



# **Consumer Satisfaction Services, Inc.**

**Capital Region  
3rd Quarter 2020**

**PREPARED FOR:**

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

**Prepared By**

**Consumer Satisfaction Services**

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# **Consumer Satisfaction Services, Inc.**

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**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.**

## Table of Contents

<b>Executive Summary .....</b>	<b>I</b>
<b>Request for Assistance .....</b>	<b>1</b>
<b>Survey Information .....</b>	<b>2</b>
<b>Demographic Information.....</b>	<b>4</b>
<b>Consumer Satisfaction.....</b>	<b>6</b>
<b>Total Satisfaction .....</b>	<b>10</b>
<b>Services .....</b>	<b>14</b>
<b>Outcomes of Services .....</b>	<b>18</b>
<b>Satisfaction with the Managed Care Organization.....</b>	<b>21</b>
<b>Consumer Comments .....</b>	<b>30</b>

# 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=242) 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 242 (n=242) respondents from the Capital Region including 17 adult consumers (7.0%) and 225 child/adolescents (93.0%).
- Sample: Of the 17 adult consumers, 5 (29.4%) responded for themselves, 10 (58.8%) had a parent/guardian respond for them, and 2 (11.8%) responded for themselves with the additional input of a parent/guardian. Of the 225 child/adolescent consumers, 223 (99.1%) had a parent/guardian respond for them, and 2 (0.9%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 3 treatment levels of care were utilized by respondents and are included in this reporting period, 187 (77.3%) Family Based, 18 (7.4%) STAP (Summer Therapeutic Activities Program), and 37 (15.3%) ASP (After School Program).
- Methods: Data was collected by 6 interviewers.
- Treatment Facility: Data was collected from 11 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 242 interviews 242 (100.0%) 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.

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

- 96.7% Program staff respects your ethnic, cultural and religious background in your recovery/treatment Q21.
- 96.3% You were informed about your rights and responsibilities regarding the treatment you have received Q17.
- 95.9% Your provider asks your permission before sharing your personal information Q20.
- 95.5% Your provider informed you who to call if you have questions about your mental health/crisis or substance abuse services Q13.
- 95.5% You feel comfortable in asking questions regarding your treatment Q18.
- 95.5% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 95.0% Your service provider explained the advantages of your therapy or treatment Q27.
- 93.0% You have the option to change your service provider should you choose to Q16.
- 92.1% You are an important part of the treatment process Q26.
- 91.7% Your service provider explained the limitations of your therapy or treatment Q28.

- 90.5% Your service provider offered you the opportunity to involve family, significant others or friends into your treatment process Q24.
- 90.1% Your service provider spends adequate time with you Q19.
- 88.4% Overall, you are satisfied with the services you are receiving Q29.
- 87.2% You trust your service provider Q22.
- 86.4% You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training) Q14.
- 85.5% Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.) Q15.

*\*A high number of consumers reported that question 23, you feel safe at this facility, did not apply to them. With these cases removed, 100.0% agree or strongly agree they feel safe at this facility. This is a more accurate representation of the data.*

### **Outcomes of Services**

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

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 52.1% to 80.6% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 12.8% to 29.3% of responses reflect that no change has resulted from involvement in services. Finally, 5.8% to 11.2% of responses reflect that things are worse as a result of services.

*\* Involved in the community or in organizations outside of mental health/substance abuse activities Q37. A high number of consumers reported that this question did not apply to them. With these cases removed, 54.5% reported that participation in community activities is better or much better, 35.1% reported no change, and 10.4% reported this as worse or much worse. 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**

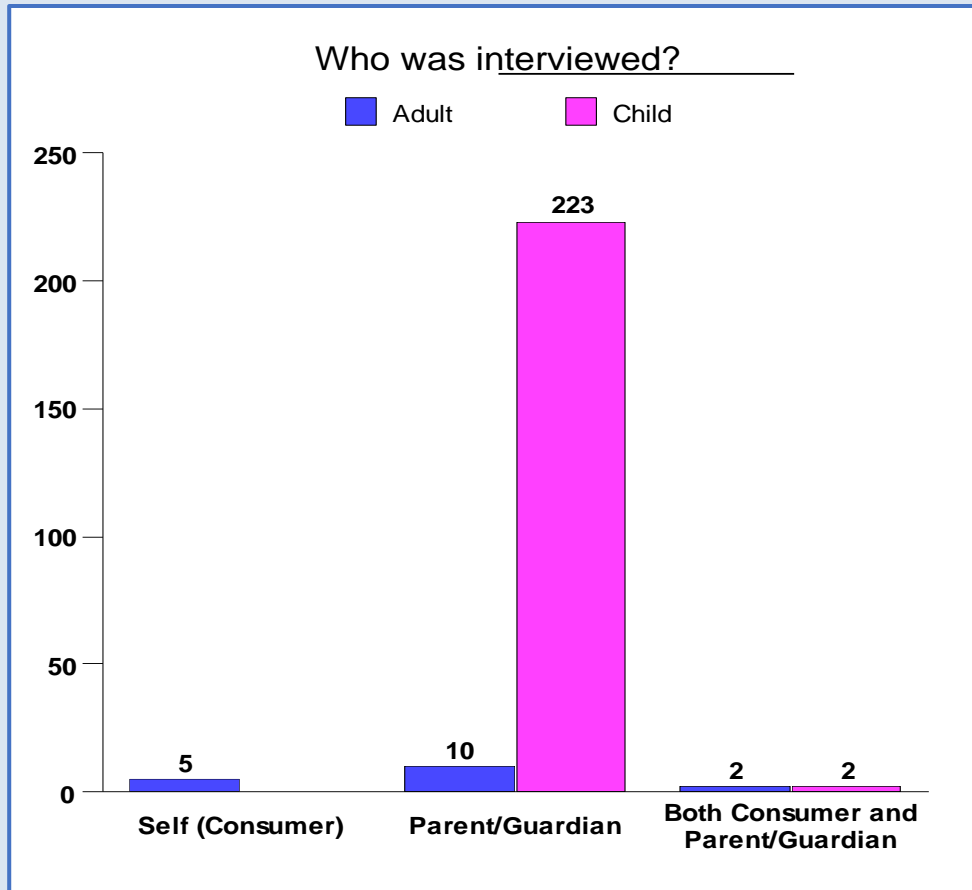
During the interview, if a consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), PerformCare or any other part of the behavioral health system that can reasonably be addressed, the surveyor will ask the consumer if 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 Capital Area Behavioral Health Collaborative (CABHC) for action steps and follows up.

- CSS had no Requests for Assistance for the 3<sup>rd</sup> Quarter 2020.

\* 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 242 ( $n=242$ ) respondents from the Capital Region including 17 adult consumers (7.0%) and 225 child/adolescents (93.0%).
- Sample: Of the 17 adult consumers, 5 (29.4%) responded for themselves, 10 (58.8%) had a parent/guardian respond for them, and 2 (11.8%) responded for themselves with the additional input of a parent/guardian. Of the 225 child/adolescent consumers, 223 (99.1%) had a parent/guardian respond for them, and 2 (0.9%) responded for themselves with the additional input of a parent/guardian.



- Level of Care: In all, 3 treatment levels of care were utilized by respondents and are included in this reporting period, 187 (77.3%) Family Based, 18 (7.4%) STAP (Summer Therapeutic Activities Program), and 37 (15.3%) ASP (After School Program).
- Methods: Data was collected by 6 interviewers.
- Treatment Facility: Data was collected from 11 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 242 interviews 242 (100.0%) were conducted by phone.



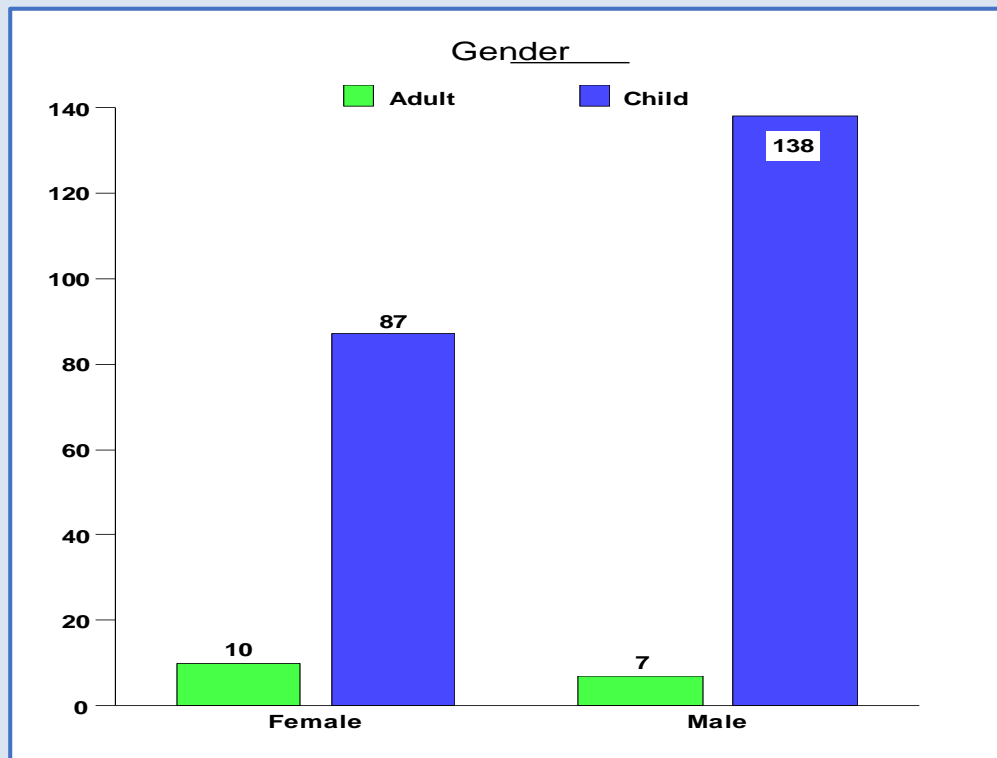
**County of Residence:**

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster (30.6%). The remaining respondents reported residence in Dauphin (29.8%), Lebanon (19.4%), Cumberland (14.0%), and Perry County (6.2%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
<b>Total</b>	<b>242</b>	<b>34</b> <b>14.00%</b>	<b>72</b> <b>29.80%</b>	<b>74</b> <b>30.60%</b>	<b>47</b> <b>19.40%</b>	<b>15</b> <b>6.20%</b>
<b>Adult</b>	<b>17</b>	<b>3</b> <b>17.60%</b>	<b>6</b> <b>35.30%</b>	<b>4</b> <b>23.50%</b>	<b>4</b> <b>23.50%</b>	<b>0</b> <b>0</b>
<b>Child</b>	<b>225</b>	<b>31</b> <b>13.80%</b>	<b>66</b> <b>29.30%</b>	<b>70</b> <b>31.10%</b>	<b>43</b> <b>19.10%</b>	<b>15</b> <b>6.70%</b>

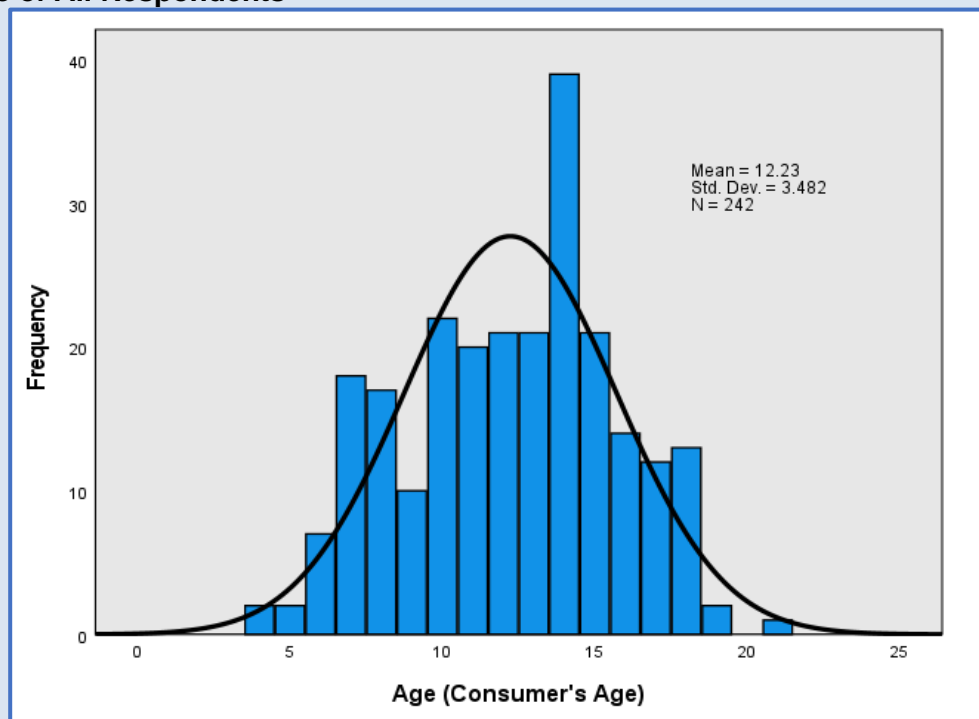
## Demographic Information

**Gender:** Overall, the sample is 40.1% Female (97), and 59.9% Male (145). Of the 17 adult consumers, 58.8% Female (10), and 41.2% Male (7). Of the 225 child/adolescent consumers, 38.7% Female (87), and 61.3% Male (138).



**Age:** Age of all respondents ranged from 4-21 years, with a mean age of 12.23 (SD 3.482).

### Age of All Respondents



**Race:** 129 respondents (53.3%) reported their race as White/Caucasian, 41 (16.9%) as Multi-Racial, 37 (15.3%) as Hispanic/Latino, 26 (10.7%) as African American, 3 (1.2%) as Native American / American Indian, 3 (1.2%) as Other, 2 (0.8%) as Asian/Pacific Islander, and 1 (0.4%) did not answer this question.

	Total	Is the interview for an ADULT or CHILD	
		Adult	Child
<b>Total</b>	<b>242</b>	<b>17 7.00%</b>	<b>225 93.00%</b>
<b>Race</b>			
<b>African American</b>	<b>26</b>	<b>1 3.80%</b>	<b>25 96.20%</b>
<b>Asian/Pacific Islander</b>	<b>2</b>	<b>0 0</b>	<b>2 100.00%</b>
<b>Hispanic/Latino</b>	<b>37</b>	<b>3 8.10%</b>	<b>34 91.90%</b>
<b>Native American / American Indian</b>	<b>3</b>	<b>1 33.30%</b>	<b>2 66.70%</b>
<b>White / Caucasian</b>	<b>129</b>	<b>9 7.00%</b>	<b>120 93.00%</b>
<b>Multi-Racial</b>	<b>41</b>	<b>3 7.30%</b>	<b>38 92.70%</b>
<b>Other</b>	<b>3</b>	<b>0 0</b>	<b>3 100.00%</b>
<b>Did Not Answer</b>	<b>1</b>	<b>0 0</b>	<b>1 100.00%</b>

## 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, 147 of the 242 respondents (60.7%) reported they had been interviewed by their provider within the last year, 58 (24.0%) reported they had not been interviewed, and 37 (15.3%) were not sure.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?		
		Yes	No	Not sure
<b>Total</b>	<b>242</b>	<b>147 60.70%</b>	<b>58 24.00%</b>	<b>37 15.30%</b>
<b>Adult</b>	<b>17</b>	<b>10 58.80%</b>	<b>2 11.80%</b>	<b>5 29.40%</b>
<b>Child</b>	<b>225</b>	<b>137 60.90%</b>	<b>56 24.90%</b>	<b>32 14.20%</b>

<b>Total Satisfaction Score</b>				
<b>Has your provider interviewed you on your satisfaction level with services during the last year?</b>		<b>N</b>	<b>Mean</b>	<b>Std. Deviation</b>
<b>Adult</b>	<b>Yes</b>	10	114.83	10.02
	<b>No</b>	2	112.13	10.12
	<b>Not sure</b>	5	108.52	6.43
	<b>Total</b>	17	112.66	9.03
<b>Child</b>	<b>Yes</b>	137	115.52	13.08
	<b>No</b>	56	110.13	14.35
	<b>Not sure</b>	32	113.97	16.77
	<b>Total</b>	225	113.96	14.09

*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.*

**Service Delay:**

- Of the 242 consumers, 23 (9.5%) reported that they experienced some delay before beginning treatment. 165 consumers (68.2%) reported no delay before beginning treatment, and 54 (22.3%) consumers felt that this question did not apply to them.

	<b>Total</b>	<b>Q11 Were there delays before starting these services?</b>		
		<b>Yes</b>	<b>No</b>	<b>N/A</b>
<b>Total</b>	<b>242</b>	<b>23 9.50%</b>	<b>165 68.20%</b>	<b>54 22.30%</b>
<b>Adult</b>	<b>17</b>	<b>1 5.90%</b>	<b>11 64.70%</b>	<b>5 29.40%</b>
<b>Child</b>	<b>225</b>	<b>22 9.80%</b>	<b>154 68.40%</b>	<b>49 21.80%</b>

Total Satisfaction Score				
Q11 Were there delays before starting these services?		N	Mean	Std. Deviation
Adult	Yes	1	113.98	0.0
	No	12	114.41	9.72
	N/A	4	107.08	5.87
	Total	17	112.66	9.03
Child	Yes	22	111.51	14.26
	No	153	116.00	11.95
	N/A	50	108.80	18.30
	Total	225	113.96	14.09

*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:** 61 of the 242 respondents (25.2%) indicated they needed emergency mental health or substance abuse service during the past year; 179 respondents (74.0%) reported that they did not need emergency service and 2 (0.8%) reported that they were not sure.

- 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 1.76 with standard deviation 0.449.

	Total	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
<b>Total</b>	<b>61</b>	<b>10</b> 16.40%	<b>7</b> 11.50%	<b>2</b> 3.30%	<b>20</b> 32.80%	<b>22</b> 36.10%
<b>Adult</b>	<b>5</b>	<b>0</b> 0	<b>0</b> 0	<b>0</b> 0	<b>2</b> 40.00%	<b>3</b> 60.00%
<b>Child</b>	<b>56</b>	<b>10</b> 17.90%	<b>7</b> 12.50%	<b>2</b> 3.60%	<b>18</b> 32.10%	<b>19</b> 33.90%

## Mean Satisfaction of Treatment Facilities

- Data was collected from 12 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			
Name of Treatment Facility	N	Mean	Std. Deviation
JEWISH FAMILY SERVICE OF GREATER HARRISBURG INC	4	118.92	11.07
TEAMCARE BEHAVIORAL HEALTH LLC	20	116.56	7.89
MERAKEY PENNSYLVANIA ONE NORWEGIAN PLZ	10	115.47	12.56
LAUREL LIFE SERVICES	4	115.13	12.04
COMMUNITY SERVICES GROUP INC	15	114.60	16.85
DIAKON CHILD FAMILY & COMMUNITY MINISTRIES	11	114.52	8.08
WELLSPAN PHILHAVEN	73	114.39	16.12
PENNSYLVANIA COUNSELING SERVICES	73	114.38	12.10
FRANKLIN FAMILY SERVICES INC	6	109.98	14.58
STEVENS CENTER	19	108.49	13.33
YOUTH ADVOCATE PROGRAMS	7	104.77	21.24
<b>Total</b>	<b>242</b>	<b>113.87</b>	<b>13.79</b>

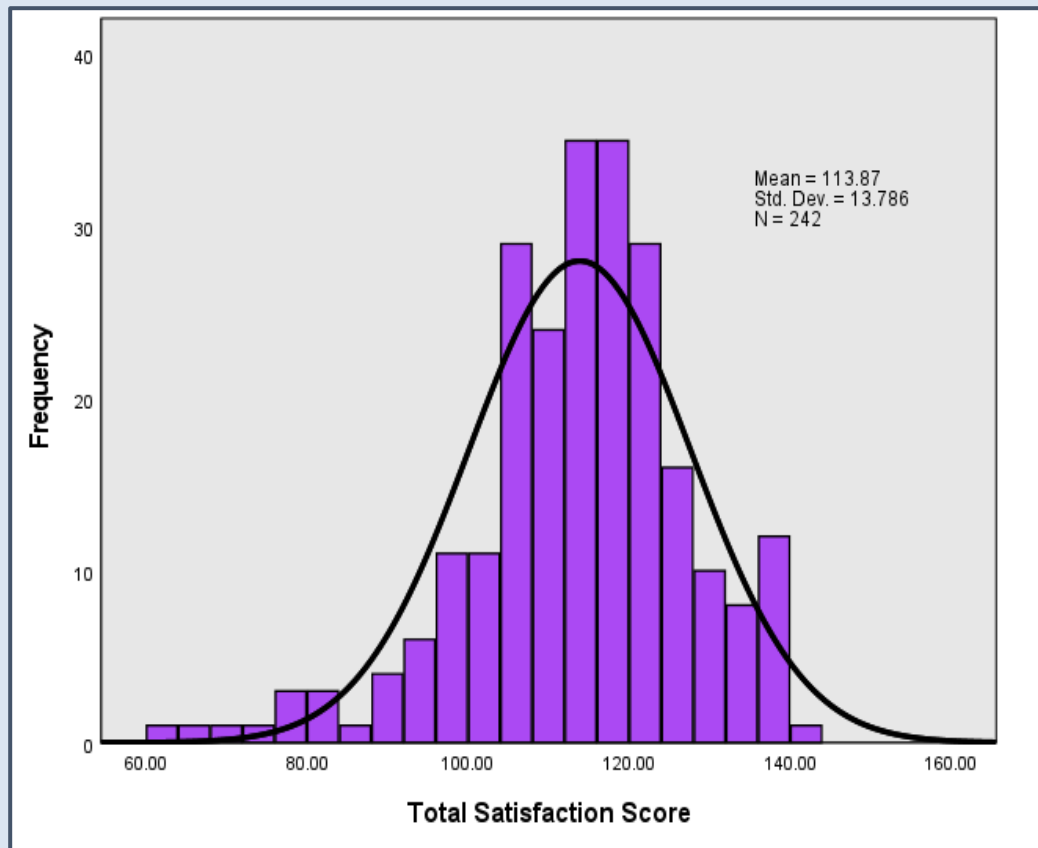
## Mean Satisfaction Level of Care

Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
STAP (SUMMER THERAPEUTIC ACTIVITIES PROGRAM)	18	116.6704	8.98594
ASP (AFTER SCHOOL PROGRAM)	37	114.1386	13.64826
FAMILY BASED	187	113.5426	14.21051
<b>Total</b>	<b>242</b>	<b>113.8664</b>	<b>13.78602</b>

## Total Satisfaction

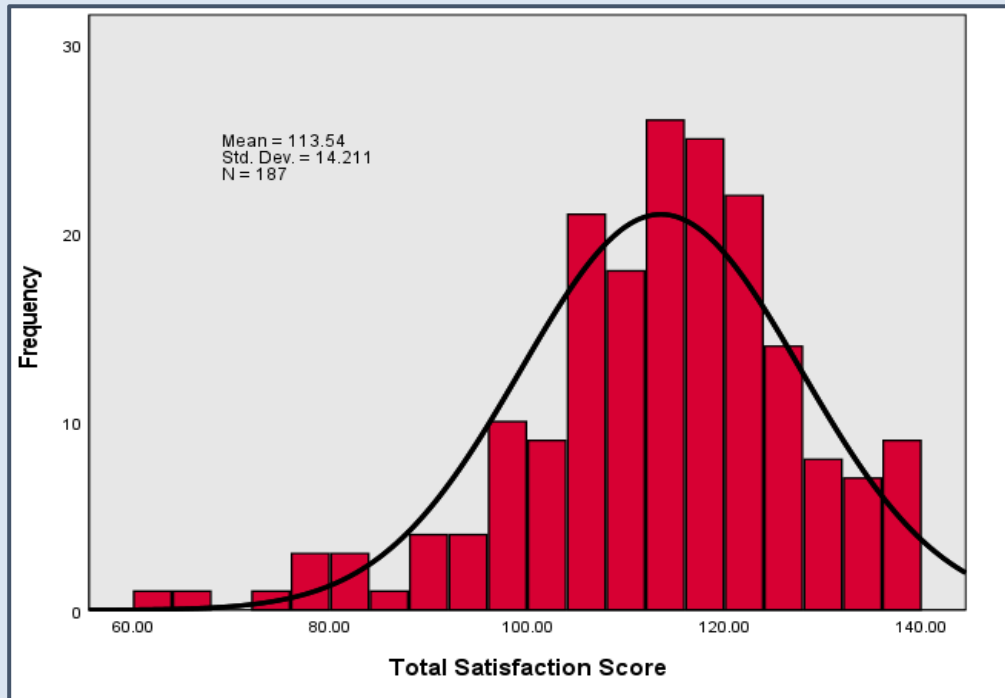
**Overall Satisfaction:** CSS includes 28 questions in the Total Satisfaction Score (TSS). These are questions 13-40 on the survey. Each question has 5 possible responses that are figured into the score. The responses ranged from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better). Higher 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 113.87 with a standard deviation 13.786 indicating a high level of satisfaction. The TSS scores ranged from 63.98–140. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.





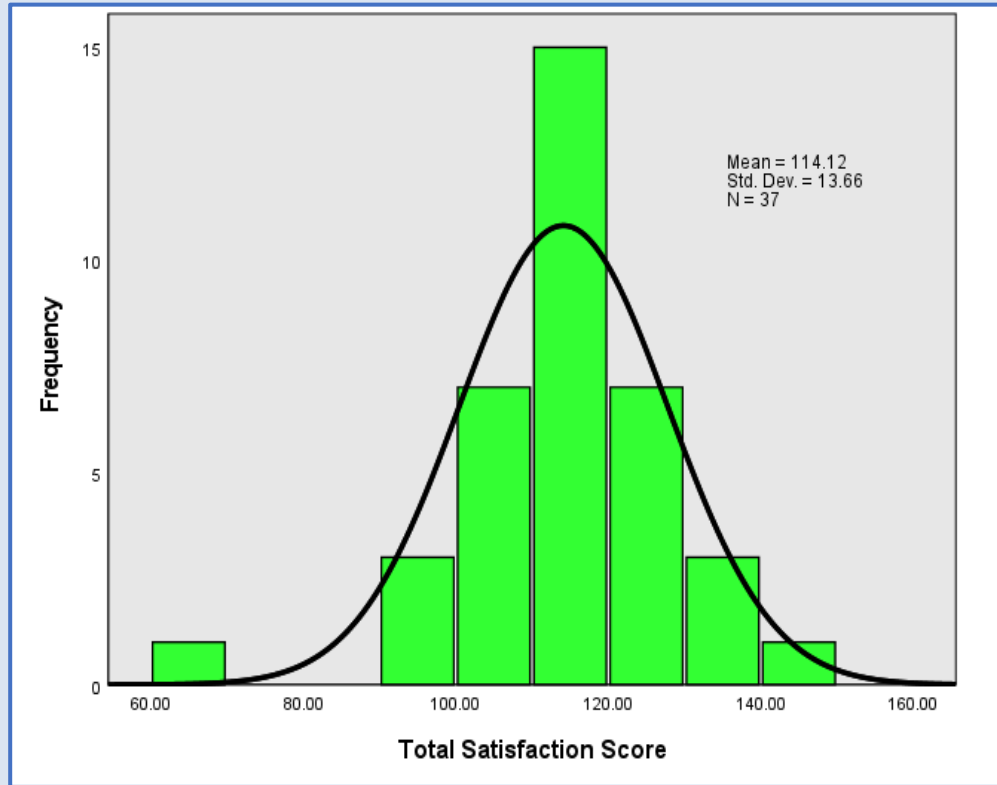
- The overall mean for all Family Based respondents for Total Satisfaction Score (TSS) was 113.54 with a standard deviation 14.211 indicating a high level of satisfaction. The TSS scores ranged from 63.98–140. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all STAP (Summer Therapeutic Activities Program) respondents for Total Satisfaction Score (TSS) was 116.67 with a standard deviation 8.986 indicating a high level of satisfaction. The TSS scores ranged from 105.19–137.52. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for all ASP (After School Program) respondents for Total Satisfaction Score (TSS) was 114.12 with a standard deviation 13.66 indicating a high level of satisfaction. The TSS scores ranged from 68.78– 140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

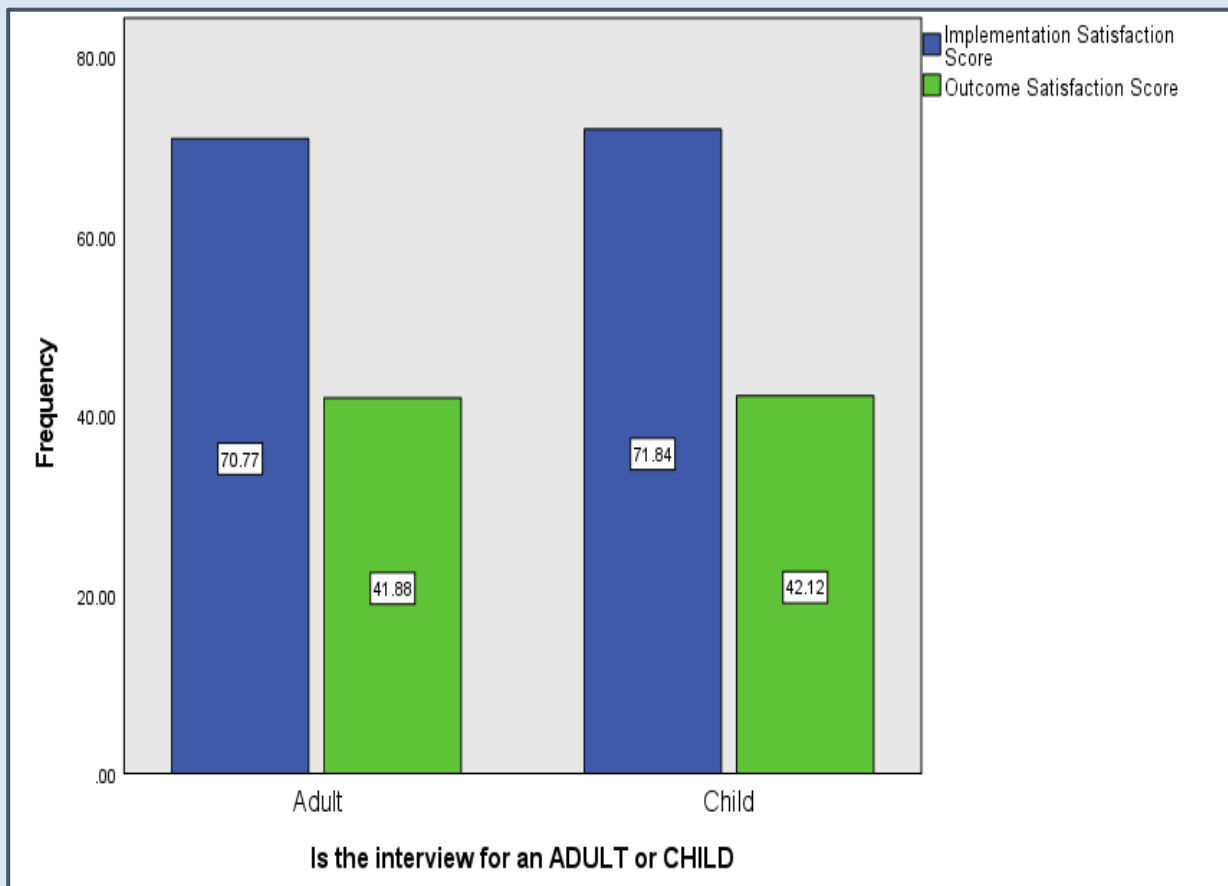


## Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 36-85. Scores 68-85 indicate a high level of satisfaction, scores 51-67 indicate some level of satisfaction and scores below 50 indicate some level of dissatisfaction with services.

Outcomes of services scores ranged from 11-55. Scores 44-55 indicate a high level of satisfaction, scores 33-43 indicate some level of satisfaction and scores below 33 indicate some level of dissatisfaction with outcomes of services.

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



## Services

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

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

- 96.7% Program staff respects your ethnic, cultural and religious background in your recovery/treatment Q21.
- 96.3% You were informed about your rights and responsibilities regarding the treatment you have received Q17.
- 95.9% Your provider asks your permission before sharing your personal information Q20.
- 95.5% Your provider informed you who to call if you have questions about your mental health/crisis or substance abuse services Q13.
- 95.5% You feel comfortable in asking questions regarding your treatment Q18.
- 95.5% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 95.0% Your service provider explained the advantages of your therapy or treatment Q27.
- 93.0% You have the option to change your service provider should you choose to Q16.
- 92.1% You are an important part of the treatment process Q26.
- 91.7% Your service provider explained the limitations of your therapy or treatment Q28.
- 90.5% Your service provider offered you the opportunity to involve family, significant others or friends into your treatment process Q24.
- 90.1% Your service provider spends adequate time with you Q19.
- 88.4% Overall, you are satisfied with the services you are receiving Q29.
- 87.2% You trust your service provider Q22.
- 86.4% You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training) Q14.
- 85.5% Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.) Q15.

*\*A high number of consumers reported that question 23, you feel safe at this facility, did not apply to them. With these cases removed, 100.0% agree or strongly agree they feel safe at this facility. This is a more accurate representation of the data.*

**Summary responses from the Total group of respondents (N=242) are presented in Table 1.**  
**Summary responses from the Total group Adult respondents (N=17) are presented in Table 2.**  
**Summary responses from the Total group Child/ Adolescent of respondents (N=225) are presented in Table 3.**

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

N=242	% 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.	95.5	2.1	3.0	0.4	0.8
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	86.4	6.6	2.9	0.8	3.7
15. Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.).	85.5	9.9	2.8	0.7	0.8
16. You have the option to change your service provider should you choose to.	93.0	2.9	3.0	0.5	1.2
17. You were informed about your rights and responsibilities regarding the treatment you have received.	96.3	2.1	3.0	0.4	0.4
18. You feel comfortable in asking questions regarding your treatment.	95.5	2.9	2.9	0.4	0.4
19. Your service provider spends adequate time with you.	90.1	7.0	2.8	0.6	0.4
20. Your provider asks your permission before sharing your personal information.	95.9	2.1	3.0	0.4	0.4
21. Program staff respects your ethnic, cultural and religious background in your recovery/treatment.	96.7	0.8	3.0	0.4	1.2
22. You trust your service provider.	87.2	6.6	3.0	0.8	4.1
23. You feel safe at this facility.	17.4	0.0	5.5	1.1	82.6
24. Your service provider offered you the opportunity to involve family, significant others or friends into your treatment process.	90.5	6.2	2.9	0.6	1.2
25. You are included in the development of your treatment/recovery plan and goals for recovery.	95.5	3.3	3.0	0.5	0.8
26. You are an important part of the treatment process.	92.1	3.7	2.9	0.5	0.8
27. Your service provider explained the advantages of therapy or treatment.	95.0	2.9	3.0	0.4	0.8
28. Your service provider explained the limitations of therapy or treatment.	91.7	4.1	2.9	0.5	0.8
29. Overall, you are satisfied with the services you are receiving.	88.4	7.9	2.8	0.6	0.4

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

N=17	% 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.	94.1	0.0	3.2	0.7	5.9
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	88.2	5.9	3.1	0.9	5.9
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.).	88.2	5.9	2.8	0.5	0.0
16. You have the option to change your service provider should you choose to.	100.0	0.0	3.0	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.	94.1	0.0	2.9	0.2	0.0
19. Your service provider spends adequate time with you.	94.1	0.0	2.9	0.2	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.	88.2	0.0	3.4	1.0	11.8
23. You feel safe at this facility.	11.8	0.0	5.6	1.0	88.2
24. Your service provider offered you the opportunity to involve family, significant others or friends into your treatment process.	100.0	0.0	3.0	0.0	0.0
25. You are included in the development of your treatment/recovery plan and goals for recovery.	100.0	0.0	3.0	0.0	0.0
26. You are an important part of the treatment process.	100.0	0.0	3.0	0.0	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.	94.1	5.9	2.9	0.5	0.0
29. Overall, you are satisfied with the services you are receiving.	94.1	0.0	2.9	0.2	0.0

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

N=225	% 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.	95.6	2.2	3.0	0.4	0.4
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	86.2	6.7	2.9	0.8	3.6
15. Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.).	85.3	10.2	2.8	0.7	0.9
16. You have the option to change your service provider should you choose to.	92.4	3.1	2.9	0.5	1.3
17. You were informed about your rights and responsibilities regarding the treatment you have received.	96.0	2.2	3.0	0.4	0.4
18. You feel comfortable in asking questions regarding your treatment.	95.6	3.1	2.9	0.4	0.4
19. Your service provider spends adequate time with you.	89.8	7.6	2.8	0.6	0.4
20. Your provider asks your permission before sharing your personal information.	95.6	2.2	3.0	0.4	0.4
21. Program staff respects your ethnic, cultural and religious background in your recovery/treatment.	96.4	0.9	3.1	0.4	1.3
22. You trust your service provider.	87.1	7.1	2.9	0.8	3.6
23. You feel safe at this facility.	17.8	0.0	5.5	1.1	82.2
24. Your service provider offered you the opportunity to involve family, significant others or friends into your treatment process.	89.8	6.7	2.9	0.6	1.3
25. You are included in the development of your treatment/recovery plan and goals for recovery.	95.1	3.6	3.0	0.5	0.9
26. You are an important part of the treatment process.	91.6	4.0	2.9	0.5	0.9
27. Your service provider explained the advantages of therapy or treatment.	94.7	3.1	3.0	0.5	0.9
28. Your service provider explained the limitations of therapy or treatment.	91.6	4.0	2.9	0.5	0.9
29. Overall, you are satisfied with the services you are receiving.	88.0	8.4	2.8	0.6	0.4

## Outcomes of Services

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

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 52.1% to 80.6% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 12.8% to 29.3% of responses reflect that no change has resulted from involvement in services. Finally, 5.8% to 11.2% of responses reflect that things are worse as a result of services.

*\* Involved in the community or in organizations outside of mental health/substance abuse activities Q37. A high number of consumers reported that this question did not apply to them. With these cases removed, 54.5% reported that participation in community activities is better or much better, 35.1% reported no change, and 10.4% reported this as worse or much worse. This is a more accurate representation of the data.*

***Summary responses from the Total group of respondents (N=242) are presented in Table 4.  
Summary responses from the Total group Adult respondents (N=17) are presented in Table 5.  
Summary responses from the Total group Child/ Adolescent of respondents (N=225) are presented in Table 6.***



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

Total N=242	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	65.7	23.1	10.3	2.6	0.7	0.8
31. Feeling in control of your life.	58.7	29.3	9.1	2.6	0.9	2.9
32. Coping with personal crisis.	52.1	26.9	11.2	2.8	1.3	9.9
33. How you feel about yourself.	64.9	23.6	10.3	2.6	0.8	1.2
34. Feeling good (hopeful) about the future.	65.7	22.7	7.9	2.7	0.9	3.7
35. Enjoying your free time.	80.6	12.8	5.8	2.8	0.6	0.8
36. Strengthening your social support network.	61.6	24.8	9.5	2.7	1.0	4.1
37. Being involved in community activities.	34.7	22.3	6.6	3.7	1.8	36.4
38. Participating with school or work activities.	57.0	19.8	11.2	2.9	1.3	12.0
39. Interacting with people in social situations.	59.5	27.3	8.3	2.7	1.0	5.0
40. Coping with the specific problems or issues that led you to seek services.	65.3	21.1	13.2	2.5	0.8	0.4

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

Total N=17	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	76.5	11.8	11.8	2.6	0.7	0.0
31. Feeling in control of your life.	58.8	35.3	5.9	2.5	0.6	0.0
32. Coping with personal crisis.	58.8	29.4	5.9	2.8	1.0	5.9
33. How you feel about yourself.	76.5	5.9	17.6	2.6	0.8	0.0
34. Feeling good (hopeful) about the future.	70.6	23.5	5.9	2.6	0.6	0.0
35. Enjoying your free time.	88.2	11.8	0.0	2.9	0.3	0.0
36. Strengthening your social support network.	64.7	29.4	5.9	2.6	0.6	0.0
37. Being involved in community activities.	35.3	23.5	0.0	4.0	1.8	41.2
38. Participating with school or work activities.	41.2	29.4	11.8	3.0	1.6	17.6
39. Interacting with people in social situations.	64.7	35.3	0.0	2.6	0.5	0.0
40. Coping with the specific problems or issues that led you to seek services.	64.7	23.5	11.8	2.5	0.7	0.0

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

Total N=225	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	64.9	24.0	10.2	2.6	0.7	0.9
31. Feeling in control of your life.	58.7	28.9	9.3	2.6	0.9	3.1
32. Coping with personal crisis.	51.6	26.7	11.6	2.8	1.3	10.2
33. How you feel about yourself.	64.0	24.9	9.8	2.6	0.8	1.3
34. Feeling good (hopeful) about the future.	65.3	22.7	8.0	2.7	0.9	4.0
35. Enjoying your free time.	80.0	12.9	6.2	2.8	0.6	0.9
36. Strengthening your social support network.	61.3	24.4	9.8	2.7	1.0	4.4
37. Being involved in community activities.	34.7	22.2	7.1	3.7	1.8	36.0
38. Participating with school or work activities.	58.2	19.1	11.1	2.9	1.3	11.6
39. Interacting with people in social situations.	59.1	26.7	8.9	2.7	1.1	5.3
40. Coping with the specific problems or issues that led you to seek services.	65.3	20.9	13.3	2.5	0.8	0.4

## Satisfaction with the Managed Care Organization

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

- 73.6% of respondents (178 of the 242) reported that they had received a copy of the PerformCare member handbook, 13.6% (33) reported that they had not received a copy of the member handbook, and 12.8% (31) were not sure.

	Total	Q1 I have received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>242</b>	<b>178</b> 73.60%	<b>33</b> 13.60%	<b>31</b> 12.80%	<b>0</b> 0
<b>Adult</b>					
<b>Cumberland</b>	3	1 33.30%	1 33.30%	1 33.30%	0 0
<b>Dauphin</b>	6	6 100.00%	0 0	0 0	0 0
<b>Lancaster</b>	4	3 75.00%	1 25.00%	0 0	0 0
<b>Lebanon</b>	4	2 50.00%	2 50.00%	0 0	0 0
<b>Perry</b>	0	0 0	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	31	19 61.30%	6 19.40%	6 19.40%	0 0
<b>Dauphin</b>	66	55 83.30%	9 13.60%	2 3.00%	0 0
<b>Lancaster</b>	70	49 70.00%	7 10.00%	14 20.00%	0 0
<b>Lebanon</b>	43	30 69.80%	5 11.60%	8 18.60%	0 0
<b>Perry</b>	15	13 86.70%	2 13.30%	0 0	0 0

- 96.7% of respondents (234 of the 242) reported that they are aware of their right to file a complaint or grievance, 2.1% (5) reported that they are not aware of their right to file a complaint or grievance, 0.8% (2) reported that they were not sure, and 0.4% (1) reported that this question did not apply.

	Total	Q2 Are you aware of your right to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>242</b>	<b>234 96.70%</b>	<b>5 2.10%</b>	<b>2 0.80%</b>	<b>1 0.40%</b>
<b>Adult</b>					
<b>Cumberland</b>	3	3 100.00%	0 0	0 0	0 0
<b>Dauphin</b>	6	6 100.00%	0 0	0 0	0 0
<b>Lancaster</b>	4	4 100.00%	0 0	0 0	0 0
<b>Lebanon</b>	4	4 100.00%	0 0	0 0	0 0
<b>Perry</b>	0	0 0	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	31	30 96.80%	0 0	0 0	1 3.20%
<b>Dauphin</b>	66	65 98.50%	1 1.50%	0 0	0 0
<b>Lancaster</b>	70	69 98.60%	0 0	1 1.40%	0 0
<b>Lebanon</b>	43	38 88.40%	4 9.30%	1 2.30%	0 0
<b>Perry</b>	15	15 100.00%	0 0	0 0	0 0

- 76.9% of respondents (186 of the 242) reported that they knew who to call to file a complaint or grievance, 18.2% (44) reported that they did not know who to call, 4.1% (10) were not sure, and 0.8% (2) reported that this question did not apply.

	Total	Q3 Do you know who to call to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>242</b>	<b>186</b> <b>76.90%</b>	<b>44</b> <b>18.20%</b>	<b>10</b> <b>4.10%</b>	<b>2</b> <b>0.80%</b>
<b>Adult</b>					
<b>Cumberland</b>	3	3 100.00%	0 0	0 0	0 0
<b>Dauphin</b>	6	6 100.00%	0 0	0 0	0 0
<b>Lancaster</b>	4	4 100.00%	0 0	0 0	0 0
<b>Lebanon</b>	4	3 75.00%	1 25.00%	0 0	0 0
<b>Perry</b>	0	0 0	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	31	27 87.10%	3 9.70%	0 0	1 3.20%
<b>Dauphin</b>	66	55 83.30%	8 12.10%	3 4.50%	0 0
<b>Lancaster</b>	70	50 71.40%	14 20.00%	6 8.60%	0 0
<b>Lebanon</b>	43	26 60.50%	15 34.90%	1 2.30%	1 2.30%
<b>Perry</b>	15	12 80.00%	3 20.00%	0 0	0 0

- 24.8% of respondents (60 of the 242) reported that they had called PerformCare in the last twelve months for information, 72.7% (176) did not call PerformCare within the last twelve months, 1.7% (4) were not sure, and 0.8% (2) 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>242</b>	<b>60 24.80%</b>	<b>176 72.70%</b>	<b>4 1.70%</b>	<b>2 0.80%</b>
<b>Adult</b>					
<b>Cumberland</b>	3	1 33.30%	2 66.70%	0 0	0 0
<b>Dauphin</b>	6	2 33.30%	4 66.70%	0 0	0 0
<b>Lancaster</b>	4	1 25.00%	2 50.00%	1 25.00%	0 0
<b>Lebanon</b>	4	1 25.00%	3 75.00%	0 0	0 0
<b>Perry</b>	0	0 0	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	31	8 25.80%	22 71.00%	0 0	1 3.20%
<b>Dauphin</b>	66	19 28.80%	46 69.70%	0 0	1 1.50%
<b>Lancaster</b>	70	20 28.60%	50 71.40%	0 0	0 0
<b>Lebanon</b>	43	7 16.30%	35 81.40%	1 2.30%	0 0
<b>Perry</b>	15	1 6.70%	12 80.00%	2 13.30%	0 0

- 97.0% of those that requested information from PerformCare (65 of the 67) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 1.5% (1) reported that they were not able to obtain information without unnecessary delays, and 1.5% (1) were not sure.

	Total	Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?		
		Yes	No	Not Sure
<b>Total</b>	<b>67</b>	<b>65</b> 97.00%	<b>1</b> 1.50%	<b>1</b> 1.50%
<b>Adult</b>				
<b>Cumberland</b>	1	1 100.00%	0 0	0 0
<b>Dauphin</b>	2	2 100.00%	0 0	0 0
<b>Lancaster</b>	2	2 100.00%	0 0	0 0
<b>Lebanon</b>	1	1 100.00%	0 0	0 0
<b>Perry</b>	0	0 0	0 0	0 0
<b>Child</b>				
<b>Cumberland</b>	8	8 100.00%	0 0	0 0
<b>Dauphin</b>	24	24 100.00%	0 0	0 0
<b>Lancaster</b>	19	18 94.70%	1 5.30%	0 0
<b>Lebanon</b>	7	7 100.00%	0 0	0 0
<b>Perry</b>	3	2 66.70%	0 0	1 33.30%

*\*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.*

- 81.4% of respondents (197 of 242) were given a choice of at least 2 providers regarding the type of service they were seeking, 10.7% of respondents (26) reported that they were not given a choice, 5.8% (14) were not sure, and 2.1% (5) 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>242</b>	<b>197</b> <b>81.40%</b>	<b>26</b> <b>10.70%</b>	<b>14</b> <b>5.80%</b>	<b>5</b> <b>2.10%</b>
<b>Adult</b>					
<b>Cumberland</b>	3	2 66.70%	1 33.30%	0 0	0 0
<b>Dauphin</b>	6	5 83.30%	1 16.70%	0 0	0 0
<b>Lancaster</b>	4	4 100.00%	0 0	0 0	0 0
<b>Lebanon</b>	4	2 50.00%	1 25.00%	1 25.00%	0 0
<b>Perry</b>	0	0 0	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	31	22 71.00%	4 12.90%	3 9.70%	2 6.50%
<b>Dauphin</b>	66	63 95.50%	3 4.50%	0 0	0 0
<b>Lancaster</b>	70	52 74.30%	9 12.90%	6 8.60%	3 4.30%
<b>Lebanon</b>	43	33 76.70%	7 16.30%	3 7.00%	0 0
<b>Perry</b>	15	14 93.30%	0 0	1 6.70%	0 0



- 95.5% of respondents (231 of 242) were informed of the time approved for their services, 2.5% of respondents (6) were not informed of the time approved for services, 1.7% (4) were not sure, and 0.4% (1) 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>242</b>	<b>231</b> 95.50%	<b>6</b> 2.50%	<b>4</b> 1.70%	<b>1</b> 0.40%
<b>Adult</b>					
<b>Cumberland</b>	3	1 33.30%	2 66.70%	0 0	0 0
<b>Dauphin</b>	6	6 100.00%	0 0	0 0	0 0
<b>Lancaster</b>	4	4 100.00%	0 0	0 0	0 0
<b>Lebanon</b>	4	3 75.00%	1 25.00%	0 0	0 0
<b>Perry</b>	0	0 0	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	31	29 93.50%	0 0	1 3.20%	1 3.20%
<b>Dauphin</b>	66	65 98.50%	0 0	1 1.50%	0 0
<b>Lancaster</b>	70	68 97.10%	0 0	2 2.90%	0 0
<b>Lebanon</b>	43	40 93.00%	3 7.00%	0 0	0 0
<b>Perry</b>	15	15 100.00%	0 0	0 0	0 0

- 97.3% of respondents (180 of the 185) report when they call PerformCare staff treats them courteously and with respect, 1.1% (2) report when they call PerformCare staff do not treat them courteously and with respect, and 1.6% (3) 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>185</b>	<b>180</b> <b>97.30%</b>	<b>2</b> <b>1.10%</b>	<b>3</b> <b>1.60%</b>
<b>Adult</b>				
<b>Cumberland</b>	2	1 50.00%	0 0	1 50.00%
<b>Dauphin</b>	6	6 100.00%	0 0	0 0
<b>Lancaster</b>	4	4 100.00%	0 0	0 0
<b>Lebanon</b>	1	1 100.00%	0 0	0 0
<b>Perry</b>	0	0 0	0 0	0 0
<b>Child</b>				
<b>Cumberland</b>	23	22 95.70%	1 4.30%	0 0
<b>Dauphin</b>	61	60 98.40%	1 1.60%	0 0
<b>Lancaster</b>	59	59 100.00%	0 0	0 0
<b>Lebanon</b>	14	12 85.70%	0 0	2 14.30%
<b>Perry</b>	15	15 100.00%	0 0	0 0

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

- 96.3% of respondents (233 of 242) report overall they are satisfied with their interactions with PerformCare, 0.4% (1) was not sure, and 3.3% (8) reported that this question did not apply.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?			
		Yes	No	Not Sure	Does Not Apply
<b>Total</b>	<b>242</b>	<b>233</b> <b>96.30%</b>	<b>0</b> <b>0</b>	<b>1</b> <b>0.40%</b>	<b>8</b> <b>3.30%</b>
<b>Adult</b>					
<b>Cumberland</b>	3	2 66.70%	0 0	1 33.30%	0 0
<b>Dauphin</b>	6	6 100.00%	0 0	0 0	0 0
<b>Lancaster</b>	4	4 100.00%	0 0	0 0	0 0
<b>Lebanon</b>	4	4 100.00%	0 0	0 0	0 0
<b>Perry</b>	0	0 0	0 0	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	31	26 83.90%	0 0	0 0	5 16.10%
<b>Dauphin</b>	66	66 100.00%	0 0	0 0	0 0
<b>Lancaster</b>	70	67 95.70%	0 0	0 0	3 4.30%
<b>Lebanon</b>	43	43 100.00%	0 0	0 0	0 0
<b>Perry</b>	15	15 100.00%	0 0	0 0	0 0

## **PerformCare Comments:**

### **Q1 Have you received a copy of the Member Handbook from PerformCare?**

- No comments.

### **Q2 Are you aware of your right to file a complaint or grievance?**

- Wonderful service.

### **Q3 Do you know who to call to file a complaint or grievance?**

- Yes, but they do not work.
- My husband has that information in a file.
- Did not know about PerformCare.

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

- We have meetings every other month. They have been pretty good.
- PerformCare called us.
- Counseling.

### **Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?**

- Other than COVID, they are still calling and having meetings. They are awesome.
- Not satisfied with their response.

### **Q5 Were you given a choice of at least two (2) Providers from PerformCare regarding the type of service you were seeking?**

- We were given a choice of four providers.
- There were always choices of some kind. We just stuck with what we were used too.
- No, it was a referral from another source.
- They gave us five provider choices. I was impressed.

### **Q6 Were you informed of the time approved for your services? (Example: BHRS hours, treatment sessions).**

- No comments.

### **Q7 When you call PerformCare do staff treat you courteously and with respect.**

- They call me.
- Yes, and when they called me, they did.
- They made the change of provider and level of care feel seamless.

### **Q8 Overall, are you satisfied with the interactions you have had with PerformCare?**

- They have helped my son a lot.
- They have been very helpful. They have contacted me.
- 100% yes. They were amazing to work with.