



Consumer Satisfaction Services, Inc.

**Capital Region
4th Quarter 2020**

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

Consumer Satisfaction Services

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

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Executive Summary

Survey Protocol

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

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

Typically, 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. In order to keep staff and respondents safe, CSS continues to survey individuals over the phone rather than visit in person for face to face interviews. CSS continues to develop guidelines regarding the process of completing surveys with recipients of services in order to be able to obtain that valuable feedback.

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

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 (17 for Crisis Intervention survey). These questions focus on satisfaction with services received and the perceived effects (outcomes) of services.

Each question has 5 possible responses that are included in the Mean Satisfaction Score. The responses range from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better), this is called a Likert Scale. Higher scores represent higher satisfaction. All of these numbers are combined (added up) and that number is divided by the total number of questions in the tool and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score for the standard survey tool is 140 (5*28) and the lowest possible score is 28 (1*28) whereas for the crisis intervention tool the highest possible score is 85 (5*17) and the lowest possible score is 17 (1*17). The mean scores of each survey are then combined to find the Total Satisfaction Score or the average score based on all responses.

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

The use of the word 'significant' in this document indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05. A significant trend indicates a probability level which approaches significance i.e., the probability level is between .05 and 1.0. Significance at

5% (.05) level means that there is a 95% confidence level that it can be repeated with a different population or that there is a 5% chance that the findings are due to chance.

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

Frequencies may not sum to total (n=1534) 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 1534 (n=1534) respondents from the Capital Region including 372 adult consumers (24.3%) and 1162 child/adolescents (75.7%).
- Sample: Of the 372 adult consumers, 326 (87.6%) responded for themselves, 41 (11.0%) had a parent/guardian respond for them, and 5 (1.3%) responded for themselves with the additional input of a parent/guardian. Of the 1162 child/adolescent consumers, 4 (0.3%) responded for themselves, 1148 (98.8%) had a parent/guardian respond for them, and 10 (0.9%) 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, 1028 (67.0%) BHRS (Behavioral Health Rehabilitation Services), 23 (1.5%) ACT (Assertive Community Treatment), 76 (5.0%) Peer Support services, and 407 (26.5%) Crisis Intervention.
- Methods: Data was collected by 6 interviewers.
- Treatment Facility: Data was collected from 32 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 1534 interviews 1532 (99.9%) were conducted by phone, and 2 (0.1%) were returned through the mail.

BHRS (Behavioral Health Rehabilitation Services), ACT (Assertive Community Treatment), and Peer Support Services

The standard satisfaction 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:

- 97.2% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 97.1% You feel comfortable in asking questions regarding your treatment Q18.
- 96.0% You were informed about your rights and responsibilities regarding the treatment you have received Q17.
- 95.8% Your provider asks your permission before sharing your personal information Q20.
- 94.9% You are included in the development of your treatment/recovery plan and goals for recovery Q25.

- 94.6% You are an important part of the treatment process Q26.
- 92.5% You trust your service provider Q22.
- 91.6% Your provider informed you who to call if you have questions about your mental health/crisis or substance abuse services Q13.
- 91.6% Your service provider explained the advantages of your therapy or treatment Q27.
- 89.8% Your service provider spends adequate time with you Q19.
- 89.6% Overall, you are satisfied with the services you are receiving Q29.
- 89.2% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.
- 88.2% Your service provider explained the limitations of your therapy or treatment Q28.
- 87.3% You have the option to change your service provider should you choose to Q16.
- 85.1% 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, 97.7% agree or strongly agree they feel safe at this facility and 1.1% disagree or strongly disagree. This is a more accurate representation of the data.*

Outcomes of BHRS (Behavioral Health Rehabilitation Services), ACT (Assertive Community Treatment), and Peer Support Services

The standard 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, 60.3% to 81.3% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 14.2% to 25.1% of responses reflect that no change has resulted from involvement in services. Finally, 2.8% to 9.3% 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, 60.3% reported that participation in community activities is better or much better, 33.9% reported no change, and 5.8% reported this as worse or much worse. This is a more accurate representation of the data.*

**Coping with personal crisis Q32. A high number of consumers reported that this question did not apply to them. With these cases removed, 62.8% reported that coping with a personal crisis is better or much better, 27.8% reported no change, and 9.3% reported this as worse or much worse. 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, 68.8% reported that participating with school or work is better or much better, 24.5% reported no change, and 6.7% reported this as worse or much worse. This is a more accurate representation of the data.*

Crisis Intervention Services

The survey specific for Crisis Intervention has 13 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, unless otherwise noted, reported high levels of satisfaction (85% or greater satisfaction) for the following questions:

- 93.1% I was treated with dignity and respect by the crisis worker Q15.
- 89.7% I was involved as much as I could be in determining what care I received Q9.
- 89.4% Adult: I felt comfortable asking the crisis worker questions Q13.
- 88.0% Adult: I trusted the crisis provider Q16.
- 87.5% Adult: Overall, I am satisfied with the crisis services I received Q19.
- 86.0% I felt supported by the crisis worker during my crisis experience Q7.
- 86.0% I felt crisis responded to my needs in a timely manner Q8.
- 86.0% The crisis worker spent adequate time with me Q14.

While satisfaction is generally high, further exploration is warranted for the following questions and is with regards to both adult and child/adolescent respondents, unless otherwise noted (15% or greater reported dissatisfaction):

- 15.2% Child/Adolescent: The crisis worker discussed other services that may benefit me in my treatment/recovery Q12.

Outcomes of Crisis Intervention Services

The survey asks consumers 4 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, 64.9% to 77.4% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 16.2% to 20.1% of responses reflect that no change has resulted from involvement in services. Only 2.5% to 6.6% of responses reflect that things are worse as a result of services.

We welcome questions, comments and suggestions. Please contact:

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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 4th Quarter 2020.

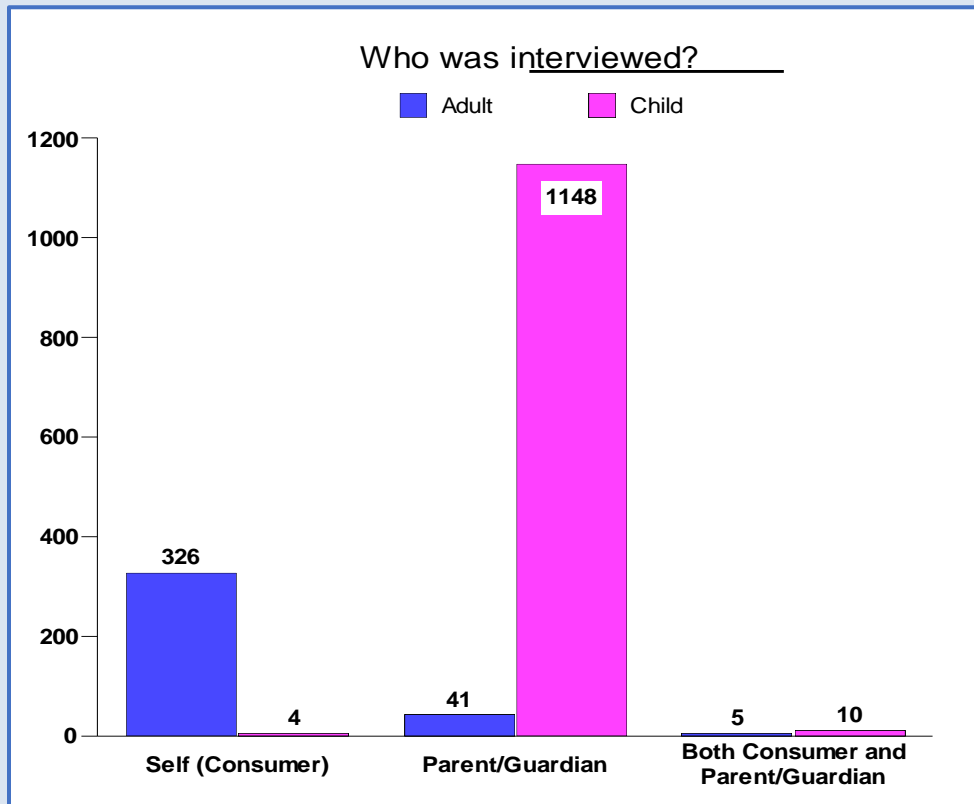
* If at any point during the survey a consumer reports an event or situation where they felt that they were mistreated by their provider, CSS automatically offers to conduct a Request for Assistance. If the consumer declines the RFA, CSS records the event, and it is reported in the provider specific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

Crisis Intervention Survey Tool and Report

CSS utilized a separate tool created specifically for the level of care crisis intervention surveyed during the 4th quarter 2020. Due to the difference in data, only some information could be communicated in an aggregate manner for the quarterly report. Demographic information has been combined for a total of 1534 consumer responses; however total satisfaction score data and analysis could not be completed in a similar manner. As such, data related to the 407 crisis intervention respondents is included as an appendix on page 34, for reference.

Survey Information

- Sample: The survey represents 1534 ($n=1534$) respondents from the Capital Region including 372 adult consumers (24.3%) and 1162 child/adolescents (75.7%).
- Sample: Of the 372 adult consumers, 326 (87.6%) responded for themselves, 41 (11.0%) had a parent/guardian respond for them, and 5 (1.3%) responded for themselves with the additional input of a parent/guardian. Of the 1162 child/adolescent consumers, 4 (0.3%) responded for themselves, 1148 (98.8%) had a parent/guardian respond for them, and 10 (0.9%) 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, 1028 (67.0%) BHRS (Behavioral Health Rehabilitation Services), 23 (1.5%) ACT (Assertive Community Treatment), 76 (5.0%) Peer Support services, and 407 (26.5%) Crisis Intervention.
- Methods: Data was collected by 6 interviewers.
- Treatment Facility: Data was collected from 32 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 1534 interviews 1532 (99.9%) were conducted by phone, and 2 (0.1%) were returned through the mail.

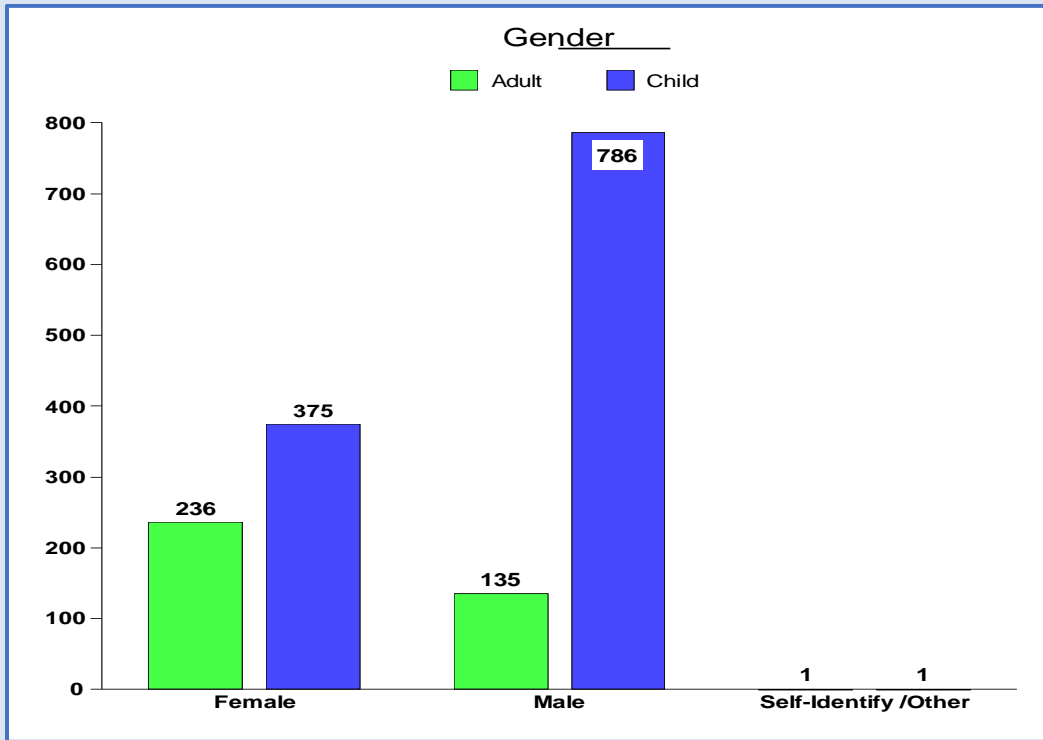
County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster (37.2%). The remaining respondents reported residence in Dauphin (31.2%), Lebanon (14.5%), Cumberland (14.0%), and Perry County (4.0%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	1534	233 15.20%	479 31.20%	571 37.20%	190 12.40%	61 4.00%
Age Type						
Adult	372	52 14.00%	123 33.10%	135 36.30%	54 14.50%	8 2.20%
Child	1162	181 15.60%	356 30.60%	436 37.50%	136 11.70%	53 4.60%

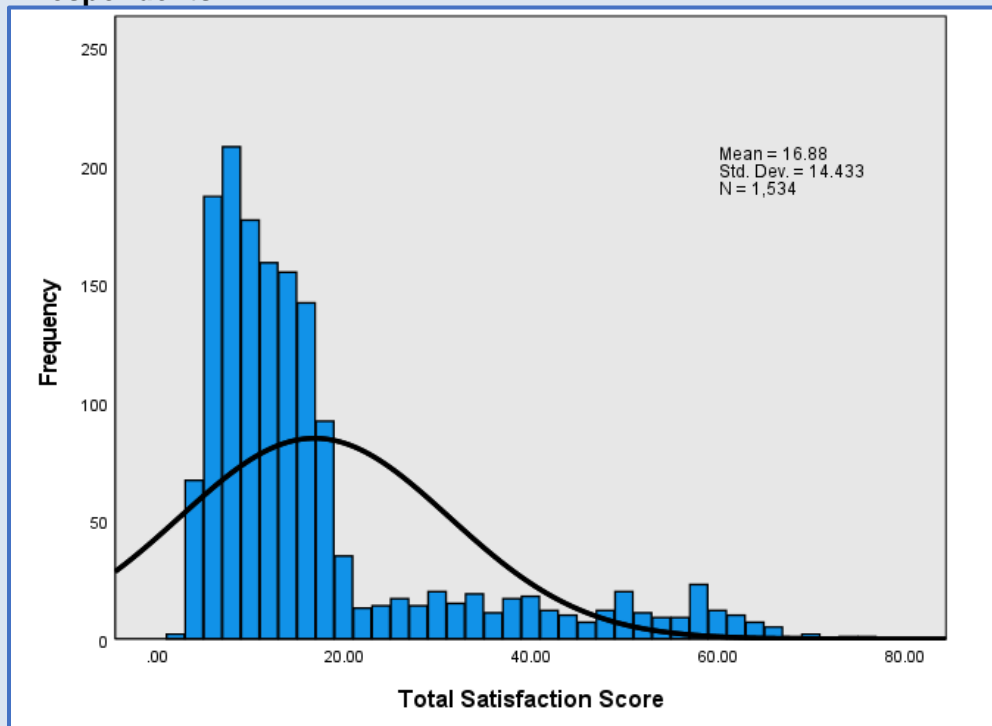
Demographic Information

Gender: Overall, the sample is 39.8% Female (611), 60.0% Male (762), and 0.1% Self-Identify/Other (2). Of the 372 adult consumers, 63.4% Female (236), 36.3% Male (135), and 0.3% Self Identify/Other (1). Of the 1162 child/adolescent consumers, 32.3% Female (375), 67.6% Male (786), and 0.1% Self Identify/Other (1).



Age: Age of all respondents ranged from 2-76 years, with a mean age of 16.88 (SD 14.433).

Age of All Respondents



Race: 765 respondents (49.9%) reported their race as White/Caucasian, 252 (16.4%) as African American, 239 (15.6%) as Multi-Racial, 232 (15.1%) as Hispanic/Latino, 19 (1.2%) as Asian/Pacific Islander, 13 (0.8%) as Other, 9 (0.6%) did not answer this question, and 5 (0.3%) as Native American/American Indian.

	Total	Age Type	
		Adult	Child
Total	1534	372 24.30%	1162 75.70%
Race			
African American	252	58 23.00%	194 77.00%
Asian/ Pacific Islander	19	2 10.50%	17 89.50%
Hispanic/ Latino	232	34 14.70%	198 85.30%
Native American/ American Indian	5	2 40.00%	3 60.00%
White/ Caucasian	765	233 30.50%	532 69.50%
Multi-Racial	239	36 15.10%	203 84.90%
Other	13	5 38.50%	8 61.50%
Did Not Answer	9	2 22.20%	7 77.80%

BHRS (Behavioral Health Rehabilitation Services), ACT (Assertive Community Treatment), and Peer Support

Consumer Satisfaction

This section of the report looks at different dimensions of consumer satisfaction with BHRS (Behavioral Health Rehabilitation Services), ACT (Assertive Community Treatment), and Peer Support services and also reports on any statistically significant differences in total satisfaction. Satisfaction scores are calculated using a mean score.

Each question has 5 possible responses that are included in the Mean Satisfaction Score. The responses range from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better), this is called a Likert Scale. Higher scores represent higher satisfaction. All of these numbers are combined (added up) and that number is divided by the total number of questions (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, 630 of the 1127 respondents (55.9%) reported they had been interviewed by their provider within the last year, 365 (32.4%) reported they had not been interviewed, 131 (11.6%) were not sure, and 1 (0.1%) reported that this question did not apply to them.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	1127	630 55.90%	365 32.40%	131 11.60%	1 0.10%
Age Type					
Adult	130	66 50.80%	47 36.20%	17 13.10%	0 0
Child	997	564 56.60%	318 31.90%	114 11.40%	1 0.10%

Total Satisfaction Score				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Deviation
Adult	Yes	66	116.75	9.68
	No	47	109.24	16.22
	Not sure	17	113.88	12.11
	Total	130	113.66	13.09
Child	Yes	564	116.89	11.11
	No	318	110.49	14.49
	Not sure	114	116.13	10.37
	N/A	1	118.26	0.00
	Total	997	114.76	12.55

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 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 1127 consumers, 238 (21.1%) reported that they experienced some delay before beginning treatment. 760 consumers (67.4%) reported no delay before beginning treatment, and 129 (11.4%) consumers felt that this question did not apply to them.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	1127	238 21.10%	760 67.40%	129 11.40%
Age Type				
Adult	130	19 14.60%	92 70.80%	19 14.60%
Child	997	219 22.00%	668 67.00%	110 11.00%

Total Satisfaction Score				
Q11 Were there delays before starting these services?		N	Mean	Std. Deviation
Adult	Yes	19	110.18	20.59
	No	92	115.84	10.52
	N/A	19	106.58	12.42
	Total	130	113.66	13.09
Child	Yes	219	113.43	11.88
	No	668	115.67	12.26
	N/A	110	111.89	14.77
	Total	997	114.76	12.55

Our analysis indicates that adult and 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: 109 of the 1127 respondents (9.7%) indicated they needed emergency mental health or substance abuse service during the past year; 1015 respondents (90.1%) reported that they did not need emergency service and 3 (0.3%) 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 3.92 with standard deviation 1.285.

	Total	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
Total	109	10 9.20%	10 9.20%	4 3.70%	40 36.70%	45 41.30%
Age Type						
Adult	29	0	4 13.80%	2 6.90%	12 41.40%	11 37.90%
Child	80	10 12.50%	6 7.50%	2 2.50%	28 35.00%	34 42.50%

County:

Total Satisfaction Score				
County		N	Mean	Std. Deviation
Adult	Cumberland	12	111.5892	11.71462
	Dauphin	40	117.2737	8.02807
	Lancaster	54	113.9715	14.64719
	Lebanon	24	107.9729	15.23638
	Total	130	113.6602	13.08541
Child	Cumberland	149	113.5070	10.77794
	Dauphin	297	113.3504	13.33710
	Lancaster	389	115.2628	11.54357
	Lebanon	118	118.4832	13.79716
	Perry	44	114.1864	15.52532
	Total	997	114.7644	12.54535

Our analysis indicates that adult consumers who reside in Lebanon County reported significantly lower total satisfaction than consumers who reside in Dauphin County.

Our analysis indicates that child/adolescent consumers who reside in Dauphin and Cumberland Counties reported significantly lower total satisfaction than consumers who reside in Lebanon County.

Mean Satisfaction of Treatment Facilities

- Data was collected from 28 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
MERAKEY PENNSYLVANIA ONE NORWEGIAN PLZ	2	131.41	8.26
PRESSLEY RIDGE SCHOOL	4	124.29	9.91
BREAKTHROUGH MUSIC THERAPY, LLC	2	123.08	1.52
KEYSTONE SERVICE SYSTEMS INC	9	119.08	8.21
DIAKON CHILD FAMILY & COMMUNITY MINISTRIES	10	118.15	10.28
MERAKEY PENNSYLVANIA FRONT ST 1801	11	117.99	7.38
PENNSYLVANIA COUNSELING SERVICES	111	116.88	11.66
WELLSPAN PHILHAVEN	205	116.25	12.08
T W PONESSA & ASSOCIATES COUNSELING SERVICES INC	292	114.66	12.28
LOUNSBURY KRISTA M	3	114.44	11.63
LIVING UNLIMITED INC	8	114.32	24.21
TEAMCARE BEHAVIORAL HEALTH LLC	103	114.26	11.89
LAUREL LIFE SERVICES	38	114.11	15.10
CHESTER COUNTY INTERMEDIATE UNIT	50	114.05	11.76
YOUTH ADVOCATE PROGRAMS INC	67	113.99	12.21
HUGH S SMITH AND ASSOCIATES	36	113.83	13.98
PARAGON BEHAVIORAL HEALTH SERVICES LLC	3	113.26	1.16
PENNSYLVANIA COMPREHENSIVE BEHAVIORAL HEALTH	38	112.78	10.54
RECOVERY INSIGHT INC	35	112.77	15.72
WENTLING BETHANY M	3	112.17	7.65
TRUENORTH WELLNESS SERVICES	47	111.85	12.73
HEMPFIELD BEHAVIORAL HEALTH INC	6	111.46	23.37
CATHOLIC CHARITIES CAPITAL REGION OFFICE	2	110.96	14.14
STEVENS CENTER	5	110.80	15.16
HOLCOMB ASSOCIATES INC	15	108.26	9.95
COMMUNITY SERVICES GROUP INC	13	106.25	17.82
ABA SUPPORT SERVICES LLC	5	105.31	16.22
FRANKLIN FAMILY SERVICES INC	4	102.03	17.98
Total	1127	114.64	12.61

Adult			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
HEMPFIELD BEHAVIORAL HEALTH INC	1	138.00	0.0
PENNSYLVANIA COMPREHENSIVE BEHAVIORAL HEALTH	2	123.26	12.73
HUGH S SMITH AND ASSOCIATES	3	122.61	14.53
BREAKTHROUGH MUSIC THERAPY, LLC	1	122.00	0.0
KEYSTONE SERVICE SYSTEMS INC	9	119.08	8.21
MERAKEY PENNSYLVANIA FRONT ST 1801	11	117.99	7.38
CHESTER COUNTY INTERMEDIATE UNIT	2	115.80	21.86
WELLSPAN PHILHAVEN	43	112.91	10.49
RECOVERY INSIGHT INC	35	112.77	15.72
TEAMCARE BEHAVIORAL HEALTH LLC	2	111.89	11.03
TRUENORTH WELLNESS SERVICES	3	111.65	9.35
T W PONESSA & ASSOCIATES COUNSELING SERVICES INC	5	111.23	24.29
STEVENS CENTER	5	110.80	15.16
DIAKON CHILD FAMILY & COMMUNITY MINISTRIES	1	110.62	0.00
YOUTH ADVOCATE PROGRAMS INC	1	109.83	0.00
PENNSYLVANIA COUNSELING SERVICES	3	107.86	4.03
LAUREL LIFE SERVICES	1	105.26	0.00
COMMUNITY SERVICES GROUP INC	1	102.08	0.00
ABA SUPPORT SERVICES LLC	1	78.00	
Total	130	113.66	13.09

Child/Adolescent			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
MERAKEY PENNSYLVANIA ONE NORWEGIAN PLZ	2	131.41	8.26
PRESSLEY RIDGE SCHOOL/PRESSLEY RIDGE	4	124.29	9.91
BREAKTHROUGH MUSIC THERAPY, LLC	1	124.15	0.00
DIAKON CHILD FAMILY & COMMUNITY MINISTRIES	9	118.99	10.54
WELLSPAN PHILHAVEN	162	117.14	12.35
PENNSYLVANIA COUNSELING SERVICES	108	117.13	11.71
T W PONESSA & ASSOCIATES COUNSELING SERVICES INC	287	114.72	12.04
LOUNSBURY KRISTA M	3	114.44	11.63
LAUREL LIFE SERVICES	37	114.34	15.24
LIVING UNLIMITED INC	8	114.32	24.21
TEAMCARE BEHAVIORAL HEALTH LLC	101	114.31	11.95
YOUTH ADVOCATE PROGRAMS INC	66	114.06	12.30
CHESTER COUNTY INTERMEDIATE UNIT	48	113.98	11.58
PARAGON BEHAVIORAL HEALTH SERVICES LLC	3	113.26	1.16
HUGH S SMITH AND ASSOCIATES	33	113.03	13.88
PENNSYLVANIA COMPREHENSIVE BEHAVIORAL HEALTH	36	112.19	10.31
WENTLING BETHANY M	3	112.17	7.65
ABA SUPPORT SERVICES LLC	4	112.14	6.34
TRUENORTH WELLNESS SERVICES	44	111.86	13.02
CATHOLIC CHARITIES CAPITAL REGION OFFICE	2	110.96	14.14
HOLCOMB ASSOCIATES INC	15	108.26	9.95
COMMUNITY SERVICES GROUP INC	12	106.60	18.56
HEMPFIELD BEHAVIORAL HEALTH INC	5	106.16	21.71
FRANKLIN FAMILY SERVICES INC	4	102.03	17.98
Total	997	114.76	12.55

Mean Satisfaction Level of Care

Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
BHRS	1028	114.73	12.64
PEER SUPPORT	76	113.96	12.80
ACT	23	112.64	10.49
Total	1127	114.64	12.61

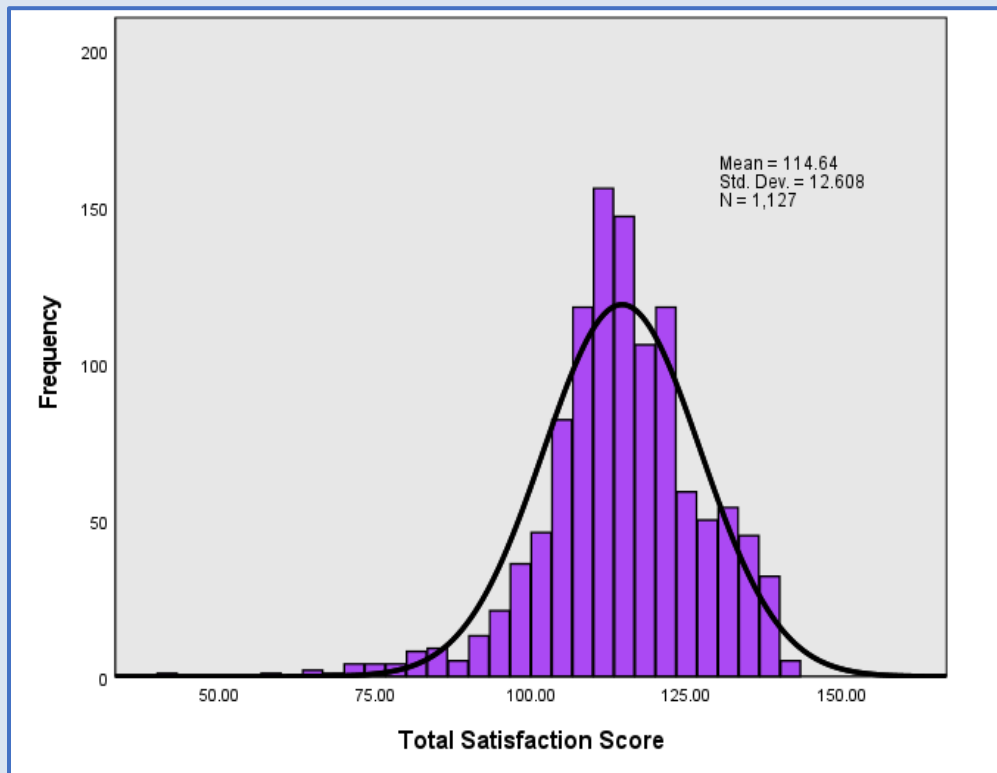
Adult			
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
PEER SUPPORT	76	113.96	12.80
BHRS/IBHS	31	113.68	15.66
ACT	23	112.64	10.49
Total	130	113.66	13.09

Child/Adolescent			
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
BHRS	997	114.76	12.55
Total	997	114.76	12.55

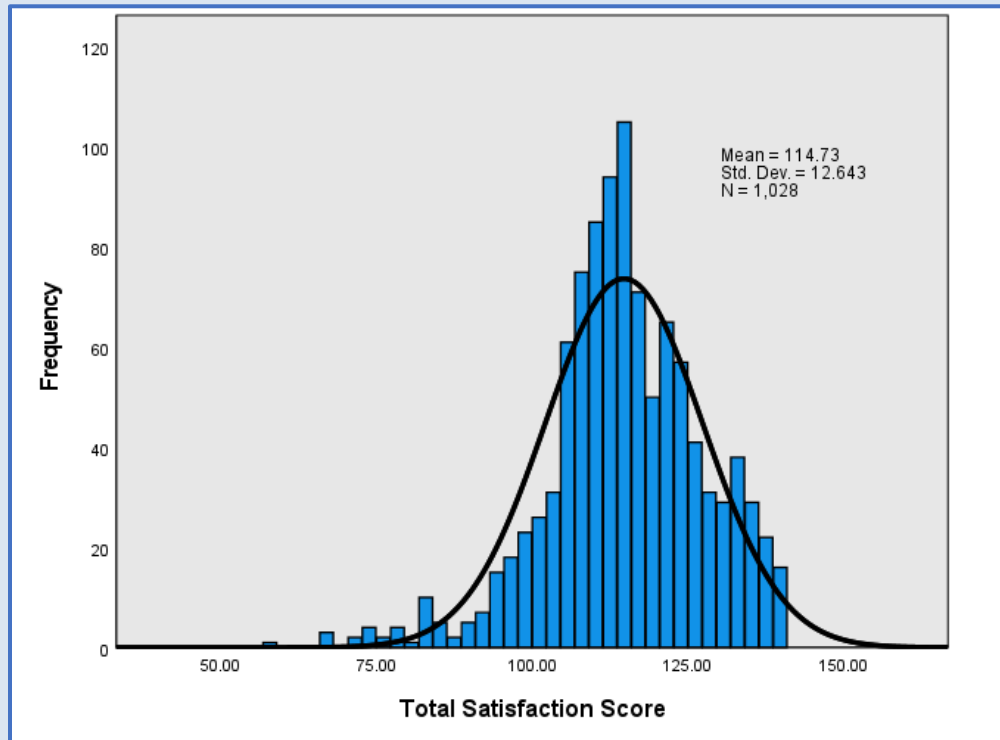
Total Satisfaction

Overall Satisfaction: CSS includes 28 questions in the Total Satisfaction Score (TSS). These are questions 13-40 on the standard 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.

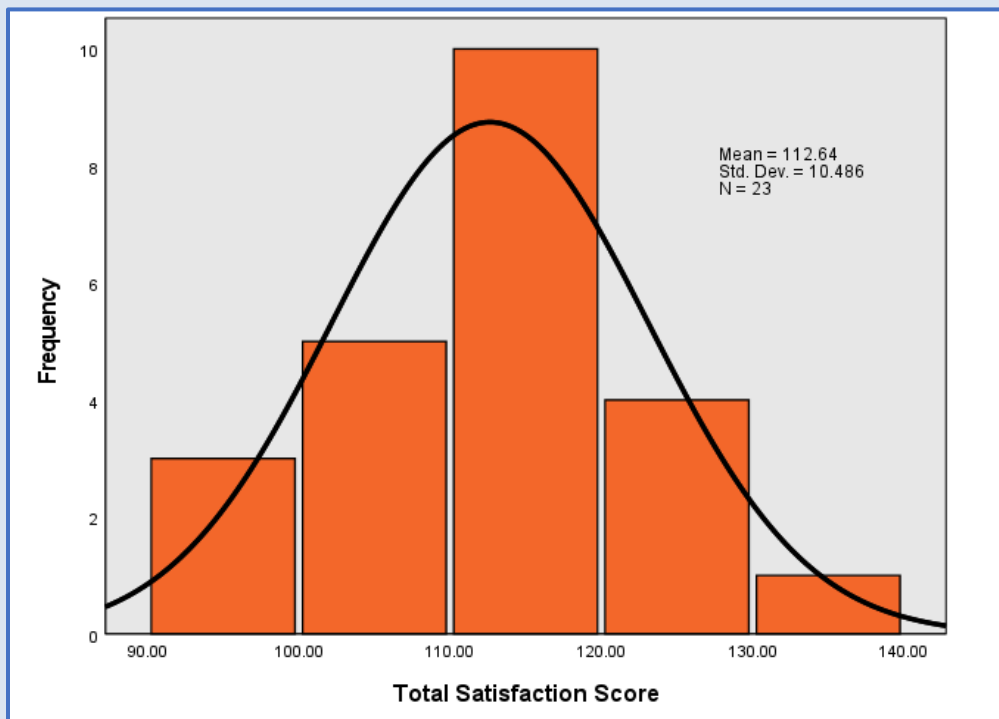
- The overall mean for all respondents for Total Satisfaction Score (TSS) was 114.64 with a standard deviation 12.608 indicating a high level of satisfaction. The TSS scores ranged from 40.38–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



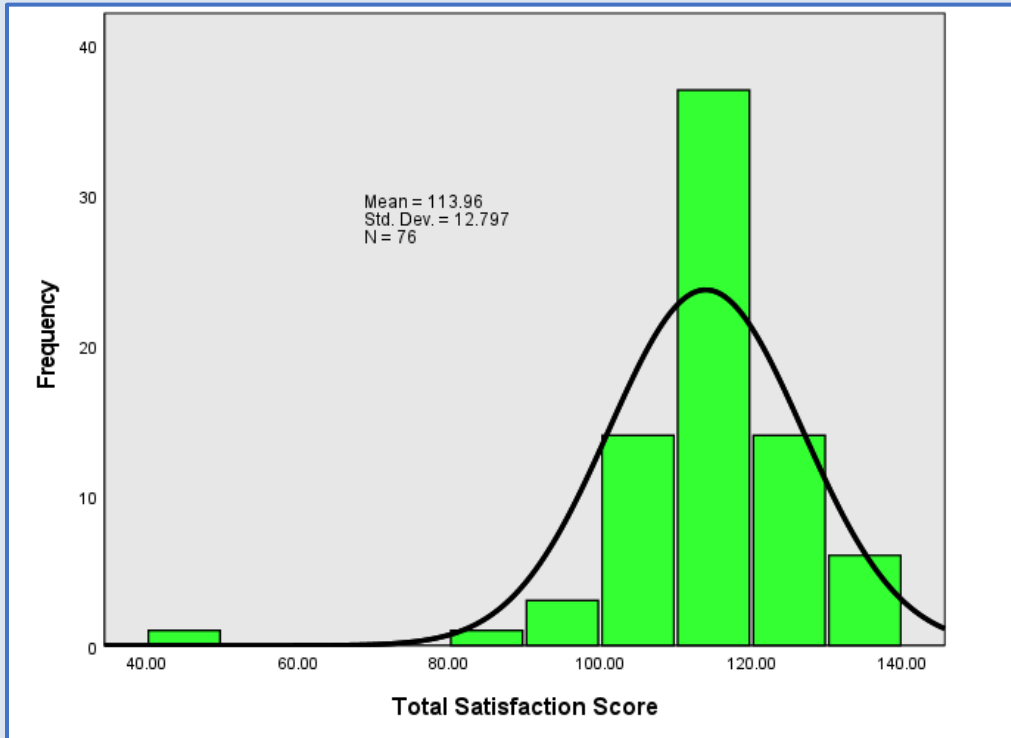
- The overall mean for all BHRS respondents for Total Satisfaction Score (TSS) was 114.73 with a standard deviation 12.643 indicating a high level of satisfaction. The TSS scores ranged from 57.61–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for ACT respondents for Total Satisfaction Score (TSS) was 112.64 with a standard deviation 10.486 indicating some level of satisfaction. The TSS scores ranged from 90.75–136.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



- The overall mean for Peer Support respondents for Total Satisfaction Score (TSS) was 113.96 with a standard deviation 12.797 indicating a high level of satisfaction. The TSS scores ranged from 40.38–136.12. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

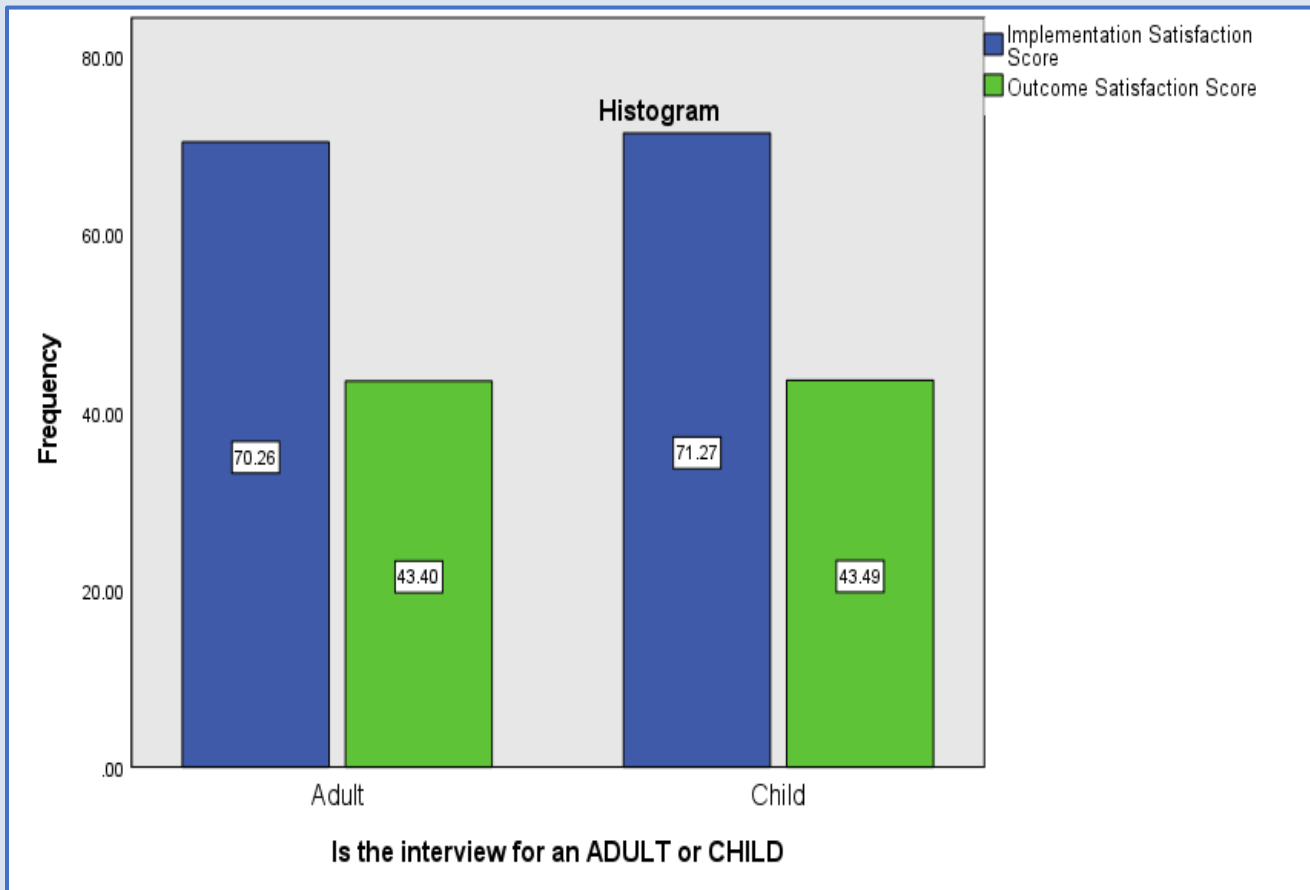


Mean Satisfaction with Services and Outcomes of Services

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.



BHRS (Behavioral Health Rehabilitation Services), ACT (Assertive Community Treatment), and Peer Support Services

The standard 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:

- 97.2% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 97.1% You feel comfortable in asking questions regarding your treatment Q18.
- 96.0% You were informed about your rights and responsibilities regarding the treatment you have received Q17.
- 95.8% Your provider asks your permission before sharing your personal information Q20.
- 94.9% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 94.6% You are an important part of the treatment process Q26.
- 92.5% You trust your service provider Q22.
- 91.6% Your provider informed you who to call if you have questions about your mental health/crisis or substance abuse services Q13.
- 91.6% Your service provider explained the advantages of your therapy or treatment Q27.
- 89.8% Your service provider spends adequate time with you Q19.
- 89.6% Overall, you are satisfied with the services you are receiving Q29.
- 89.2% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.
- 88.2% Your service provider explained the limitations of your therapy or treatment Q28.
- 87.3% You have the option to change your service provider should you choose to Q16.
- 85.1% 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, 97.7% agree or strongly agree they feel safe at this facility and 1.1% disagree or strongly disagree. This is a more accurate representation of the data.*

Summary responses from the Total group of respondents (N=1127) are presented in Table 1.

Summary responses from the Total group Adult respondents (N=130) are presented in Table 2.

Summary responses from the Total group Child/ Adolescent of respondents (N=997) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=1127	% 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.	91.6	4.4	2.9	0.5	1.1
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	83.8	7.5	3.0	0.9	5.2
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.).	85.1	9.3	2.8	0.8	2.0
16. You have the option to change your service provider should you choose to.	87.3	2.8	3.2	0.9	7.6
17. You were informed about your rights and responsibilities regarding the treatment you have received.	96.0	1.6	3.0	0.4	0.8
18. You feel comfortable in asking questions regarding your treatment.	97.1	1.4	3.0	0.3	0.6
19. Your service provider spends adequate time with you.	89.8	6.7	2.9	0.6	1.1
20. Your provider asks your permission before sharing your personal information.	95.8	1.3	3.0	0.4	1.5
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	97.2	0.8	3.0	0.4	1.6
22. You trust your service provider.	92.5	0.8	3.0	0.6	2.0
23. You feel safe at this facility.	73.2	.08	3.7	1.3	25.1
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	89.2	3.8	3.0	0.7	3.1
25. You are included in the development of your treatment/recovery plan and goals for recovery.	94.9	2.8	3.0	0.5	1.5
26. You are an important part of the treatment process.	94.6	2.0	3.0	0.5	1.2
27. Your service provider explained the advantages of therapy or treatment.	91.6	4.0	2.9	0.5	0.9
28. Your service provider explained the limitations of therapy or treatment.	88.2	5.1	2.9	0.7	2.0
29. Overall, you are satisfied with the services you are receiving.	89.6	6.4	2.9	0.6	0.4

Table 2 – Total Satisfaction – Services Questions – Adult

N=130	% 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.	93.1	3.8	2.9	0.5	0.8
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	82.3	8.5	3.0	1.0	7.7
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.).	84.6	11.5	2.8	0.8	2.3
16. You have the option to change your service provider should you choose to.	36.9	3.1	4.7	1.6	60.0
17. You were informed about your rights and responsibilities regarding the treatment you have received.	93.1	1.5	3.1	0.6	3.8
18. You feel comfortable in asking questions regarding your treatment.	95.4	2.3	2.9	0.3	0.0
19. Your service provider spends adequate time with you.	93.8	4.6	2.9	0.5	0.8
20. Your provider asks your permission before sharing your personal information.	93.1	2.3	2.9	0.4	0.0
21. Program staff respects your ethnic, cultural and religious background in your recovery/treatment.	98.5	1.5	3.0	0.2	0.0
22. You trust your service provider.	90.8	3.1	3.0	0.6	2.3
23. You feel safe at this facility.	58.5	0.8	4.2	1.5	40.0
24. Your service provider offered you the opportunity to involve family, significant others or friends into your treatment process.	80.8	4.6	3.1	1.0	8.5
25. You are included in the development of your treatment/recovery plan and goals for recovery.	97.7	1.5	3.0	0.3	0.0
26. You are an important part of the treatment process.	96.9	0.8	3.0	0.2	0.0
27. Your service provider explained the advantages of therapy or treatment.	92.3	5.4	2.9	0.5	0.8
28. Your service provider explained the limitations of therapy or treatment.	86.2	7.7	2.9	0.7	2.3
29. Overall, you are satisfied with the services you are receiving.	91.5	6.6	2.9	0.5	0.0

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

N=997	% 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.	91.4	4.5	2.9	0.6	1.1
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	84.0	7.3	3.0	0.9	4.9
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.).	85.2	9.0	2.8	0.7	2.0
16. You have the option to change your service provider should you choose to.	93.9	2.8	2.9	0.5	0.8
17. You were informed about your rights and responsibilities regarding the treatment you have received.	96.4	1.6	3.0	0.4	0.4
18. You feel comfortable in asking questions regarding your treatment.	97.3	1.3	3.0	0.3	0.7
19. Your service provider spends adequate time with you.	89.3	7.0	2.9	0.6	1.1
20. Your provider asks your permission before sharing your personal information.	96.2	1.2	3.0	0.5	1.7
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	97.0	0.7	3.0	0.4	1.8
22. You trust your service provider.	92.8	3.2	3.0	0.6	2.0
23. You feel safe at this facility.	75.1	0.8	3.7	1.3	23.2
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	90.3	3.7	3.0	0.6	2.4
25. You are included in the development of your treatment/recovery plan and goals for recovery.	94.5	2.9	3.0	0.5	1.7
26. You are an important part of the treatment process.	94.3	2.2	3.0	0.5	1.3
27. Your service provider explained the advantages of therapy or treatment.	91.5	3.8	2.9	0.5	0.9
28. Your service provider explained the limitations of therapy or treatment.	88.5	4.8	2.9	0.6	2.0
29. Overall, you are satisfied with the services you are receiving.	89.4	6.6	2.8	0.6	0.5

Outcomes of BHRS (Behavioral Health Rehabilitation Services), ACT (Assertive Community Treatment), and Peer Support Services

The standard 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, 60.3% to 81.3% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 14.2% to 25.1% of responses reflect that no change has resulted from involvement in services. Finally, 2.8% to 9.3% 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, 60.3% reported that participation in community activities is better or much better, 33.9% reported no change, and 5.8% reported this as worse or much worse. This is a more accurate representation of the data.*

**Coping with personal crisis Q32. A high number of consumers reported that this question did not apply to them. With these cases removed, 62.8% reported that coping with a personal crisis is better or much better, 27.8% reported no change, and 9.3% reported this as worse or much worse. 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, 68.8% reported that participating with school or work is better or much better, 24.5% reported no change, and 6.7% 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=1127) are presented in Table 4.

Summary responses from the Total group Adult respondents (N=130) are presented in Table 5.

Summary responses from the Total group Child/ Adolescent of respondents (N=997) are presented in Table 6.

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

Total N=1127	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	69.4	21.7	6.9	2.7	0.8	2.0
31. Feeling in control of your life.	62.3	25.1	5.6	2.8	1.0	7.0
32. Coping with personal crisis.	52.5	23.2	7.8	3.1	1.4	16.4
33. How you feel about yourself.	67.3	22.3	4.6	2.9	1.0	5.8
34. Feeling good (hopeful) about the future.	65.9	19.2	4.4	3.0	1.1	10.5
35. Enjoying your free time.	81.3	14.2	2.8	2.9	0.6	1.7
36. Strengthening your social support network.	65.5	24.5	5.6	2.8	0.9	4.4
37. Being involved in community activities.	37.0	20.9	3.5	3.9	1.7	38.6
38. Participating with school or work activities.	57.2	20.4	5.6	3.2	1.4	16.8
39. Interacting with people in social situations.	66.3	23.1	5.2	2.8	0.9	5.4
40. Coping with the specific problems or issues that led you to seek services.	71.0	21.4	6.5	2.7	0.7	1.2

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

Total N=130	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	73.1	20.8	5.4	2.7	0.6	0.8
31. Feeling in control of your life.	72.3	20.8	5.4	2.7	0.7	1.5
32. Coping with personal crisis.	60.0	25.4	9.2	2.7	1.0	5.4
33. How you feel about yourself.	70.8	20.0	7.7	2.7	0.7	1.5
34. Feeling good (hopeful) about the future.	69.2	22.3	6.9	2.7	0.7	1.5
35. Enjoying your free time.	76.9	16.9	5.4	2.7	0.6	0.8
36. Strengthening your social support network.	66.2	20.8	10.8	2.6	0.9	2.3
37. Being involved in community activities.	29.2	16.9	3.8	4.3	1.8	50.0
38. Participating with school or work activities.	33.8	12.3	4.6	4.3	1.8	49.2
39. Interacting with people in social situations.	57.7	28.5	4.6	2.9	1.1	9.2
40. Coping with the specific problems or issues that led you to seek services.	76.9	17.7	5.4	2.7	0.6	0.0

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

Total N=997	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	68.9	21.9	7.1	2.7	0.8	2.1
31. Feeling in control of your life.	61.0	25.7	5.6	2.9	1.1	7.7
32. Coping with personal crisis.	51.6	23.0	7.6	3.2	1.5	17.9
33. How you feel about yourself.	66.9	22.6	4.2	2.9	1.0	6.3
34. Feeling good (hopeful) about the future.	65.5	18.8	4.1	3.1	1.2	11.6
35. Enjoying your free time.	81.8	13.8	2.5	2.9	0.6	1.8
36. Strengthening your social support network.	65.4	25.0	4.9	2.8	0.9	4.7
37. Being involved in community activities.	38.0	21.4	3.5	2.8	1.7	37.1
38. Participating with school or work activities.	60.3	21.5	5.7	3.0	1.3	12.5
39. Interacting with people in social situations.	67.4	22.4	5.3	2.8	0.9	4.9
40. Coping with the specific problems or issues that led you to seek services.	70.2	21.9	6.6	2.7	0.7	1.3

Satisfaction with the Managed Care Organization

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

- 72.8% of respondents (821 of the 1127) reported that they had received a copy of the PerformCare member handbook, 13.5% (152) reported that they had not received a copy of the member handbook, and 13.7% (154) were not sure.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	1127	821 72.80%	152 13.50%	154 13.70%	0 0
Adult					
Cumberland	12	7 58.30%	3 25.00%	2 16.70%	0 0
Dauphin	40	25 62.50%	10 25.00%	5 12.50%	0 0
Lancaster	54	34 63.00%	15 27.80%	5 9.30%	0 0
Lebanon	24	15 62.50%	6 25.00%	3 12.50%	0 0
Perry	0	0 0	0 0	0 0	0 0
Child					
Cumberland	149	104 69.80%	14 9.40%	31 20.80%	0 0
Dauphin	297	232 78.10%	39 13.10%	26 8.80%	0 0
Lancaster	389	288 74.00%	38 9.80%	63 16.20%	0 0
Lebanon	118	86 72.90%	15 12.70%	17 14.40%	0 0
Perry	44	30 68.20%	12 27.30%	2 4.50%	0 0

- 94.4% of respondents (1064 of the 1127) reported that they are aware of their right to file a complaint or grievance, 4.6% (52) reported that they are not aware of their right to file a complaint or grievance, 0.8% (9) reported that they were not sure, and 0.2% (2) reported that this question did not apply.

	Total	Q2 Are you aware of your right to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
Total	1127	1064 94.40%	52 4.60%	9 0.80%	2 0.20%
Adult					
Cumberland	12	11 91.70%	1 8.30%	0 0	0 0
Dauphin	40	38 95.00%	2 5.00%	0 0	0 0
Lancaster	54	49 90.70%	4 7.40%	1 1.90%	0 0
Lebanon	24	21 87.50%	3 12.50%	0 0	0 0
Perry	0	0 0	0 0	0 0	0 0
Child					
Cumberland	149	140 94.00%	6 4.00%	2 1.30%	1 0.70%
Dauphin	297	285 96.00%	10 3.40%	1 0.30%	1 0.30%
Lancaster	389	366 94.10%	18 4.60%	5 1.30%	0 0
Lebanon	118	110 93.20%	8 6.80%	0 0	0 0
Perry	44	44 100.00%	0 0	0 0	0 0

- 77.6% of respondents (874 of the 1127) reported that they knew who to call to file a complaint or grievance, 14.3% (161) reported that they did not know who to call, 5.4% (61) were not sure, and 2.8% (31) reported that this question did not apply.

	Total	Q3 Do you know who to call to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
Total	1127	874 77.60%	161 14.30%	61 5.40%	31 2.80%
Adult					
Cumberland	12	9 75.00%	2 16.70%	1 8.30%	0 0
Dauphin	40	36 90.00%	1 2.50%	1 2.50%	2 5.00%
Lancaster	54	31 57.40%	15 27.80%	3 5.60%	5 9.30%
Lebanon	24	17 70.80%	6 25.00%	0 0	1 4.20%
Perry	0	0 0	0 0	0 0	0 0
Child					
Cumberland	149	140 94.00%	5 3.40%	2 1.30%	2 1.30%
Dauphin	297	263 88.60%	24 8.10%	7 2.40%	3 1.00%
Lancaster	389	250 64.30%	79 20.30%	45 11.60%	15 3.90%
Lebanon	118	88 74.60%	26 22.00%	1 0.80%	3 2.50%
Perry	44	40 90.90%	3 6.80%	1 2.30%	0 0

- 22.0% of respondents (248 of the 1127) reported that they had called PerformCare in the last twelve months for information, 75.1% (846) did not call PerformCare within the last twelve months, 2.0% (23) were not sure, and 0.9% (10) 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
Total	1127	248 22.00%	846 75.10%	23 2.00%	10 0.90%
Adult					
Cumberland	12	4 33.30%	7 58.30%	1 8.30%	0 0
Dauphin	40	6 15.00%	31 77.50%	2 5.00%	1 2.50%
Lancaster	54	11 20.40%	40 74.10%	2 3.70%	1 1.90%
Lebanon	24	0 0	22 91.70%	1 4.20%	1 4.20%
Perry	0	0 0	0 0	0 0	0 0
Child					
Cumberland	149	23 15.40%	121 81.20%	3 2.00%	2 1.30%
Dauphin	297	88 29.60%	206 69.40%	0 0	3 1.00%
Lancaster	389	73 18.80%	303 77.90%	13 3.30%	0 0
Lebanon	118	29 24.60%	86 72.90%	1 0.80%	2 1.70%
Perry	44	14 31.80%	30 68.20%	0 0	0 0

- 89.8% of those that requested information from PerformCare (239 of the 266) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 7.9% (21) reported that they were not able to obtain information without unnecessary delays, and 2.3% (6) 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
Total	266	239 89.80%	21 7.90%	6 2.30%
Adult				
Cumberland	3	3 100.00%	0 0	0 0
Dauphin	6	6 100.00%	0 0	0 0
Lancaster	12	11 91.70%	0 0	1 8.30%
Lebanon	0	0 0	0 0	0 0
Perry	0	0 0	0 0	0 0
Child				
Cumberland	26	21 80.80%	3 11.50%	2 7.70%
Dauphin	99	89 89.90%	9 9.10%	1 1.00%
Lancaster	76	70 92.10%	4 5.30%	2 2.60%
Lebanon	30	26 86.70%	4 13.30%	0 0
Perry	14	13 92.90%	1 7.10%	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.*

- 75.9% of respondents (855 of 1127) were given a choice of at least 2 providers regarding the type of service they were seeking, 12.1% of respondents (136) reported that they were not given a choice, 8.4% (95) were not sure, and 3.6% (41) reported that this question did not apply.

	Total	Q5 Were you given a choice of at least two (2) Providers from PerformCare regarding the type of service you were seeking?			
		Yes	No	Not Sure	Does Not Apply
Total	1127	855 75.90%	136 12.10%	95 8.40%	41 3.60%
Adult					
Cumberland	12	5 41.70%	6 50.00%	1 8.30%	0 0
Dauphin	40	26 65.00%	6 15.00%	8 20.00%	0 0
Lancaster	54	29 53.70%	9 16.70%	15 27.80%	1 1.90%
Lebanon	24	17 70.80%	2 8.30%	4 16.70%	1 4.20%
Perry	0	0 0	0 0	0 0	0 0
Child					
Cumberland	149	100 67.10%	17 11.40%	10 6.70%	22 14.80%
Dauphin	297	262 88.20%	23 7.70%	7 2.40%	5 1.70%
Lancaster	389	287 73.80%	52 13.40%	39 10.00%	11 2.80%
Lebanon	118	88 74.60%	19 16.10%	10 8.50%	1 0.80%
Perry	44	41 93.20%	2 4.50%	1 2.30%	0 0

- 90.5% of respondents (1020 of 1127) were informed of the time approved for their services, 4.6% of respondents (52) were not informed of the time approved for services, 4.2% (47) were not sure, and 0.7% (8) 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
Total	1127	1020 90.50%	52 4.60%	47 4.20%	8 0.70%
Adult					
Cumberland	12	6 50.00%	4 33.30%	1 8.30%	1 8.30%
Dauphin	40	33 82.50%	1 2.50%	6 15.00%	0 0
Lancaster	54	28 51.90%	14 25.90%	12 22.20%	0 0
Lebanon	24	17 70.80%	4 16.70%	3 12.50%	0 0
Perry	0	0 0	0 0	0 0	0 0
Child					
Cumberland	149	134 89.90%	4 2.70%	6 4.00%	5 3.40%
Dauphin	297	287 96.60%	8 2.70%	2 0.70%	0 0
Lancaster	389	362 93.10%	12 3.10%	13 3.30%	2 0.50%
Lebanon	118	110 93.20%	4 3.40%	4 3.40%	0 0
Perry	44	43 97.70%	1 2.30%	0 0	0 0

- 96.9% of respondents (838 of the 865) report when they call PerformCare staff treats them courteously and with respect, 1.7% (15) report when they call PerformCare staff do not treat them courteously and with respect, and 1.4% (12) were not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	865	838 96.90%	15 1.70%	12 1.40%
Adult				
Cumberland	8	8 100.00%	0 0	0 0
Dauphin	36	36 100.00%	0 0	0 0
Lancaster	40	40 100.00%	0 0	0 0
Lebanon	3	3 100.00%	0 0	0 0
Perry	0	0 0	0 0	0 0
Child				
Cumberland	90	86 95.60%	1 1.10%	3 3.30%
Dauphin	273	260 95.20%	10 3.70%	3 1.10%
Lancaster	334	329 98.50%	0 0	5 1.50%
Lebanon	40	38 95.00%	1 2.50%	1 2.50%
Perry	41	38 92.70%	3 7.30%	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.*

- 91.8% of respondents (1035 of 1127) report overall they are satisfied with their interactions with PerformCare, 0.6% (7) were not sure, 1.4% (16) were not sure, and 6.1% (69) reported that this question did not apply.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	1127	1035 91.80%	7 0.60%	16 1.40%	69 6.10%
Adult					
Cumberland	12	8 66.70%	2 16.70%	0 0	2 16.70%
Dauphin	40	40 100.00%	0 0	0 0	0 0
Lancaster	54	50 92.60%	0 0	1 1.90%	3 5.60%
Lebanon	24	23 95.80%	0 0	0 0	1 4.20%
Perry	0	0 0	0 0	0 0	0 0
Child					
Cumberland	149	110 73.80%	1 0.70%	3 2.00%	35 23.50%
Dauphin	297	280 94.30%	3 1.00%	3 1.00%	11 3.70%
Lancaster	389	366 94.10%	1 0.30%	8 2.10%	14 3.60%
Lebanon	118	117 99.20%	0 0	1 0.80%	0 0
Perry	44	41 93.20%	0 0	0 0	3 6.80%

Appendix A

Crisis Intervention Survey Report

Consumer Satisfaction

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

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

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

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

- **Survey Information:** Overall, 169 of the 407 respondents (41.5%) reported they had been interviewed by their provider within the last year, 194 (47.7%) reported they had not been interviewed, and 44 (10.8%) were not sure.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?		
		Yes	No	Not sure
Total	407	169 41.50%	194 47.70%	44 10.80%
Age Type				
Adult	242	100 41.30%	116 47.90%	26 10.70%
Child	165	69 41.80%	78 47.30%	18 10.90%

Total Satisfaction Score				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Deviation
Adult	Yes	100	71.80	9.43
	No	116	68.01	10.99
	Not sure	26	69.19	5.46
	Total	242	69.70	10.03
Child	Yes	69	71.67	8.21
	No	78	64.29	12.39
	Not sure	18	70.38	10.75
	Total	165	68.04	11.18

Our analysis indicates that adult and 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.

Voluntarily/Involuntarily Sought Crisis Intervention Service:

- Of the 407 consumers, 242 (59.5%) reported that they sought out crisis services for themselves. 161 consumers (39.6%) reported that they did not seek out crisis services for themselves, 3 (0.7%) were not sure, and 1 (0.2%) consumer felt that this question did not apply to them.

	Total	Did you seek out crisis services for yourself?			
		Yes	No	Not sure	N/A
Total	407	242 59.50%	161 39.60%	3 0.70%	1 0.20%
Age Type					
Adult	242	193 79.80%	46 19.00%	3 1.20%	0 0
Child	165	49 29.70%	115 69.70%	0 0	1 0.60%

Mean Satisfaction of Treatment Facilities

- Data was collected from 7 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. To help with interpretation, scores highlighted in **Green** (69-85) indicate a high level of satisfaction, scores highlighted in **Yellow** (52-68) indicate some level of satisfaction and scores highlighted in **Red** (below 51) indicate some level of dissatisfaction.

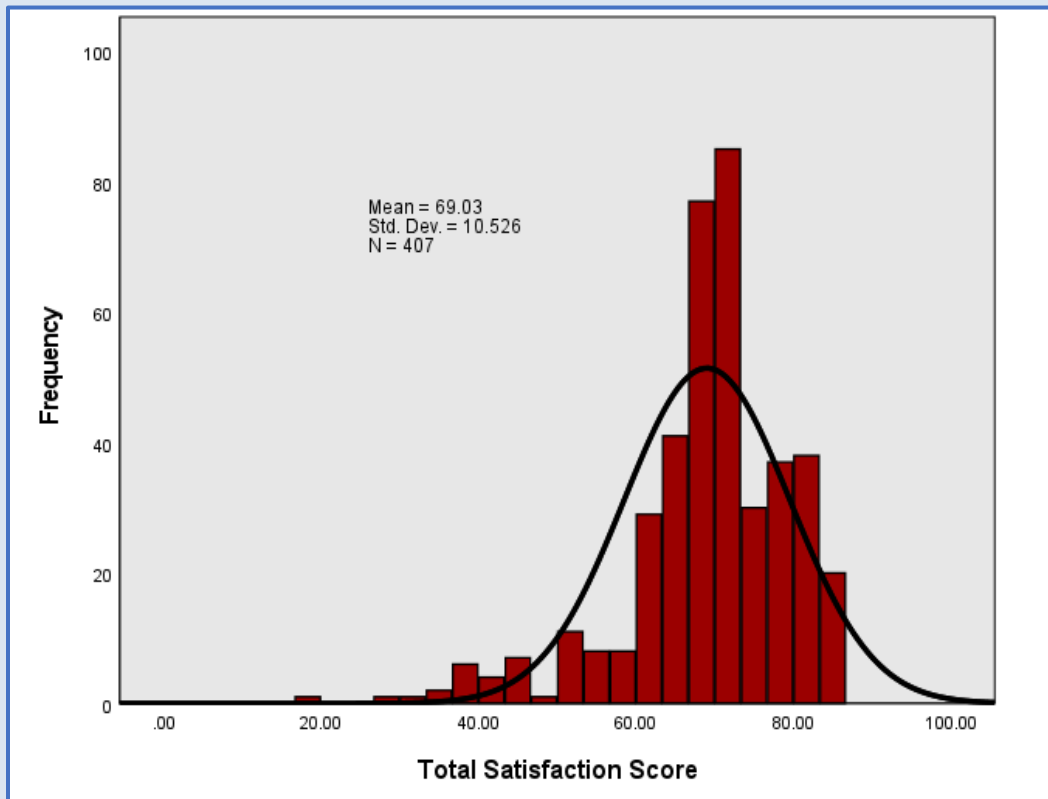
Adult			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
YORK HOSPITAL CRISIS INTERVENTION	3	83.67	.58
DAUPHIN COUNTY MH/MR PROGRAM	81	70.80	8.68
HOLY SPIRIT HOSPITAL MHS	49	70.69	10.17
KEYSTONE CRISIS INTERVENTION	4	69.75	3.40
LANCASTER COUNTY BH/DS	73	68.03	10.79
WELLSPAN PHILHAVEN	31	67.94	11.22
TRUENORTH WELLNESS SERVICES	1	67.00	.
Total	242	69.70	10.03

Child			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
DAUPHIN COUNTY MH/MR PROGRAM	68	69.67	10.31
KEYSTONE CRISIS INTERVENTION	4	69.51	2.63
WELLSPAN PHILHAVEN	18	68.74	13.93
HOLY SPIRIT HOSPITAL MHS	34	67.17	11.78
LANCASTER COUNTY BH/DS	41	65.61	11.18
Total	165	68.04	11.18

Total Satisfaction Score

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

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 69.03 with a standard deviation 10.526 indicating some level of satisfaction. The TSS scores ranged from 18– 85. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

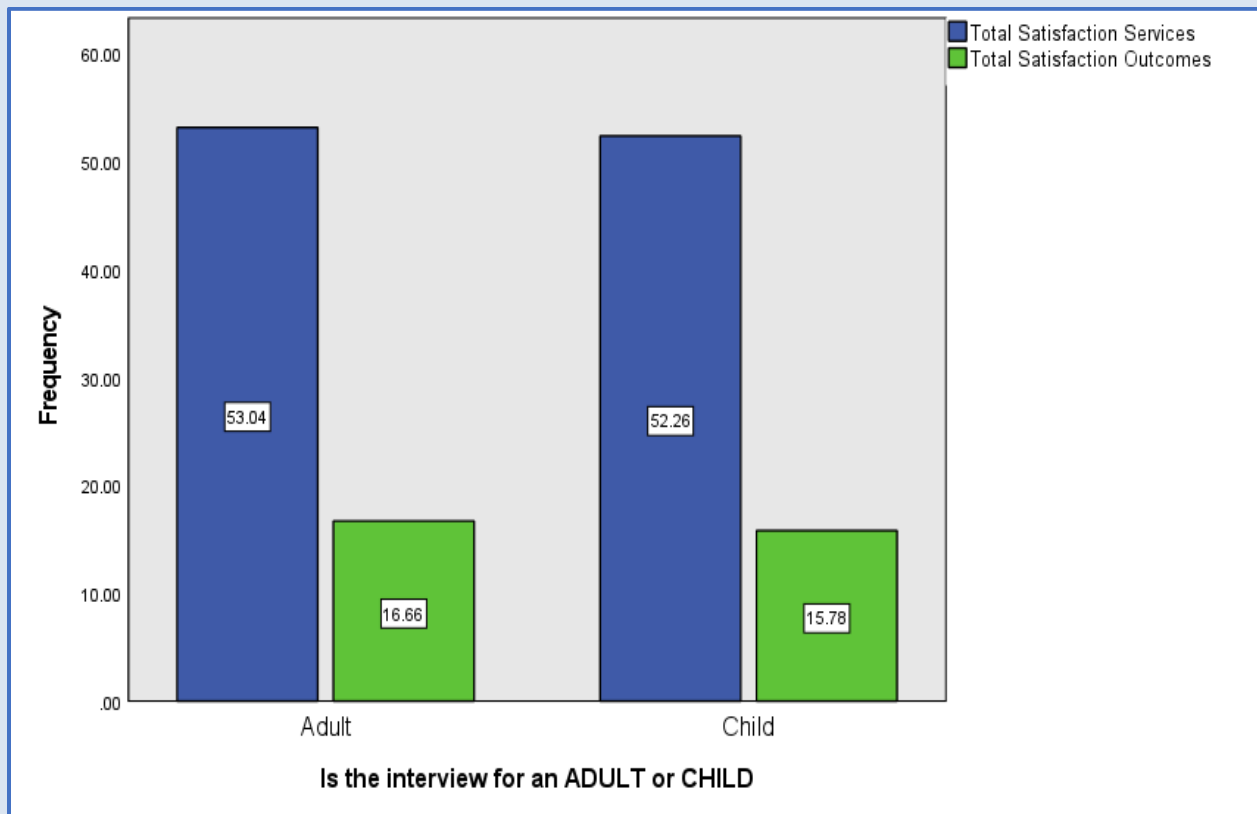


Mean Satisfaction with Services and Outcomes of Services

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

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

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



Services

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

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

- 93.1% I was treated with dignity and respect by the crisis worker Q15.
- 89.7% I was involved as much as I could be in determining what care I received Q9.
- 89.4% Adult: I felt comfortable asking the crisis worker questions Q13.
- 88.0% Adult: I trusted the crisis provider Q16.
- 87.5% Adult: Overall, I am satisfied with the crisis services I received Q19.
- 86.0% I felt supported by the crisis worker during my crisis experience Q7.
- 86.0% I felt crisis responded to my needs in a timely manner Q8.
- 86.0% The crisis worker spent adequate time with me Q14.

While satisfaction is generally high, further exploration is warranted for the following questions and is with regards to both adult and child/adolescent respondents, unless otherwise noted (15% or greater reported dissatisfaction):

- 15.2% Child/Adolescent: The crisis worker discussed other services that may benefit me in my treatment/recovery Q12.

Summary responses from the Total group of respondents (N=407) are presented in Table 1.

Summary responses from the Total group Adult respondents (N=242) are presented in Table 2.

Summary responses from the Total group Child/Adolescent of respondents (N=165) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=407	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	86.0	10.1	2.8	0.6	0.2
8. I felt crisis responded to my needs in a timely manner.	86.0	10.1	2.8	0.7	0.5
9. I was involved as much as I could be in determining what care I received.	89.7	5.2	2.9	0.5	0.5
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance abuse services.	84.0	8.4	2.8	0.7	1.5
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	80.6	9.1	2.9	0.9	4.7
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	77.6	12.0	2.7	0.8	2.0
13. I felt comfortable asking the crisis worker questions.	89.4	7.1	2.8	0.5	0.0
14. The crisis worker spent adequate time with me.	86.0	8.6	2.8	0.6	0.5
15. I was treated with dignity and respect by the crisis worker.	93.1	4.7	2.9	0.5	0.2
16. I trusted the crisis provider.	88.0	8.6	2.8	0.6	0.0
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	83.3	7.6	2.9	0.8	2.9
18. The crisis worker explained the advantages and limitations of my recommended care.	81.3	9.1	2.8	0.7	1.2
19. Overall, I am satisfied with the crisis services I received.	87.5	9.3	2.8	0.6	0.0

Table 2 – Total Satisfaction – Services Questions - Adult

N=242	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	86.4	8.3	2.8	0.6	0.4
8. I felt crisis responded to my needs in a timely manner.	86.8	9.1	2.8	0.6	0.0
9. I was involved as much as I could be in determining what care I received.	88.8	4.5	2.9	0.5	0.8
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance abuse services.	82.6	7.9	2.8	0.7	1.2
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	78.5	8.3	2.9	1.0	5.8
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	77.7	9.9	2.7	0.8	1.7
13. I felt comfortable asking the crisis worker questions.	89.3	6.6	2.8	0.5	0.0
14. The crisis worker spent adequate time with me.	88.4	7.9	2.8	0.6	0.0
15. I was treated with dignity and respect by the crisis worker.	93.4	5.0	2.9	0.4	0.0
16. I trusted the crisis provider.	88.0	9.1	2.8	0.6	0.0
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	82.2	6.6	2.9	0.7	2.5
18. The crisis worker explained the advantages and limitations of my recommended care.	77.3	7.4	2.8	0.8	2.1
19. Overall, I am satisfied with the crisis services I received.	90.1	7.9	2.8	0.6	0.0

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

N=165	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	85.5	12.7	2.7	0.7	0.0
8. I felt crisis responded to my needs in a timely manner.	84.8	11.5	2.8	0.7	1.2
9. I was involved as much as I could be in determining what care I received.	90.9	6.1	2.8	0.5	0.0
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance abuse services.	86.1	9.1	2.8	0.7	1.8
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	83.6	10.3	2.9	0.8	3.0
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	77.6	15.2	2.7	1.0	2.4
13. I felt comfortable asking the crisis worker questions.	89.7	7.9	2.8	0.6	0.0
14. The crisis worker spent adequate time with me.	82.4	9.7	2.8	0.7	1.2
15. I was treated with dignity and respect by the crisis worker.	92.7	4.2	2.9	0.5	0.6
16. I trusted the crisis provider.	87.9	7.9	2.8	0.6	0.0
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	84.8	9.1	2.9	0.8	3.6
18. The crisis worker explained the advantages and limitations of my recommended care.	87.3	11.5	2.8	0.6	0.0
19. Overall, I am satisfied with the crisis services I received.	83.6	11.5	2.7	0.7	0.0

Outcomes of Services

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

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 64.9% to 77.4% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 16.2% to 20.1% of responses reflect that no change has resulted from involvement in services. Only 2.5% to 6.6% of responses reflect that things are worse as a result of services.

*Summary responses from the Total group of respondents (N=407) are presented in Table 4.
 Summary responses from the Total group Adult respondents (N=242) are presented in Table 5.
 Summary responses from the Total group Child/ Adolescent of respondents (N=165) 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=407						
20. Feeling in control of my crisis situation.	77.4	16.2	4.7	2.8	0.7	1.7
21. Feeling in control of my life.	64.9	19.7	5.7	3.0	1.1	9.8
22. Coping with personal crisis.	74.0	18.7	6.6	2.7	0.7	0.7
23. How I feel about myself.	76.4	20.1	2.5	2.8	0.6	1.0

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

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=242						
20. Feeling in control of my crisis situation.	78.9	15.3	3.3	2.9	0.7	2.5
21. Feeling in control of my life.	72.7	18.2	4.1	2.9	0.2	5.0
22. Coping with personal crisis.	78.1	16.1	5.4	2.7	0.6	0.4
23. How I feel about myself.	80.6	17.4	0.8	2.8	0.5	1.2

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

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=165						
20. Feeling in control of my crisis situation.	75.2	17.6	6.7	2.7	0.6	0.6
21. Feeling in control of my life.	53.3	21.8	7.9	3.1	1.4	17.0
22. Coping with personal crisis.	67.9	22.4	8.5	2.6	0.7	1.2
23. How I feel about myself.	70.3	24.2	4.8	2.7	0.6	0.6

Satisfaction with the Managed Care Organization

There are 6 survey questions that assess consumer satisfaction with the MCO, Perform Care.

- 53.1% of respondents (216 of the 407) reported that they had received a copy of the Perform Care member handbook, 31.0% (126) had not received a member handbook, and 16.0% (65) were not sure.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	407	216 53.10%	126 31.00%	65 16.00%	0 0
Adult					
Cumberland	40	15 37.50%	18 45.00%	7 17.50%	0 0
Dauphin	83	38 45.80%	31 37.30%	14 16.90%	0 0
Lancaster	81	29 35.80%	40 49.40%	12 14.80%	0 0
Lebanon	30	15 50.00%	9 30.00%	6 20.00%	0 0
Perry	8	4 50.00%	4 50.00%	0 0	0 0
Child					
Cumberland	32	21 65.60%	7 21.90%	4 12.50%	0 0
Dauphin	59	48 81.40%	5 8.50%	6 10.20%	0 0
Lancaster	47	28 59.60%	9 19.10%	10 21.30%	0 0
Lebanon	18	9 50.00%	3 16.70%	6 33.30%	0 0
Perry	9	9 100.00%	0 0	0 0	0 0

- 88.9% of respondents (362 of the 407) reported that they are aware of their right to file a complaint or grievance. 8.6% (35) are not aware of their right to file a complaint or grievance, 2.2% (9) were not sure, and 0.2% (1) reported that this question did not apply.

	Total	Q2 Are you aware of your right to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
Total	407	362 88.90%	35 8.60%	9 2.20%	1 0.20%
Adult					
Cumberland	40	36 90.00%	2 5.00%	2 5.00%	0 0
Dauphin	83	75 90.40%	4 4.80%	3 3.60%	1 1.20%
Lancaster	81	62 76.50%	17 21.00%	2 2.50%	0 0
Lebanon	30	28 93.30%	2 6.70%	0 0	0 0
Perry	8	8 100.00%	0 0	0 0	0 0
Child					
Cumberland	32	28 87.50%	4 12.50%	0 0	0 0
Dauphin	59	55 93.20%	2 3.40%	2 3.40%	0 0
Lancaster	47	45 95.70%	2 4.30%	0 0	0 0
Lebanon	18	16 88.90%	2 11.10%	0 0	0 0
Perry	9	9 100.00%	0 0	0 0	0 0

*Surveyor reports: Does Not Apply responses include individuals who reported they did not know who PerformCare was.

- 65.6% of respondents (267 of the 407) reported that they knew who to call to file a complaint or grievance. 26.0% (106) reported that they did not know who to call, 3.7% (15) were not sure, and 4.7% (19) reported that this question did not apply.

	Total	Q3 Do you know who to call to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
Total	407	267 65.60%	106 26.00%	15 3.70%	19 4.70%
Adult					
Cumberland	40	39 97.50%	1 2.50%	0 0	0 0
Dauphin	83	55 66.30%	20 24.10%	5 6.00%	3 3.60%
Lancaster	81	31 38.30%	35 43.20%	1 1.20%	14 17.30%
Lebanon	30	11 36.70%	17 56.70%	2 6.70%	0 0
Perry	8	6 75.00%	2 25.00%	0 0	0 0
Child					
Cumberland	32	30 93.80%	2 6.30%	0 0	0 0
Dauphin	59	49 83.10%	8 13.60%	1 1.70%	1 1.70%
Lancaster	47	25 53.20%	16 34.00%	6 12.80%	0 0
Lebanon	18	12 66.70%	5 27.80%	0 0	1 5.60%
Perry	9	9 100.00%	0 0	0 0	0 0

- 24.1% of respondents (98 of the 407) reported that they had called Perform Care in the last twelve months for information. 72.2% (294) had not called Perform Care within the last twelve months, 2.2% (9) were not sure, and 1.5% (6) reported that this question did not apply.

	Total	Q4 In the last twelve months, did you call member services at PerformCare to get information? (example: help for counseling, treatment, or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	407	98 24.10%	294 72.20%	9 2.20%	6 1.50%
Adult					
Cumberland	40	9 22.50%	27 67.50%	2 5.00%	2 5.00%
Dauphin	83	23 27.70%	57 68.70%	2 2.40%	1 1.20%
Lancaster	81	16 19.80%	62 76.50%	3 3.70%	0 0
Lebanon	30	5 16.70%	25 83.30%	0 0	0 0
Perry	8	1 12.50%	6 75.00%	0 0	1 12.50%
Child					
Cumberland	32	9 28.10%	22 68.80%	0 0	1 3.10%
Dauphin	59	17 28.80%	42 71.20%	0 0	0 0
Lancaster	47	14 29.80%	32 68.10%	0 0	1 2.10%
Lebanon	18	1 5.60%	17 94.40%	0 0	0 0
Perry	9	3 33.30%	4 44.40%	2 22.20%	0 0

- 91.1% of those that requested information from Perform Care (92 of the 101) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 5.9% (6) were not able to get information without delays, and 3.0% (3) 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
Total	101	92 91.10%	6 5.90%	3 3.00%
Adult				
Cumberland	11	10 90.90%	1 9.10%	0 0
Dauphin	23	22 95.70%	0 0	1 4.30%
Lancaster	16	14 87.50%	1 6.30%	1 6.30%
Lebanon	5	4 80.00%	1 20.00%	0 0
Perry	1	1 100.00%	0 0	0 0
Child				
Cumberland	11	10 90.90%	1 9.10%	0 0
Dauphin	16	15 93.80%	1 6.30%	0 0
Lancaster	13	13 100.00%	0 0	0 0
Lebanon	1	0 0	1 100.00%	0 0
Perry	4	3 75.00%	0 0	1 25.00%

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

- 92.4% of respondents (231 of the 250) report when they call Perform Care staff did treat them courteously and with respect. 5.2% (13) reported that Perform Care staff did not treat them courteously and with respect, and 2.4% (6) were not sure.

	Total	Q5 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	250	231 92.40%	13 5.20%	6 2.40%
Adult				
Cumberland	19	17 89.50%	0 0	2 10.50%
Dauphin	58	52 89.70%	6 10.30%	0 0
Lancaster	56	54 96.40%	0 0	2 3.60%
Lebanon	4	4 100.00%	0 0	0 0
Perry	6	5 83.30%	1 16.70%	0 0
Child				
Cumberland	17	17 100.00%	0 0	0 0
Dauphin	44	40 90.90%	4 9.10%	0 0
Lancaster	37	35 94.60%	1 2.70%	1 2.70%
Lebanon	1	0 0	1 100.00%	0 0
Perry	8	7 87.50%	0 0	1 12.50%

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

- 95.6% of respondents (345 of 345) report overall they are satisfied with their interactions with Perform Care. 2.8% of respondents (10) report overall they are not satisfied with their interactions with Perform Care, and 1.7% (6) were not sure.

	Total	Q6 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	361	345 95.60%	10 2.80%	6 1.70%
Adult				
Cumberland	23	22 95.70%	1 4.30%	0 0
Dauphin	82	80 97.60%	2 2.40%	0 0
Lancaster	69	63 91.30%	1 1.40%	5 7.20%
Lebanon	29	28 96.60%	1 3.40%	0 0
Perry	7	7 100.00%	0 0	0 0
Child				
Cumberland	22	20 90.90%	2 9.10%	0 0
Dauphin	59	57 96.60%	2 3.40%	0 0
Lancaster	44	43 97.70%	1 2.30%	0 0
Lebanon	17	16 94.10%	0 0	1 5.90%
Perry	9	9 100.00%	0 0	0 0

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

PerformCare Comments:

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

- Through her health insurance.
- They sent me a postcard that directed me to their website.
- Referenced by her primary care did not go through normal channels.
- Not interested in receiving one.
- Not familiar with PerformCare. Other insurance gave information.
- Link to online Handbook.
- I think we have handbook.
- I think it should be wrapped in plastic to protect from rain and preserve confidentiality.
- I do not really know who PerformCare is.
- I do not recall receiving anything.
- For evaluations.

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

- I am now aware of filing complaint.
- I am very upset with providers.
- They do not listen.
- Now I know.

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

- There is a magnet on my kitchen fridge.
- Received phone number for PerformCare.
- I would look it up.
- I know now but I did not know at the time. We were very displeased with services.
- He works at VA hospital.
- Had two children at TW Ponessa. They dropped ball with son.
- Gave information.

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

- For TSS, BSC services.
- They were excellent with everything.
- Someone there told me that they were unable to do anything due to general lack of staffing.
- Services terminated.
- Did not know she should have called when services never started for son.
- Called once supposed to have case manager.
- They called me.

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

- Try to get service for my son with med management and TSS. Waiting list is 3 to 6 months long.
- Not enough staff.
- Never received treatment plans.
- Never received services.
- My son was on waiting lists multiple times.
- Maybe by a few days but was able to receive information.
- Had a significant delay.
- Dad called PerformCare.
- Not correct information.
- I called multiple times before getting a call back.

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

- When they had someone, they would tell me.
- Went straight to TrueNorth.
- We chose TW Ponessa.
- We chose this provider for our son.
- Was given this information verbally by provider.
- Unfortunately, all providers had long delays. A lose lose situation.
- They emailed me the list.
- Only from Laurel Life.
- Only because we were always with Philhaven for outpatient and wanted to stay with them.
- Do not recall being given a choice, but it was a long time ago.
- Live in Lebanon and appointments are with doctor in Lancaster.
- Just one did not start.
- I was given a full page resource guide and asked to make calls to everyone on the list. Only TW Ponessa had availability. First BSC quit after Covid diagnosis. My family was not notified or sent a substitute.
- I reached out to ABA for services myself.
- I picked Franklin Family myself.
- Given two but what they recommended, insurance would not approve.
- Found myself.
- Found my own.
- Did not know we had choices.
- Choice was through probation.

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

- My son did not receive the amount of time approved for services.
- My son has had no services whatsoever.

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

- When they call me (7).
- They were on top of things and so pleasant. Offered all kinds of resources.
- They have contacted me.
- They called me.
- There have been no phone calls.
- Sometimes would get a better response but not always good.
- Sometimes not always.
- Sometimes.
- PerformCare has called us.
- Never spoke to PerformCare (13).
- Just called one time. Care manager did not fight for our son.
- Have not called PerformCare, but they have called us.
- Coordinator from Laurel Life called PerformCare with me present. They were courteous and respectful.
- Amazing, great, on point for everything.
- They are really great.
- They always do everything to try to help me.
- Only one person did.
- 90% of the time.

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

- We are really pleased with the process in PA.
- Very satisfied.
- Through the mail.
- They have called me.
- They did not do anything.
- The services we needed were subject to long waiting times. PerformCare said that they would keep checking in with us monthly. They did not contact us within the time period promised.
- Since Covid-19 all services have stopped (3).
- PerformCare has always been very helpful. They have called me.
- Not yet.
- Not at all. Received a bill from Lebanon County. Still unpaid. Called PerformCare they hung up on me.
- Last year when these services were discontinued, we were waiting for services which are subject to long waiting lists. PerformCare told us that they would call monthly to let us know what time period was. They did not call us in promised time.
- I was but now I have a new person and they are a lot less helpful.
- Did not talk to PerformCare.
- I am not sure if we ever had contact with PerformCare.
- Not aware of the insurance.
- No interaction.
- Has not had pleasant experiences with phone calls with PerformCare.
- Hard to reach a person; it is impossible.