93.4	3.4	2.9	0.4	0.4
27. Your service provider explained the advantages of therapy or treatment.	90.5	5.3	2.9	0.5	0.4
28. Your service provider explained the limitations of therapy or treatment.	82.9	8.8	2.8	0.7	1.1
29. Overall, you are satisfied with the services you are receiving.	88.9	7.0	2.8	0.6	0.5

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

N=1245	% 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.	87.8	7.1	2.9	0.7	1.5
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	74.5	10.0	3.2	1.2	12.8
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.).	83.8	10.8	2.8	0.8	2.3
16. You have the option to change your service provider should you choose to.	90.6	1.5	2.9	0.6	1.2
17. You were informed about your rights and responsibilities regarding the treatment you have received.	96.1	1.5	3.0	0.4	0.6
18. You feel comfortable in asking questions regarding your treatment.	95.2	2.7	2.9	0.4	0.4
19. Your service provider spends adequate time with you.	89.6	5.4	2.9	0.6	1.0
20. Your provider asks your permission before sharing your personal information.	95.3	1.6	3.0	0.5	1.6
21. Program staff respects your ethnic, cultural and religious background in your recovery/treatment.	95.8	0.6	3.0	0.4	1.7
22. You trust your service provider.	92.3	3.5	2.9	0.5	0.9
23. You feel safe at this facility.	92.7	1.8	3.1	0.7	4.3
24. Your service provider offered you the opportunity to involve family, significant others or friends into your treatment process.	88.3	5.9	2.9	0.7	1.8
25. You are included in the development of your treatment/recovery plan and goals for recovery.	94.1	2.4	3.0	0.5	1.4
26. You are an important part of the treatment process.	94.4	2.7	3.0	0.5	1.0
27. Your service provider explained the advantages of therapy or treatment.	93.0	3.5	2.9	0.5	0.6
28. Your service provider explained the limitations of therapy or treatment.	87.4	5.6	2.9	0.6	1.4
29. Overall, you are satisfied with the services you are receiving.	89.6	6.5	2.9	0.6	0.7

## 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, 47.1% to 80.1% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 13.6% to 22.7% of responses reflect that no change has resulted from involvement in services. Only 2.7% to 6.9% 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, 69.5% reported being involved in community activities as better or much better, and 26.9% 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, 73.7% reported that participation in school or work activities is better or much better, and 22.1% reported no change. This is a more accurate representation of the data.

**Summary responses from the Total group of respondents (N=3166) are presented in Table 4.**

**Summary responses from the Total group Adult respondents (N=1921) are presented in Table 5.**

**Summary responses from the Total group Child/ Adolescent of respondents (N=1245) 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=3166						
30. Managing daily problems.	72.8	20.8	4.9	2.7	0.7	1.5
31. Feeling in control of your life.	69.4	21.7	5.3	2.8	0.8	3.6
32. Coping with personal crisis.	63.6	22.7	6.9	2.8	1.0	6.8
33. How you feel about yourself.	74.3	18.1	5.1	2.8	0.8	2.5
34. Feeling good (hopeful) about the future.	76.9	15.9	4.2	2.8	0.8	3.0
35. Enjoying your free time.	80.1	13.6	3.5	2.9	0.7	2.8
36. Strengthening your social support network.	68.8	22.3	3.5	2.9	0.9	5.4
37. Being involved in community activities.	52.4	20.3	2.7	3.5	1.5	24.6*
38. Participating with school or work activities.	47.1	14.1	2.7	3.9	1.6	36.2*
39. Interacting with people in social situations.	68.8	22.2	3.9	2.9	0.9	5.1
40. Coping with specific problems or issue that led you to seek services.	76.7	17.7	4.4	2.8	0.6	1.2

**Table 5 – Total Satisfaction – Outcomes of Services Questions - Adult**

Total N=1921	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	75.3	19.1	4.3	2.8	0.7	1.3
31. Feeling in control of your life.	72.8	21.2	4.9	2.7	0.6	1.0
32. Coping with personal crisis.	67.2	22.1	6.6	2.8	0.9	4.2
33. How you feel about yourself.	76.3	16.1	5.7	2.8	0.7	1.9
34. Feeling good (hopeful) about the future.	79.0	14.8	4.6	2.8	0.7	1.6
35. Enjoying your free time.	77.6	14.9	4.6	2.8	0.8	2.9
36. Strengthening your social support network.	67.0	23.4	4.0	2.9	0.9	5.6
37. Being involved in community activities.	47.5	20.5	2.8	3.6	1.6	29.3
38. Participating with school or work activities.	33.9	9.8	1.6	4.5	1.7	54.7
39. Interacting with people in social situations.	69.9	20.5	3.9	2.9	0.9	5.7
40. Coping with the specific problems or issues that led you to seek services.	80.1	15.4	3.9	2.8	0.6	0.7

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

Total N=1245	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	69.0	23.5	5.7	2.7	0.7	1.8
31. Feeling in control of your life.	64.0	22.5	5.9	2.9	1.1	7.6
32. Coping with personal crisis.	58.0	23.6	7.5	2.9	1.2	10.9
33. How you feel about yourself.	71.2	21.2	4.3	2.8	0.8	3.3
34. Feeling good (hopeful) about the future.	73.7	17.6	3.6	2.9	0.9	5.1
35. Enjoying your free time.	83.9	11.6	1.9	2.9	0.6	2.6
36. Strengthening your social support network.	71.4	20.7	2.9	2.9	0.9	5.0
37. Being involved in community activities.	60.0	20.0	2.6	3.3	1.3	17.4
38. Participating with school or work activities.	67.3	20.7	4.4	2.9	1.0	7.6
39. Interacting with people in social situations.	67.0	24.9	3.9	2.8	0.9	4.3
40. Coping with the specific problems or issues that led you to seek services.	71.5	21.4	5.2	2.7	0.7	1.9

## Satisfaction with the Managed Care Organization

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

- 45.5% of respondents (1442 of the 3166) reported that they had received a copy of the PerformCare member handbook, 40.6% (1284) reported that they had not received a copy of the member handbook, 13.3% (422) were not sure, and 0.6% (18) reported that this question did not apply.

	Total	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>3166</b>	<b>1442</b> <b>45.50%</b>	<b>1284</b> <b>40.60%</b>	<b>422</b> <b>13.30%</b>	<b>18</b> <b>0.60%</b>
<b>Adult- County</b>					
<b>Cumberland</b>	299	113 37.80%	151 50.50%	32 10.70%	3 1.00%
<b>Dauphin</b>	622	259 41.60%	275 44.20%	83 13.30%	5 0.80%
<b>Lancaster</b>	662	192 29.00%	350 52.90%	115 17.40%	5 0.80%
<b>Lebanon</b>	271	116 42.80%	126 46.50%	27 10.00%	2 0.70%
<b>Perry</b>	67	26 38.80%	30 44.80%	11 16.40%	0 0
<b>Child- County</b>					
<b>Cumberland</b>	178	114 64.00%	47 26.40%	17 9.60%	0 0
<b>Dauphin</b>	296	186 62.80%	81 27.40%	27 9.10%	2 0.70%
<b>Lancaster</b>	570	323 56.70%	160 28.10%	86 15.10%	1 0.20%
<b>Lebanon</b>	156	96 61.50%	44 28.20%	16 10.30%	0 0
<b>Perry</b>	45	17 37.80%	20 44.40%	8 17.80%	0 0

- 85.3% of respondents (2702 of the 3166) reported that they are aware of their right to file a complaint or grievance. 12.1% (384) reported that they are not aware of their right to file a complaint or grievance, 1.3% (40) reported that they were not sure, and 1.3% (40) 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, you must add a comment!			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>3166</b>	<b>2702</b> <b>85.30%</b>	<b>384</b> <b>12.10%</b>	<b>40</b> <b>1.30%</b>	<b>40</b> <b>1.30%</b>
<b>Adult- County</b>					
<b>Cumberland</b>	299	255 85.30%	31 10.40%	3 1.00%	10 3.30%
<b>Dauphin</b>	622	507 81.50%	104 16.70%	7 1.10%	4 0.60%
<b>Lancaster</b>	662	535 80.80%	96 14.50%	19 2.90%	12 1.80%
<b>Lebanon</b>	271	212 78.20%	51 18.80%	3 1.10%	5 1.80%
<b>Perry</b>	67	59 88.10%	5 7.50%	1 1.50%	2 3.00%
<b>Child- County</b>					
<b>Cumberland</b>	178	167 93.80%	10 5.60%	0 0	1 0.60%
<b>Dauphin</b>	296	273 92.20%	21 7.10%	1 0.30%	1 0.30%
<b>Lancaster</b>	570	520 91.20%	43 7.50%	5 0.90%	2 0.40%
<b>Lebanon</b>	156	130 83.30%	22 14.10%	1 0.60%	3 1.90%
<b>Perry</b>	45	44 97.80%	1 2.20%	0 0	0 0

- 57.1% of respondents (1808 of the 3166) reported that they knew who to call to file a complaint or grievance. 35.3% (1118) reported that they did not know who to call, 4.3% (135) were not sure, and 3.3% (105) reported that this question did not apply.

	Total	Q3 Do you know who to call to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>3166</b>	<b>1808 57.10%</b>	<b>1118 35.30%</b>	<b>135 4.30%</b>	<b>105 3.30%</b>
<b>Adult- County</b>					
<b>Cumberland</b>	299	182 60.90%	101 33.80%	9 3.00%	7 2.30%
<b>Dauphin</b>	622	368 59.20%	212 34.10%	20 3.20%	22 3.50%
<b>Lancaster</b>	662	258 39.00%	310 46.80%	55 8.30%	39 5.90%
<b>Lebanon</b>	271	136 50.20%	117 43.20%	8 3.00%	10 3.70%
<b>Perry</b>	67	35 52.20%	29 43.30%	2 3.00%	1 1.50%
<b>Child- County</b>					
<b>Cumberland</b>	178	149 83.70%	26 14.60%	2 1.10%	1 0.60%
<b>Dauphin</b>	296	223 75.30%	70 23.60%	2 0.70%	1 0.30%
<b>Lancaster</b>	570	333 58.40%	190 33.30%	31 5.40%	16 2.80%
<b>Lebanon</b>	156	101 64.70%	43 27.60%	4 2.60%	8 5.10%
<b>Perry</b>	45	23 51.10%	20 44.40%	2 4.40%	0 0

- 15.6% of respondents (493 of the 3166) reported that they had called PerformCare in the last twelve months for information. 75.3% (2384) did not call PerformCare within the last twelve months, 1.4% (43) were not sure, and 7.8% (246) reported that this 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
<b>Total</b>	<b>3166</b>	<b>493</b> <b>15.60%</b>	<b>2384</b> <b>75.30%</b>	<b>43</b> <b>1.40%</b>	<b>246</b> <b>7.80%</b>
<b>Adult- County</b>					
<b>Cumberland</b>	299	48 16.10%	189 63.20%	5 1.70%	57 19.10%
<b>Dauphin</b>	622	80 12.90%	480 77.20%	5 0.80%	57 9.20%
<b>Lancaster</b>	662	89 13.40%	516 77.90%	13 2.00%	44 6.60%
<b>Lebanon</b>	271	27 10.00%	232 85.60%	3 1.10%	9 3.30%
<b>Perry</b>	67	6 9.00%	45 67.20%	0 0	16 23.90%
<b>Child- County</b>					
<b>Cumberland</b>	178	58 32.60%	98 55.10%	3 1.70%	19 10.70%
<b>Dauphin</b>	296	50 16.90%	226 76.40%	1 0.30%	19 6.40%
<b>Lancaster</b>	570	107 18.80%	440 77.20%	9 1.60%	14 2.50%
<b>Lebanon</b>	156	23 14.70%	130 83.30%	3 1.90%	0 0
<b>Perry</b>	45	5 11.10%	28 62.20%	1 2.20%	11 24.40%



- 92.6% of those that requested information from PerformCare (452 of the 488) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays. 4.7% (23) reported that they were not able to obtain information without unnecessary delays, and 2.7% (13) 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
<b>Total</b>	<b>488</b>	<b>452</b> <b>92.60%</b>	<b>23</b> <b>4.70%</b>	<b>13</b> <b>2.70%</b>
<b>Adult- County</b>				
<b>Cumberland</b>	49	44 89.80%	3 6.10%	2 4.10%
<b>Dauphin</b>	78	71 91.00%	3 3.80%	4 5.10%
<b>Lancaster</b>	92	84 91.30%	5 5.40%	3 3.30%
<b>Lebanon</b>	26	26 100.00%	0 0	0 0
<b>Perry</b>	6	6 100.00%	0 0	0 0
<b>Child- County</b>				
<b>Cumberland</b>	58	56 96.60%	1 1.70%	1 1.70%
<b>Dauphin</b>	46	45 97.80%	0 0	1 2.20%
<b>Lancaster</b>	107	103 96.30%	2 1.90%	2 1.90%
<b>Lebanon</b>	22	13 59.10%	9 40.90%	0 0
<b>Perry</b>	4	4 100.00%	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.*

- 55.4% of respondents (1753 of 3166) were given a choice of at least 2 providers regarding the type of service they were seeking. 29.7% of respondents (940) reported that they were not given a choice, 6.8% (215) were not sure, and 8.1% (258) reported that this question did not apply.

	Total	Q5 Were you given a choice of at least two (2) Providers from PerformCare regarding the type of service you were seeking?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>3166</b>	<b>1753</b> <b>55.40%</b>	<b>940</b> <b>29.70%</b>	<b>215</b> <b>6.80%</b>	<b>258</b> <b>8.10%</b>
<b>Adult- County</b>					
<b>Cumberland</b>	299	137 45.80%	91 30.40%	17 5.70%	54 18.10%
<b>Dauphin</b>	622	311 50.00%	218 35.00%	31 5.00%	62 10.00%
<b>Lancaster</b>	662	302 45.60%	221 33.40%	72 10.90%	67 10.10%
<b>Lebanon</b>	271	134 49.40%	109 40.20%	12 4.40%	16 5.90%
<b>Perry</b>	67	34 50.70%	26 38.80%	3 4.50%	4 6.00%
<b>Child- County</b>					
<b>Cumberland</b>	178	108 60.70%	36 20.20%	19 10.70%	15 8.40%
<b>Dauphin</b>	296	206 69.60%	63 21.30%	14 4.70%	13 4.40%
<b>Lancaster</b>	570	386 67.70%	122 21.40%	38 6.70%	24 4.20%
<b>Lebanon</b>	156	100 64.10%	45 28.80%	8 5.10%	3 1.90%
<b>Perry</b>	45	35 77.80%	9 20.00%	1 2.20%	0 0

- 65.9% of respondents (2087 of 3166) were informed of the time approved for their services. 19.2% of respondents (608) were not informed of the time approved for services, 8.5% (270) were not sure, and 6.3% (201) reported that this question did not apply.

	Total	Q6 Were you informed of the time approved for your services? (Example: BHRS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>3166</b>	<b>2087 65.90%</b>	<b>608 19.20%</b>	<b>270 8.50%</b>	<b>201 6.30%</b>
<b>Adult- County</b>					
<b>Cumberland</b>	299	162 54.20%	70 23.40%	19 6.40%	48 16.10%
<b>Dauphin</b>	622	403 64.80%	151 24.30%	33 5.30%	35 5.60%
<b>Lancaster</b>	662	337 50.90%	153 23.10%	108 16.30%	64 9.70%
<b>Lebanon</b>	271	156 57.60%	71 26.20%	24 8.90%	20 7.40%
<b>Perry</b>	67	46 68.70%	15 22.40%	3 4.50%	3 4.50%
<b>Child- County</b>					
<b>Cumberland</b>	178	138 77.50%	18 10.10%	9 5.10%	13 7.30%
<b>Dauphin</b>	296	252 85.10%	32 10.80%	5 1.70%	7 2.40%
<b>Lancaster</b>	570	426 74.70%	74 13.00%	63 11.10%	7 1.20%
<b>Lebanon</b>	156	128 82.10%	21 13.50%	5 3.20%	2 1.30%
<b>Perry</b>	45	39 86.70%	3 6.70%	1 2.20%	2 4.40%

- 90.4% of respondents (1179 of the 1304) report when they call PerformCare staff treats them courteously and with respect, 6.6% (86) report when they call PerformCare staff do not treat them courteously and with respect, and 3.0% (39) were not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
<b>Total</b>	<b>1304</b>	<b>1179 90.40%</b>	<b>86 6.60%</b>	<b>39 3.00%</b>
<b>Adult- County</b>				
<b>Cumberland</b>	114	100 87.70%	9 7.90%	5 4.40%
<b>Dauphin</b>	208	176 84.60%	27 13.00%	5 2.40%
<b>Lancaster</b>	268	242 90.30%	11 4.10%	15 5.60%
<b>Lebanon</b>	55	46 83.60%	7 12.70%	2 3.60%
<b>Perry</b>	26	21 80.80%	4 15.40%	1 3.80%
<b>Child- County</b>				
<b>Cumberland</b>	109	97 89.00%	10 9.20%	2 1.80%
<b>Dauphin</b>	129	120 93.00%	6 4.70%	3 2.30%
<b>Lancaster</b>	347	336 96.80%	6 1.70%	5 1.40%
<b>Lebanon</b>	29	24 82.80%	4 13.80%	1 3.40%
<b>Perry</b>	19	17 89.50%	2 10.50%	0 0

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

- 94.7% of respondents (1901 of 2007) report overall they are satisfied with their interactions with PerformCare. 2.5% (50) reported overall they are not satisfied with their interactions with PerformCare, and 2.8% (56) were not sure.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	2007	1901 94.70%	50 2.50%	56 2.80%
<b>Adult- County</b>				
<b>Cumberland</b>	145	135 93.10%	8 5.50%	2 1.40%
<b>Dauphin</b>	222	207 93.20%	10 4.50%	5 2.30%
<b>Lancaster</b>	432	409 94.70%	3 0.70%	20 4.60%
<b>Lebanon</b>	220	213 96.80%	4 1.80%	3 1.40%
<b>Perry</b>	36	35 97.20%	1 2.80%	0 0
<b>Child- County</b>				
<b>Cumberland</b>	127	118 92.90%	7 5.50%	2 1.60%
<b>Dauphin</b>	132	125 94.70%	6 4.50%	1 0.80%
<b>Lancaster</b>	504	485 96.20%	2 0.40%	17 3.40%
<b>Lebanon</b>	153	142 92.80%	8 5.20%	3 2.00%
<b>Perry</b>	36	32 88.90%	1 2.80%	3 8.30%

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

## **PerformCare Comments:**

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

- Did not receive one.
- I am not sure if I have PerformCare or Medicare now.
- I did not even know I had PerformCare.
- I do not know. I have not had my mail for like 45 days now.
- I did not know who PerformCare was.
- I do not think so (2).
- I do not think I received one.
- I got medical assistance while in treatment.
- I have not received (2).
- I just got services though so it might be at home.
- I would like to.
- I am not familiar with PerformCare. I just got medical assistance reinstated before I came here.
- I am not familiar with PerformCare (3).
- I am not that familiar, and I just recently got MA.
- I have never even heard of PerformCare (2).
- My parents may have gotten one.
- Never received.
- No, but I just got back on with them.
- No, but I was homeless until recently.
- No, I did not know about them until today (3).
- No, I do not think so.
- No, I was not aware of Perform Care's existence.
- Nobody told me about anything.
- Not familiar with PerformCare and do not think I have ever received anything from them.
- Not in a while.
- Not recently.
- Sent to me when services began.
- Yes. very satisfied.
- Who is PerformCare?

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

- I did not even know what they were talking about when they said, "PerformCare".
- I did not know about them until today.
- I did not know I had PerformCare.
- I do not know who PerformCare is (6).
- I have filed in the past.
- I never heard of them to be honest.
- I was not aware.
- I was not familiar with PerformCare (8).
- I was not familiar with PerformCare until now (9).
- I was not familiar with them until you told me who they were (3).
- I have never heard of PerformCare (5).
- No, I did not even know who they were.
- Nope, I have never heard of perform care.
- They would not listen.

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

- No, but I could figure it out.

- I have a paper at home.
- I need to look that up.
- I would call the back of my insurance card.
- I would find out.
- I would go to the front desk and request.
- I would just look it up in the handbook.
- I would look at the handbook.
- If I need a number, I can look it up.
- Within Gaudenzia, yes.
- It should be in the handbook.
- Member services on my card. Surveyor note: informed of PerformCare's phone number and told her she would receive resource list in mail.
- No it is in the handbook.

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

- For follow up, yes.
- That is how I got my therapy.
- I called for information on occupational therapy.
- I go through case manager.
- *Mom*: did not, but our case worker called member services and got the information I needed.
- My provider calls on my behalf.
- Needed information on behavior therapy.
- PerformCare called us.
- Teamcare does a wonderful job to help.

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

- Currently at a standstill.
- Being passed around from department to department.
- Did not call in last 12 months.
- Got funneled around on the phone.
- It took a while; about a month.
- The only delay has to do with personal reasons and both parents having to sign paperwork.
- Trying to get a doctor appointment but health center took too long paperwork. Hamilton Health Center was not helping to get appointment.

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

- Go to Alder Health for the help I needed.
- Yes, although it was a little confusing and I feel like it was just a general list, not a list specific to my needs.
- Yes, but all of them had outrageous waiting lists or were way too far so I had to go inpatient.
- Call Holy Spirit directly.
- Chose to come to Discovery House.
- No, it was a CYS recommendation.
- Common ground chose it for me.
- Consumer chose provider and called them.
- Consumer picked provider that she wanted.
- Drug court.
- Found service on my own.
- Got them from someone else.

- Had to call Holy Spirit myself.
- He has two different doctors there. My main concern is that he has a male counselor.
- His doctor suggested home care.
- I went with what was suggested to me by AA friends.
- I already had one.
- I already knew about the provider and did not need other options.
- I already knew I wanted to come here.
- I already knew I wanted to come.
- I called here because my probation officer said they had a bed here.
- I called providers.
- I came from prison and they just set everything up
- I came here from Daystar.
- I came here on my own because I was familiar with them (2).
- I came here on my own without seeking other options (2).
- I came straight here for treatment because I was familiar with Discovery House.
- I came straight here on my own.
- I chose Allenwood because I was already familiar with them.
- I chose my provider.
- I did my own research and called around and Laurel Life was the first available. We wanted elsewhere but we have been waiting a whole year and nothing.
- I did my own research and called Roxbury.
- I did my own research and took the initiative.
- I did my own research and went to Holy Spirit on my own.
- I did my own research (3).
- I did not have medical assistance when I started here.
- I did not seek other options.
- I feel like they are keeping me here for the insurance money.
- I found the provider on my own.
- I had a doctor that I wanted.
- I had the option but chose the first suggestion.
- I heard about this place and walked in.
- I just called here.
- I just chose here.
- I just got referred from the hospital.
- I just heard about it.
- I just tried a few different places and got into Roxbury first.
- I just went back to Hamilton on my own; I did not want to go anywhere else.
- I knew I wanted to come here (2).
- I knew I wanted to come here and did not need to know other options.
- I knew I wanted to come to Roxbury.
- I knew of this place in advance.
- I knew to come here.
- I knew where I wanted to go.
- I knew who I wanted.
- I reached out to them.
- I transferred from another Discovery House.
- I was already familiar with Roxbury so I just wanted to come back.
- I was already in treatment when I got PerformCare.
- I was already set on Gaudenzia.
- I was familiar and knew I wanted to come here.



- I was here before so I knew I wanted to come here.
- I was here before.
- I was paroled here (2).
- I was referred (4).
- I was referred here (2).
- I was referred here by a friend (2).
- I was referred here by Dauphin County.
- I was referred here by family.
- I was referred here by Hershey Med.
- I was referred here by my ex.
- I was referred here by my parole (2).
- I was referred straight from prison.
- I was referred there by a previous therapist (2).
- I was referred there by Harrisburg Hospital.
- I was referred there by my PCP.
- I was referred there through Hamilton.
- I was referred to PPI.
- I was seeking a specialist to do a quick evaluation on my child's behavioral health. Her pediatrician called in a specialist for one visit.
- I was sent a short list of occupational therapy providers. Of those listed, one did not provide OT, one no longer had OT, and one had to be paid out of pocket. In this case, PerformCare needed to improve certain things.
- I was sent here.
- I have been here before, and they got me within 24 hours.
- It was here or White Deer Run.
- It was the lady at RASE project who did that for me.
- It was the only thing available at that time.
- Knew about Discovery House and wanted to get their services.
- Knew I wanted to go to Stevens Center.
- My probation officer sent me to treatment.
- No services in a while.
- No, because I already knew I wanted to come here.
- I chose myself.
- I chose Roxbury.
- No, but I chose this place.
- No, I called Gaudenzia because I have been here before.
- No, I kind of just did that on my own.
- No, I went through the RASE project, and this was just the first available place.
- No the prison sent me here.
- No, I just kind of went with TW Ponessa.
- Recall getting information about providers.
- Recommended by pediatrician.
- Reference by family doctor (2).
- Referred by Bethesda mission.
- Set up from Roxbury.
- Straight from state prison.
- The court mandated the counselor.
- The school contacted me with help for my daughter.
- They set me up in rehab (2).
- They tried but this was the only place accepting patients at the time.

- This is the only one that would take me because I am on methadone.
- This was the only place available.
- Wanted to go to Philhaven.
- We were referred there.
- Went to Philhaven straight away.
- Went with Hershey.
- Went with who I wanted.

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

- 90 days or more.
- Yes, but not from PerformCare.
- Counselor and patient advocate helped me sign up.
- Court mandated.
- Did not seem to care. I had an appointment with the doctor who did not show up. This happened twice.
- I already knew I wanted to come here.
- I came here on my own.
- I did not catch that if they did say something.
- I do not think so (3).
- I figured it was 28 days, but I do not think anyone actually told me anything.
- I had to ask.
- I was supposed to be here for 30 days as it is a 30-day program, but I just recently found out that PerformCare added an extra week. I am only going downstairs for long term, so I am not even technically leaving the facility.
- I was told 14 days, but it turns out it is going to be 28.
- I would like to leave before long. I am pregnant and want to go home before I have a baby here.
- One week at a time, weekly.
- Only one evaluation appointment.
- Talked about intake only.
- They do insurance updates.
- They will not give you a completion unless they say.
- Treatment does not have a set time limit.
- Treatment is indefinite.
- Treatment length depends on the individual.

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

- Yes, but they were not as helpful as I hoped they would be, especially with medication preauthorizations.
- Have not needed to call.
- Have not called PerformCare during last year.
- I cannot say they are nasty, but they cannot change anything with treatment.
- Never called them.
- Never spoke to anyone; case manager calls.
- Receptionist has an attitude.
- Sometimes.
- They call us (2).
- They called me and were courteous and respectful.
- Very much so.

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

- Did not get information when I called and received no return call. This happened 3 times.

- Very satisfied.
- Getting bills and just give information for PerformCare.
- Have problems getting medications.
- PerformCare has called us a few times.
- So not very nice to me.
- The lady on the phone helped me a lot.
- The main issue was that when my son was hospitalized, his doctor thought he needed more time in facility. PerformCare was trying to send him home which I disagreed with. PerformCare is not a doctor and they should listen to doctor.
- The only issues we have are that they have been telling us they were going to help us get services, but we have had two evaluations and nothing to show for it.
- They need to improve some things. I asked for a list of providers for occupational therapy. One did not offer these services anymore, one never offered them, and one required out of pocket payment.
- Very helpful in reaching out to my family.

#### **Additional PerformCare Questions**

- Able to go onto website to find services.
- *Grandmother:* had a very difficult time with denials on medications.
- Had to really push for services and advocate for him. It was hard to get in. If I would not have reached out and done research, I do not think I would have gotten the help we needed. We were told by many providers that it would be a long wait.
- I just want to give special thanks Maureen Storm; she always took care of my daughter quickly and with care to get her what she needs.
- I wish I still had medical assistance.
- PerformCare needs to be more visible, especially to clients. The issue of visibility does not lie completely with PerformCare. AmeriHealth and Pennsylvania DHS also have a part to play in clients knowing about PerformCare.
- They are a good insurance.