

Consumer Satisfaction Services, Inc.

Capital Region 3rd Quarter Report January-March 2015

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

Consumer Satisfaction Services

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Table of Contents

Executive Summary	I
Request for Assistance	1
Demographic & Survey Information	2
Questions Regarding Perform Care	14
Satisfaction Results	23
Implementation	25
Outcomes	29
Treatment Environment	33
Survey Question Tables by County and Age Group	35
Consumer Comments	64

Executive Summary

Capital Region 3rd Quarter Report January-March 2015

This section presents information collected during the 2014-2015 contract year which includes data from January-March 2015.

- The survey represents 291 (*n*=291) respondents from the Capital Region including 282 Adults (96.9%) and 9 Children (3.1%). Of the 282 adult consumers 278 (98.6%) responded for themselves and a parent/guardian responded for the remaining 4 (1.4%). Of the 9 child consumers 9 (100.0%) responded for themselves. Our analysis found no significant differences in total satisfaction based on who was interviewed.
- Data was collected by 4 interviewers from 20 treatment facilities in the Capital Region.
- Overall, of the 291 interviews 288 (99.0%) were face-to-face interviews, 3 (1.0%) were conducted by phone.
 - Of the 282 adult interviews, 279 (98.9%) were face-to-face interviews. 3 (1.1%) were conducted by phone.
 - Of the 9 child interviews, 9 (100.0%) were face-to-face interviews.
- Gender: Overall, the sample is 52.2% female (152) and 47.8% male (139). Of the 282 adult consumers, 151 were female and 131 were male. Of the 9 child consumers, 1 was female and 8 were male.
- Level of Care: In all, 4 types of treatment were accessed by the respondents. 103 (35.4%) received Peer Support, 73 (25.1%) received D&A Outpatient, 63 (21.6%) received D&A Intensive Outpatient, and 52 (17.9%) received Mobile Psychiatric Nursing.

Implementation

According to survey responses, consumers report some level of satisfaction with their services. This is reflected in consumer responses to Question# 30, "Overall, I am satisfied with the services..." with 93.5% agreement (Responses of 4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 93.6% overall satisfaction and consumers of child services reporting high overall satisfaction 88.9%.

Respondents of both adult and child services reported high levels of satisfaction (85% or greater) for the following questions:

- 94.8% I am an important part of the treatment process Q27.
- 93.8% I feel comfortable in asking questions regarding my treatment Q19.
- 93.5% My service provider spends adequate time with me Q20.
- 93.5% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q22.
- 91.8% I was informed about my rights and responsibilities regarding the treatment I have received Q18.
- 91.1% I trust my service provider Q23.
- 90.7% I am included in the development of my treatment/recovery plan and goals for recovery Q26.
- 87.3% My service provider explained the advantages of my therapy or treatment Q28.
- 85.9% My provider asks my permission before sharing my personal information Q21.

While satisfaction is generally high, further exploration is warranted regarding a few items (15% or greater):

- 38.5% I had a choice when selecting my service provider Q16.
- 17.4% I was given information on how to get other services that I needed Q14.
- 17.2% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q25.
- 15.5% I have the option to change my service provider should I choose to Q17.

Outcomes

Consumers also describe their lives as being better as a result of their services in a majority of cases. In total, 35.4% to 81.1% of consumers believe services have improved their lives in each outcome area. Additionally 11.7% to 29.2% of consumers believe that no change has resulted from their services. Only 2.4% to 8.2% believes that things are worse as a result of services.

We welcome questions, comments and suggestions. Please contact:

Ms. 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), Perform Care or any other part of the MH 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 Perform Care and Capital Area Behavioral Health Collaborative (CABHC) for action steps and follows up.

• CSS had no Requests for Assistance for the 3rd Quarter 14-15

Capital Region 3rd Quarter Report January-March 2015

This section presents information collected during the 2014-2015 contract year which includes data from January-March 2015.

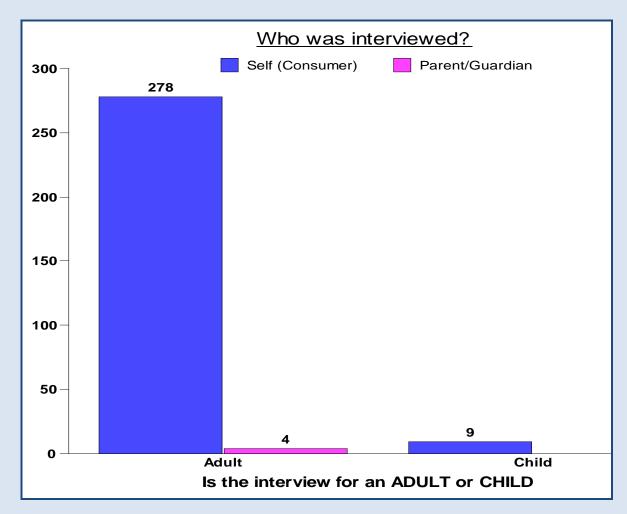
Demographic and Survey Information

Please Note: 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.

Frequencies may not sum to total (n=291) as individuals may have chosen not to respond to certain questions.

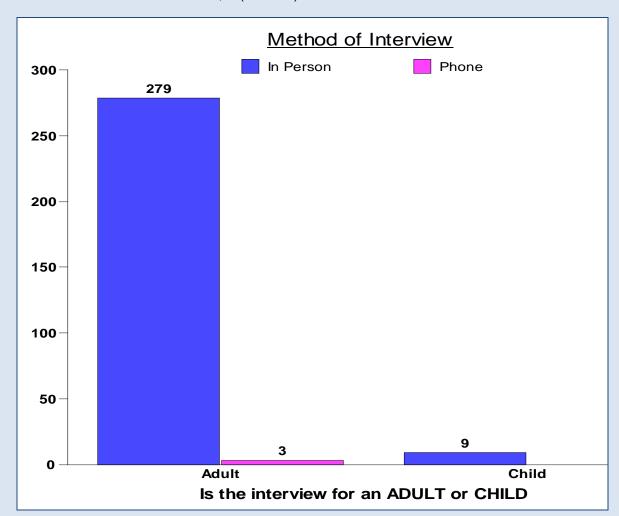
Percentages may not sum to 100.0% due to rounding.

• The survey represents 291 (*n*=291) respondents from the Capital Region including 282 Adults (96.9%) and 9 Children (3.1%). Of the 282 adult consumers, 278 (98.6%) responded for themselves and a parent/guardian responded for the remaining 4 (1.4%). Of the 9 child consumers, 9 (100.0%) responded for themselves. Our analysis found no significant differences in total satisfaction based on who was interviewed.

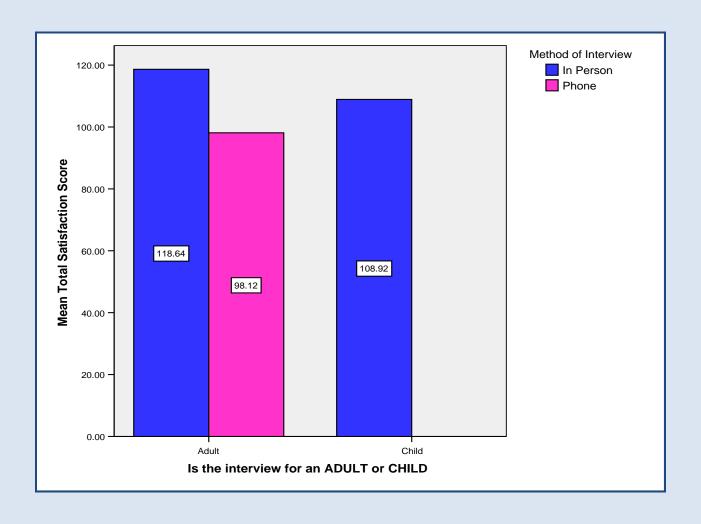


Data was collected by 4 interviewers from 20 treatment facilities in the Capital Region.

- Overall, of the 291 interviews 288 (99.0%) were face-to-face interviews, 3 (1.0%) were conducted by phone.
 - Of the 282 adult interviews, 279 (98.9%) were face-to-face interviews. 3 (1.1%) were conducted by phone.
 - Of the 9 child interviews, 9 (100.0%) were face-to-face interviews.



Our analysis indicated that those who were interviewed by phone reported significantly lower satisfaction than those who were interviewed in person. It is important to note that only three consumers were interviewed by phone which may account for the difference.



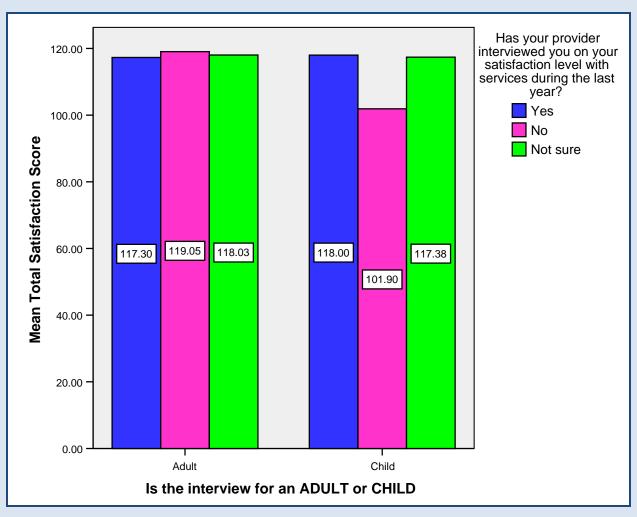
Below is a table of the method of interview by county for both Adult and Child services.

		County of Residence				
	Base	Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	291	29	73	150	33	6
Total	291	10.00%	25.10%	51.50%	11.30%	2.10%
Adult						
In Person	In Dansen 070	29	66	147	31	6
in Person	279	10.40%	23.70%	52.70%	11.10%	2.20%
Phone	3	0	0	3	0	0
Filone	3	0	0	100.00%	0	0
Child						
In Person	9	0	7	0	2	0
iii rerson	9	0	77.80%	0	22.20%	0

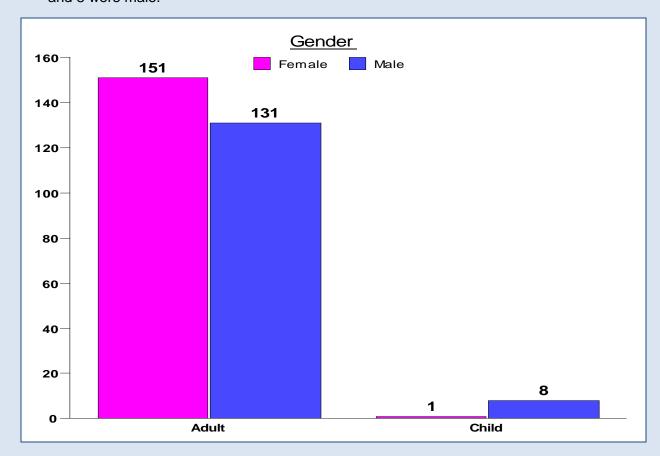
• Overall, 83 of the 291 interviews (28.5%) reported they had been previously interviewed, 171 (58.8%) reported they had not been interviewed, 37 (12.7%) were not sure.

	Base	Has your provid	der interviewed yo services during		action level with
		Yes	No	Not sure	N/A
Total	291	83	171	37	0
Total	291	28.50%	58.80%	12.70%	0
Adult	282	81	166	35	0
Adult	282	28.70%	58.90%	12.40%	0
Child	0	2	5	2	0
Cillia	9	22.20%	55.60%	22.20%	0

Our analysis did not indicate significant difference in total satisfaction based on whether or not their provider interviewed them on their satisfaction during the last year.



• Gender: Overall, the sample is 52.2% female (152) and 47.8% male (139). Of the 282 adult consumers, 151 were female and 131 were male. Of the 9 child consumers, 1 was female and 8 were male.

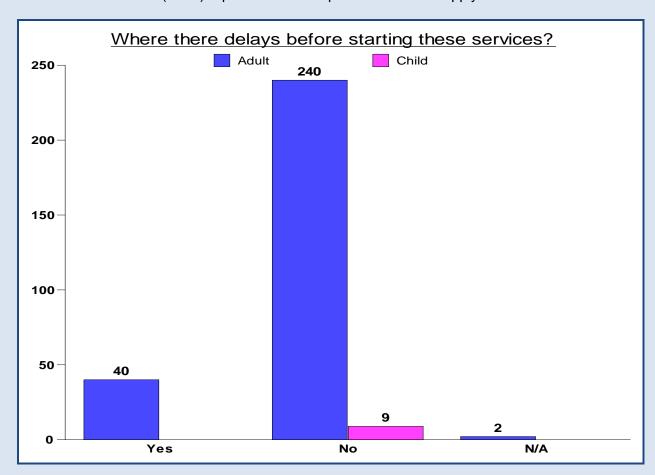


Our analysis indicated no significant differences in total satisfaction based on gender for both adult and child respondents.

Mean Satisfaction Levels of Respondents

Total Satis	faction Score						
Is the inter	Is the interview		Gender				
an ADULT	or C	Fem ale	Male	Total			
Adult	N	1 5 1	1 3 1	282			
	Mean	1 1 8 .0	1 1 8 .8	1 1 8 .4			
	Std.Devia	15.6	12.4	1 4 .2 3			
Child	N	1	8	9			
	Mean	106.7	1 0 9 .1	108.9			
	Std.Devia	.	16.7	15.7			
Total	N	1 5 2	1 3 9	2 9 1			
	Mean	1 1 7 .9	1 1 8 .2	1 1 8 .1			
	Std.Devia	15.6	12.8	1 4 .3 \$			

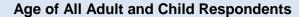
• Service Delay: 40 consumers (13.7%) reported that they experienced some delay before beginning treatment. 249 consumers (85.6%) reported no delay before beginning treatment and 2 consumers (0.6%) reported that this question does not apply to them.

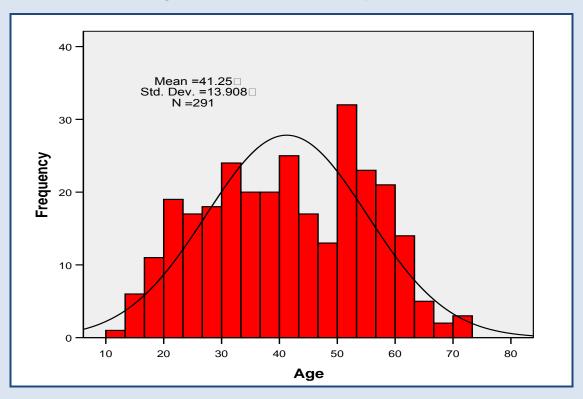


Our analysis identified significant difference in total satisfaction for adult consumers based on service delays. Those who reported that they did have delays before beginning services were significantly less satisfied than those who did not experience service delays.

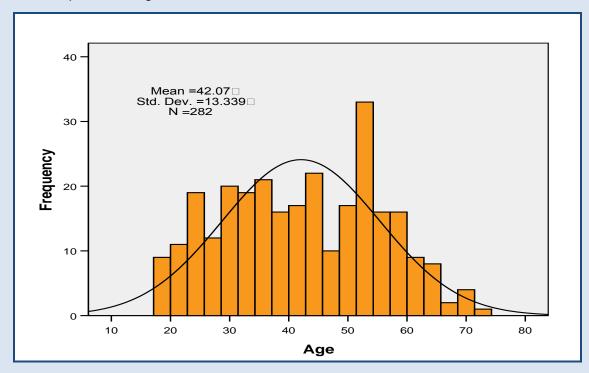
_Total Satisfaction	n Score							
Is the interview fo	Is the interview for			Q11 Were there delays before starting these services?				
an ADULT or CH		Yes	No	N/A	Total			
Adult	N	40	240	2	282			
	Mean	112.61	119.44	112.55	118.42			
	Std. Deviation	16.85	13.59	5.27	14.23			
Child	Ν		9		9			
	Mean		108.92		108.92			
	Std. Deviation		15.71		15.71			
Total	N	40	249	2	291			
	Mean	112.61	119.06	112.55	118.13			
	Std. Deviation	16.85	13.78	5.27	14.35			

Age: Age of all respondents ranged from 13-72 years, with a mean age of 41.25 (SD 13.908). Our analysis did not indicate significant differences in total satisfaction based on the respondent's age.

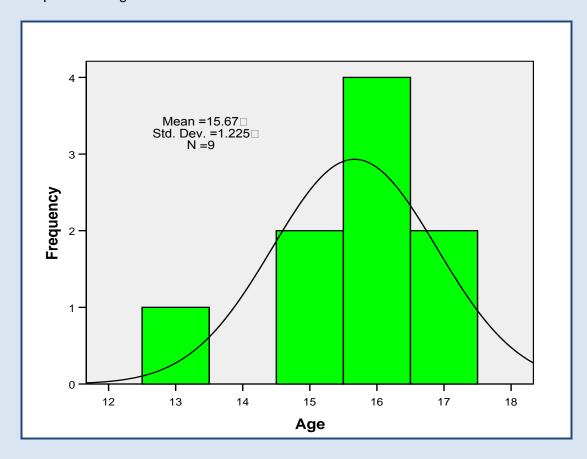




Age of **Adult** respondents ranged from 18-72 years, with a mean age of 42.07 (SD= 13.339). Our analysis did not indicate significant differences in total satisfaction based on the respondent's age.



Age of **Child** respondents ranged from 13-17 years, with a mean age of 15.67 (SD= 1.225). Our analysis did not indicate significant differences in total satisfaction based on the respondent's age.



County of Residence:

The table below shows the county of residence in alphabetical order. The largest number of respondents report residence in Lancaster County (51.5%). The remaining respondents reported residence in Dauphin (25.1%), Lebanon (11.3%), Cumberland (10.0%), and Perry (2.1%).

	Base	County of Residence					
	Dase	Cumberland	Dauphin	Lancaster	Lebanon	Perry	
Total	Total 291	29	73	150	33	6	
Total		10.00%	25.10%	51.50%	11.30%	2.10%	
Adult	202	29	66	150	31	6	
Adult 2	282	10.30%	23.40%	53.20%	11.00%	2.10%	
Child	0	0	7	0	2	0	
Cillia	9	0	77.80%	0	22.20%	0	

Our analysis did not indicate significant differences in total satisfaction based on the respondent's county of residence.

Mean Satisfaction Score by County of Residence

				County of R	esidence		
		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Adult	N	29	66	150	31	6	282
	Mean	124.66	119.21	117.27	116.57	118.04	118.42
	Std. Deviation	11.73	14.37	13.49	15.80	26.77	14.23
Child	N		7		2		ç
	Mean		107.14		115.15		108.92
	Std. Deviation		17.53		5.44		15.71

Race: 211 respondents (72.5%) reported their race as White/Caucasian, 40 (13.7%) African American, 26 (8.9%) Hispanic/Latino, 7 (2.4%) Multi-Racial, 4 (1.4%) Native American/American Indian, and 1 (0.3%) Other. Our analysis indicated no significant differences in total satisfaction with regard to race for either adult or child services.

		Race							
	Base	African American	Asian/ Pacific Islander	Hispanic/ Latino	Native American/ American Indian	White/ Caucasian	Multi- Racial	Other	
Total	291	40	4	26	2	211	7	1	
Total	291	13.70%	1.40%	8.90%	0.70%	72.50%	2.40%	0.30%	
Adult	202	36	4	26	1	209	5	1	
Adult	282	12.80%	1.40%	9.20%	0.40%	74.10%	1.80%	0.40%	
Child	9	4	0	0	1	2	2	0	
Child	9	44.40%	0	0	11.10%	22.20%	22.20%	0	

Treatment Facility: Data was collected from 20 Treatment Facilities in the Capital Region.
The distribution of respondents is presented below. Mean Satisfaction scores are listed
separately for Adult and Child Services for each facility. To help with interpretation, scores
116-145 indicate a high level of satisfaction, scores 87-115 indicate some level of satisfaction
and scores below 87 indicate some level of dissatisfaction.

Mean Satisfaction of Treatment Facilities Adult

Total Satisfaction Score			
			Std.
Name of Treatment Facility	N	Mean	Deviation
CSG	7	114.74	20.01
Keystone	14	121.90	14.56
PA Counseling	11	124.37	11.00
Philhaven	33	109.48	18.64
Stevens Center	9	123.30	10.85
TW Ponessa	12	117.52	9.17
Dis covery House	9	119.89	5.76
Gaudenzia Inc.	13	124.56	12.81
Mazzitti & Sullivan Coun Services	9	116.20	10.52
Naaman Center	8	118.05	7.45
Roxbury	7	123.83	11.35
Gaudenzia Elsie Shenk	7	121.38	23.38
HSA Couns eling	33	117.92	9.75
Lancaster Clinical Counseling	6	123.84	12.42
Perry Human Services	3	130.09	2.76
Diakon Family Life Services	4	133.21	10.09
Wellness Counseling Associates	3	133.54	7.84
RecoveryInsight	40	115.74	16.14
Behavioral Healthcare Corp	52	117.94	12.58
White Deer Run Harrisburg	2	129.50	21.92
Total	282	118.42	14.23

Mean Satisfaction of Treatment Facilities Child

Total Satisfaction Score			
			Std.
Name of Treatment Facility	N	Mean	Deviation
PA Counseling	1	111.30	•
TW Ponessa	1	119.00	
Mazzitti & Sullivan Coun Services	7	107.14	17.53
Total	9	108.92	15.71

Level of Care: In all, 4 types of treatment were accessed by the respondents. 103 (35.4%) received Peer Support, 73 (25.1%) received D&A Outpatient, 63 (21.6%) received D&A Intensive Outpatient, and 52 (17.9%) received Mobile Psychiatric Nursing.

			Level of Care					
	Base	Peer Support	Mobile Psychiatric Nursing	Intensive Outpatient (IOP)	Outpatient (OP)			
Total	291	103	52	63	73			
Total		35.40%	17.90%	21.60%	25.10%			
Adult	202	103	52	57	70			
Adult	282	36.50%	18.40%	20.20%	24.80%			
Child	9	0	0	6	3			
Cilia	9	0	0	66.70%	33.30%			

Our analysis indicated significant differences in total satisfaction with regard to level of care for adult consumers only. Those who received peer support services were significantly less satisfied than those who received outpatient services.

		Level of Care					
Is the interview for an ADULT or CHILD		Peer Support	Mobile Psychiatric Nursing	Intensive Outpatient (IOP)	Outpatient (OP)	Total	
Adult	N	103	52	57	70	282	
	Mean	115.16	117.94	120.15	122.17	118.42	
	Std. Deviation	17.06	12.58	10.27	12.62	14.23	
Child	N			6	3	(
	Mean			107.66	111.43	108.92	
	Std. Deviation			19.15	7.50	15.7 ⁻	

Questions Regarding Perform Care

■ 31.6% of respondents (92 of the 291) reported that they had received a copy of the Perform Care member handbook. 44.0% (128) did not feel this was the case, 24.1% (70) were not sure, and 0.3% (1) did not feel that this question applied.

	Base	Q1 I have rec	1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply	
Total	291	92 31.60%	128 44.00%	70 24.10%	1 0.30%	
Adult	282	92 32.60%	123 43.60%	66 23.40%	1 0.40%	
Child	9	0	5 55.60%	4 44.40%	0	

	Base	Q1 I have received a copy of the Member Handbook from Perform Care?				
		Yes	No	Not Sure	Does Not Apply	
Total	204	92	128	70	1	
Total	291	31.60%	44.00%	24.10%	0.30%	
Cumberland	29	7	11	11	0	
Cumberiand		24.10%	37.90%	37.90%	0	
Dauphin	73	20	41	12	0	
Daupillii	73	27.40%	56.20%	16.40%	0	
Lancaster	150	51	59	39	1	
Lancaster	150	34.00%	39.30%	26.00%	0.70%	
Lebanon	22	13	14	6	0	
Lebanon	33	39.40%	42.40%	18.20%	0	
Porry	6	1	3	2	0	
Perry	O	16.70%	50.00%	33.30%	0	

84.2% of respondents (245 of the 291) reported that they were aware of their right to file a complaint or grievance. 12.0% (35) did not feel this was the case, 1.4% (4) were not sure, and 2.4% (7) did not feel that this question applied.

	Base	Q2 I am aware	Q2 I am aware of my right to file a complaint or grievance.				
		Yes	No	Not Sure	Does Not Apply		
Total	291	245	35	4	7		
Total		84.20%	12.00%	1.40%	2.40%		
Adult	202	238	33	4	7		
Adult	282	84.40%	11.70%	1.40%	2.50%		
Ob it a	0	7	2	0	0		
Child	9	77.80%	22.20%	0	0		

	Base	Q2 I am aware of my right to file a complaint or grievance.				
		Yes	No	Not Sure	Does Not Apply	
Total	291	245	35	4	7	
Total	291	84.20%	12.00%	1.40%	2.40%	
Cumberland	00	22	5	0	2	
Cumberiand	29	75.90%	17.20%	0	6.90%	
Doumhin	73	59	11	1	2	
Dauphin	73	80.80%	15.10%	1.40%	2.70%	
Lancaster	450	130	15	2	3	
Lancaster	150	86.70%	10.00%	1.30%	2.00%	
Lebanon	22	28	4	1	0	
Lebanon	33	84.80%	12.10%	3.00%	0	
Porm	6	6	0	0	0	
Perry	6	100.00%	0	0	0	

60.5% of respondents (176 of the 291) reported that they knew who to call to file a complaint or grievance. 30.6% (89) did not feel this was the case, 6.5% (19) were not sure, and 2.4% (7) did not feel that this question applied.

	Base	Q3 I know wi	Q3 I know whom to call to file a complaint or grievance.				
		Yes	No	Not Sure	Does Not Apply		
Total	291	176	89	19	7		
Total		60.50%	30.60%	6.50%	2.40%		
Adult	202	174	83	18	7		
Adult	282	61.70%	29.40%	6.40%	2.50%		
Child	0	2	6	1	0		
Child	9	22.20%	66.70%	11.10%	0		

	Base	Q3 I know whom to call to file a complaint or grievance.				
		Yes	No	Not Sure	Does Not Apply	
Total	291	176	89	19	7	
Total	291	60.50%	30.60%	6.50%	2.40%	
Cumberland	00	14	11	2	2	
Cumberiand	29	48.30%	37.90%	6.90%	6.90%	
Daumhin	70	41	27	5	0	
Dauphin	73	56.20%	37.00%	6.80%	0	
Languator	150	93	42	11	4	
Lancaster	150	62.00%	28.00%	7.30%	2.70%	
Labonar	22	24	7	1	1	
Lebanon	33	72.70%	21.20%	3.00%	3.00%	
Down	6	4	2	0	0	
Perry	6	66.70%	33.30%	0	0	

■ 17.5% of respondents (51 of the 291) reported that they had called Perform Care in the last twelve months for information. 80.1% (233) did not call Perform Care within the last twelve months, 0.7% (2) were not sure, and 1.7% (5) did not feel that this question applied.

	Base	services at F	last twelve mon Perform Care to counseling, trea	get information	n? (example:
	Yes	No	Not Sure	Does Not Apply	
Total	291	51	233	2	5
		17.50%	80.10%	0.70%	1.70%
A duit	202	51	225	2	4
Adult	282	18.10%	79.80%	0.70%	1.40%
01.11.1	0	0	8	0	1
Child	9	0	88.90%	0	11.10%

	Base	Q4 In the last twelve months, did you call member services at Perform Care to get information? (example: help for counseling, treatment or other services)				
		Yes	No	Not Sure	Does Not Apply	
Total	291	51	233	2	5	
Total	291	17.50%	80.10%	0.70%	1.70%	
Cumberland	29	5	22	0	2	
Cumberiand		17.20%	75.90%	0	6.90%	
Dauphin	73	13	58	1	1	
Daupillii	73	17.80%	79.50%	1.40%	1.40%	
Lancaster	150	30	118	1	1	
Lancaster	150	20.00%	78.70%	0.70%	0.70%	
Lebanon	22	3	29	0	1	
Lebanon	33	9.10%	87.90%	0	3.00%	
Down	6	0	6	0	0	
Perry	O	0	100.00%	0	0	

■ 81.8% of those that requested information from Perform Care (45 of the 55) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 14.5% respondents (8) did not feel this was the case, 3.6% (2) were not sure. 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. However, for completeness, the entire table is presented.

	Page		Q4A I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.				
	Base	Yes	No	Not Sure	Does Not Apply		
Total	291	45	8	2	236		
rotar	201	15.50%	2.70%	0.70%	81.10%		
Adult	282	45	8	1	228		
Adult	202	16.00%	2.80%	0.40%	80.90%		
01:11.1	0	0	0	1	8		
Child	9	0	0	11.10%	88.90%		

		Q4A I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.				
	Base	Yes	No	Not Sure	Does Not Apply	
Total	291	45	8	2	236	
Total	291	15.50%	2.70%	0.70%	81.10%	
Cumberland	29	5	0	0	24	
Cumberiand	29	17.20%	0	0	82.80%	
Dauphin	73	9	5	0	59	
Daupillii	73	12.30%	6.80%	0	80.80%	
Lancaster	150	28	1	1	120	
Lancaster	130	18.70%	0.70%	0.70%	80.00%	
Lebanon	22	3	2	1	27	
Lebanon	33	9.10%	6.10%	3.00%	81.80%	
Perry	6	0	0	0	6	
Perry	6	0	0	0	100.00%	

■ 48.1% of respondents (140 of 291) felt they were given a choice of at least 2 providers regarding the type of service they were seeking. 35.7% of respondents (104) did not feel this was the case, and 12.7% (37) were not sure, and 3.4% (10) consumers felt that this question did not apply.

	Base		n a choice of at regarding the		
		Yes	No	Not Sure	Does Not Apply
Total	291	140	104	37	10
Total	251	48.10%	35.70%	12.70%	3.40%
Adult	282	140	99	34	9
Addit	202	49.60%	35.10%	12.10%	3.20%
Child	0	0	5	3	1
Child	9	0	55.60%	33.30%	11.10%

	Base			t least two (2) P type of service	
		Yes	No	Not Sure	Does Not Apply
Total	291	140	104	37	10
Total	291	48.10%	35.70%	12.70%	3.40%
Cumberland	29	16	9	1	3
Cumberiand		55.20%	31.00%	3.40%	10.30%
Doughin	70	31	29	11	2
Dauphin	73	42.50%	39.70%	15.10%	2.70%
Language	450	76	49	20	5
Lancaster	150	50.70%	32.70%	13.30%	3.30%
Labarar	22	13	15	5	0
Lebanon	n 33	39.40%	45.50%	15.20%	0
Down		4	2	0	0
Perry	6	66.70%	33.30%	0	0

53.6% of respondents who had called Perform Care staff (156 of 291) felt they were informed of the time approved for their services. 35.4% of respondents (103) did not feel this was the case, 8.2% (24) were not sure, and 2.7% (8) consumers felt that this question did not apply.

	Page		rmed of the tim ole: BHRS hour		
	Base	Yes	No	Not Sure	Does Not Apply
Total	291	156	103	24	8
Total	291	53.60%	35.40%	8.20%	2.70%
Adult	282	151	101	22	8
Adult	202	53.50%	35.80%	7.80%	2.80%
Child	0	5	2	2	0
Cilia	9	55.60%	22.20%	22.20%	0

	Page	Q6 I was informed of the time approved for my services. (Example: BHRS hours, treatment sessions)					
	Base	Yes	No	Not Sure	Does Not Apply		
Total	291	156	103	24	8		
Total	291	53.60%	35.40%	8.20%	2.70%		
Cumberland	29	16	9	2	2		
Cumberiand		55.20%	31.00%	6.90%	6.90%		
Dauphin	73	37	26	8	2		
Daupillii	73	50.70%	35.60%	11.00%	2.70%		
Lancaster	150	85	48	13	4		
Lancaster	150	56.70%	32.00%	8.70%	2.70%		
Lebanon	33	16	17	0	0		
Lebanon	<u></u>	48.50%	51.50%	0	0		
Porm	6	2	3	1	0		
Perry	6	33.30%	50.00%	16.70%	0		

■ 79.7% of respondents (59 of the 74) report when they call Perform Care staff treats them courteously and with respect. 8.1% respondents (6) did not feel this was the case, 12.2% (9) were not sure. 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. However, for completeness, the entire table is presented.

		Q7 When I call Perform Care staff treats me courteously and with respect.					
	Base	Yes	No	Not Sure	Does Not Apply		
Total	291	59	6	9	217		
Total	291	20.30%	2.10%	3.10%	74.60%		
Adult	202	59	6	8	209		
Addit	282	20.90%	2.10%	2.80%	74.10%		
Child	0	0	0	1	8		
Cillia	9	0	0	11.10%	88.90%		

		Q7 When I call Perform Care staff treats me courteously and with respect.					
	Base	Yes	No	Not Sure	Does Not Apply		
Total	291	59	6	9	217		
rotar	201	20.30%	2.10%	3.10%	74.60%		
Cumberland	29	5	0	0	24		
Cumberiand	29	17.20%	0	0	82.80%		
Dauphin	73	14	4	4	51		
Daupillii	73	19.20%	5.50%	5.50%	69.90%		
Lancaster	150	34	2	4	110		
Lancaster	150	22.70%	1.30%	2.70%	73.30%		
Labanan	33	6	0	1	26		
Lebanon	აა	18.20%	0	3.00%	78.80%		
Porry	6	0	0	0	6		
Perry	6	0	0	0	100.00%		

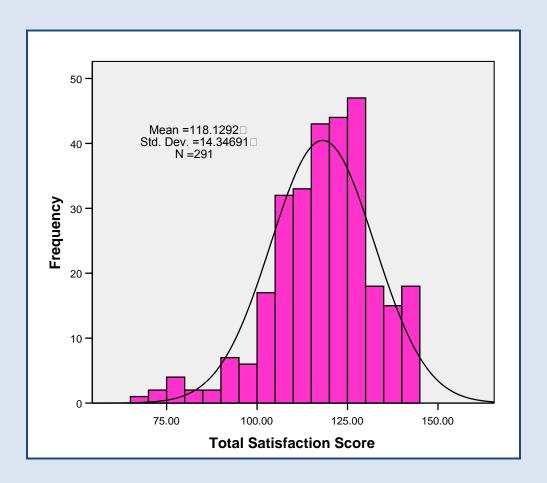
 73.5% of respondents (214 of 291) report they are satisfied with their interactions with Perform Care. 4.8% of respondents (14) did not feel this was the case, and 2.4% (7) were not sure, and 19.2% (56) consumers felt that this question did not apply.

		Q8 Overall, I am satisfied with the interactions I have had with Perform Care.					
	Base	Yes			Does Not Apply		
Total	291	214	14	7	56		
Total	291	73.50%	4.80%	2.40%	19.20%		
Adult	202	208	14	5	55		
Addit	282	73.80%	5.00%	1.80%	19.50%		
Child	0	6	0	2	1		
Child	9	66.70%	0	22.20%	11.10%		

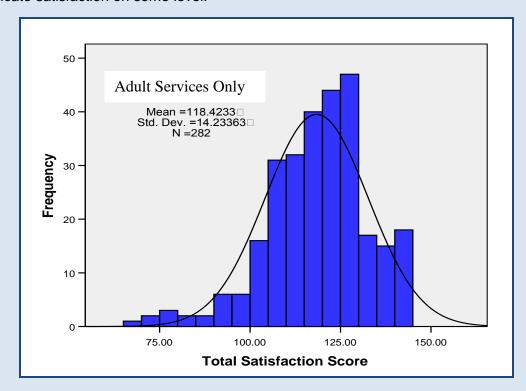
		Q8 Overall, I am satisfied with the interactions I have had with Perform Care.					
	Base	Yes	No	Not Sure	Does Not Apply		
Total	291	214	14	7	56		
		73.50%	4.80%	2.40%	19.20%		
Cumberland	29	16	1	0	12		
Cumberiand		55.20%	3.40%	0	41.40%		
Daniel in	70	54	5	4	10		
Dauphin	73	74.00%	6.80%	5.50%	13.70%		
Languater	450	117	8	2	23		
Lancaster	150	78.00%	5.30%	1.30%	15.30%		
Labanan	22	25	0	1	7		
Lebanon	33	75.80%	0	3.00%	21.20%		
D		2	0	0	4		
Perry	6	33.30%	0	0	66.70%		

Satisfaction

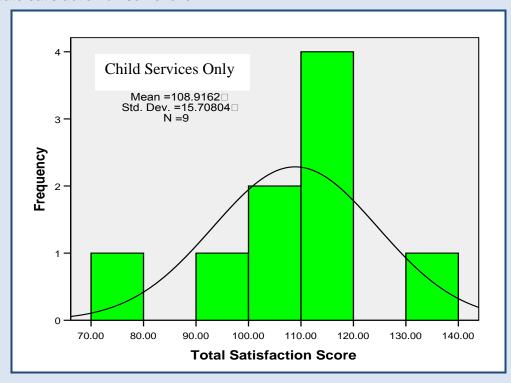
- Overall Satisfaction: All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 29 items that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale had a possible range of 29 145. Scores 116 -145 indicate a high level of satisfaction, scores 87-115 indicate some level of satisfaction and scores below 87 indicate some level of dissatisfaction.
 - The overall mean for all respondents for Total Satisfaction Score (TSS) was 118.1292 with a standard deviation 14.34691. The TSS scores ranged from 65.29 145. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.
 - According to survey responses, consumers report some level of satisfaction with their services. This is reflected in a 81.5% satisfaction rate (Mean Satisfaction Level/Highest Possible Score).



■ The overall mean for Total Satisfaction Score (TSS) for respondents who received adult services was 118.4233 with a standard deviation 14.23363. The TSS scores ranged from 65.29 – 145. Again, with a 5 point scale and 29 questions, scores above TSS= 87 (29*3) indicate satisfaction on some level.



■ The overall mean for Total Satisfaction Score (TSS) for respondents who received child services was 108.9162 with a standard deviation 15.70804. The TSS scores ranged from 78.25 – 132. Again, with a 5 point scale and 29 questions, scores above TSS= 87 (29*3) indicate satisfaction on some level.



Implementation

According to survey responses, consumers report some level of satisfaction with their services. This is reflected in consumer responses to Question# 30, "Overall, I am satisfied with the services..." with 93.5% agreement (Responses of 4 or 5). This pattern is consistent when consumers of adult and child services are considered separately with consumers of adult services reporting 93.6% overall satisfaction and consumers of child services reporting high overall satisfaction 88.9%.

Respondents of both adult and child services reported high levels of satisfaction (85% or greater) for the following questions:

- 94.8% I am an important part of the treatment process Q27.
- 93.8% I feel comfortable in asking questions regarding my treatment Q19.
- 93.5% My service provider spends adequate time with me Q20.
- 93.5% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q22.
- 91.8% I was informed about my rights and responsibilities regarding the treatment I have received Q18.
- 91.1% I trust my service provider Q23.
- 90.7% I am included in the development of my treatment/recovery plan and goals for recovery Q26.
- 87.3% My service provider explained the advantages of my therapy or treatment Q28.
- 85.9% My provider asks my permission before sharing my personal information Q21.

While satisfaction is generally high, further exploration is warranted regarding a few items (15% or greater):

- 38.5% I had a choice when selecting my service provider Q16.
- 17.4% I was given information on how to get other services that I needed Q14.
- 17.2% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q25.
- 15.5% I have the option to change my service provider should I choose to Q17.

Summary responses from the Total group of respondents from this fiscal year (N=291) are presented in Table 1. Summary responses from just the respondents who received Adult services (N=282) are presented in Table 2. Summary responses from the respondents who received Child services (N=9) are presented in Table 3.

Table 1 – Total Satisfaction – Implementation All Adult and Child Services

N=291			0/ 4 0		I	1
Agree or Strongly Agree Strongly Agr		0/ 4 == 5				0/
N=291 Strongly Agree Disagree Mean Deviation Apply			_			
N=291 Agree Disagree Mean Deviation Apply		•	_		01	
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services. 14. I was given information on how to get other services that I needed (example: transportation, child care, employment training). 15. When I came to this program I was given information on all the services that were available to me. 16. I had a choice when selecting my service provider should I choose to. 17. I have the option to change my service provider should I choose to. 18. I was informed about my rights and responsibilities regarding the treatment I have received. 19. I feel comfortable in asking questions regarding my treatment. 20. My service provider spends adequate time with me. 21. My provider asks my permission before sharing my personal information. 22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment. 23. I trust my service provider. 24. I feel safe at this facility. 25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process. 26. I am included in the development of my treatment/recovery plan and goals for recovery. 27. I am an important part of the treatment process. 28. My service provider explained the advantages of my therapy or treatment. 29. My service provider explained the limitations of my therapy or treatment.	N. 004			N 4		
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24. I feel safe at this facility. 25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process. 26. I am included in the development of my treatment/recovery plan and goals for recovery. 27. I am an important part of the treatment process. 28. My service provider explained the advantages of my therapy or treatment. 29. My service provider explained the limitations of my therapy or treatment. 30. Overall, I am satisfied with the services I am 29. I am satisfied with the services I am 29. I am satisfied with the services I am 29. I am satisfied with the services I am 29. I am satisfied with the services I am 29. I am satisfied with the services I am 29. I am satisfied with the services I am 29. I am satisfied with the services I am 29. I am satisfied with the services I am 29. I am satisfied with the services I am 29. I am satisfied with the services I am 29. I am satisfied with the services I am						
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my therapy or treatment. 29. My service provider explained the limitations of my therapy or treatment. 30. Overall, I am satisfied with the services I am 87.3 7.2 2.8 0.6 0.7 0.7 0.7		J-7.U	0.0	۷.5	0.4	0.0
29. My service provider explained the limitations of my therapy or treatment. 30. Overall, I am satisfied with the services I am 93.5 4.1 29. 0.7 0.7	28. My service provider explained the advantages of	87.3	7.2	2.8	0.6	0.7
my therapy or treatment. 30. Overall, I am satisfied with the services I am 93.5 4.1 2.8 0.7 0.7 1.0		01.3	1.2	2.0	0.0	0.7
my therapy or treatment. 30. Overall, I am satisfied with the services I am 93.5 4.1 2.8 0.7 0.7 1.0	29. My service provider explained the limitations of	92.2	0.2	2 0	0.7	0.7
30. Overall, I am satisfied with the services I am		03.2	ყ.ა	۷.٥	0.7	0.7
		02.5	4.4	2.0	0.5	1.0
	receiving.	93.5	4.1	2.9	0.5	1.0

Table 2 – Total Satisfaction – Implementation Adult Services

			0/ 4 0		<u> </u>	Ī
		0/ 4 =	% 1 or 2			0.4
		% 4 or 5	Disagree			%
		Agree or	or			Reported
		Strongly	Strongly		Standard	Does Not
N=28	2	Agree	Disagree	Mean	Deviation	Apply
13	My provider informed me who to call if I have					117
'0.	questions about my mental health/crisis or	79.1	14.2	2.7	0.8	0.7
	•	79.1	14.2	2.1	0.6	0.7
	substance abuse services.					
14.	I was given information on how to get other					
	services that I needed (example:	73.0	17.0	2.7	1.0	3.9
	transportation, child care, employment training).					
15	When I came to this program I was given					
10.		70.4	140	2.7	0.0	0.4
	information on all the services that were available	79.1	14.9	2.7	0.8	0.4
	to me.					
16.	I had a choice when selecting my service	54.6	38.7	2.2	1.0	1.1
	provider.	54.0	30.7	2.2	1.0	1.1
17.	I have the option to change my service provider					
	should I choose to.	78.0	14.5	2.7	0.8	1.4
40						
18.	I was informed about my rights and					
	responsibilities regarding the treatment I have	92.6	4.6	2.9	0.4	0.0
	received.					
19.	I feel comfortable in asking questions regarding	00.0		0.0	0.5	0.4
	my treatment.	93.6	5.7	2.9	0.5	0.4
20	My service provider spends adequate time with					
20.		93.6	4.6	2.9	0.5	0.4
	me.					
21.	My provider asks my permission before sharing	86.5	3.5	2.9	0.7	2.8
	my personal information.	00.5	3.3	2.9	0.7	2.0
22.	Program staff respects my ethnic, cultural and					
	religious background in my recovery/treatment.	94.0	2.5	3.0	0.6	3.2
22	Litrust my comice provider (Facility on a whole)					
23.	I trust my service provider. (Facility as a whole)	92.2	5.0	2.9	0.6	1.1
		_				
24.	I feel safe at this facility.	77.7	1.1	3.5	1.2	19.1
		11.1	1.1	5.5	1.2	13.1
25.	My service provider offered me the opportunity to					
	involve my family, significant others or friends	72.7	16.3	2.7	1.0	4.6
	• • •	72.7	10.0	2.7	1.0	1.0
	into my treatment process.					
26.	I am included in the development of my	91.5	3.9	2.9	0.4	0.0
	treatment/recovery plan and goals for recovery.	51.5	0.0	2.0	J. 1	0.0
27.	I am an important part of the treatment process.	05.0	2.5	2.0	0.4	
		95.0	3.5	2.9	0.4	0.0
28	My service provider explained the advantages of		_	_	_	
	my therapy or treatment.	87.9	6.4	2.8	0.6	0.7
20	• • •					
Z9.	My service provider explained the limitations of	83.7	8.5	2.8	0.7	0.7
<u> </u>	my therapy or treatment.		2.0	•	J	Ų - ·
30.	Overall, I am satisfied with the services I am	93.6	3.9	2.9	0.5	1.1
	receiving.	93.0	3.8	۷.5	0.5	1.1
	<u> </u>		1		1	

Table 3 – Total Satisfaction – Implementation Child Services

			0/ 4 == 0		<u> </u>	
		% 4 or 5	% 1 or 2 Disagree			%
		Agree or	or			Reported
		Strongly	Strongly		Standard	Does Not
N=9		Agree	Disagree	Mean	Deviation	Apply
13.	My provider informed me who to call if I have	9				- 4-17
	questions about my mental health/crisis or	55.6	33.3	2.7	1.6	11.1
	substance abuse services.					
14.	I was given information on how to get other					
	services that I needed (example:	22.2	33.3	3.2	2.2	33.3
	transportation, child care, employment training).					
15.	When I came to this program I was given					
	information on all the services that were available	66.7	11.1	2.6	0.7	0.0
	to me.					
16.	I had a choice when selecting my service	33.3	33.3	2.4	1.6	11.1
	provider.	33.3	33.3	2.4	1.0	11.1
17.	I have the option to change my service provider	33.3	44.4	2.3	1.7	11.1
	should I choose to.	33.3	44.4	2.5	1.7	11.1
18.	I was informed about my rights and					
	responsibilities regarding the treatment I have	66.7	22.2	2.4	0.9	0.0
	received.					
19.	I feel comfortable in asking questions regarding	100.0	0.0	3.0	0.0	0.0
	my treatment.	100.0	0.0	0.0	0.0	0.0
20.	My service provider spends adequate time with	88.9	0.0	3.3	1.0	11.1
	me.		0.0			
21.	My provider asks my permission before sharing	66.7	22.2	2.9	1.5	11.1
	my personal information.					
22.	Program staff respects my ethnic, cultural and	77.8	22.2	2.6	0.9	0.0
	religious background in my recovery/treatment.					
23.	I trust my service provider. (Facility as a whole)	55.6	33.3	2.2	1.0	0.0
0.4	I feel and a stable facility.					
24.	I feel safe at this facility.	88.9	11.1	2.9	0.3	0.0
25	My convine provider effered me the experturity to					
25.	My service provider offered me the opportunity to involve my family, significant others or friends	44.4	44.4	2.4	1.7	11.1
	into my treatment process.	44.4	44.4	2.4	1.7	11.1
26	I am included in the development of my					
20.	treatment/recovery plan and goals for recovery.	66.7	22.2	2.4	0.9	0.0
27	I am an important part of the treatment process.					
	Tam an important part of the treatment process.	88.9	11.1	2.8	0.7	0.0
28	My service provider explained the advantages of					
	my therapy or treatment.	66.7	33.3	2.3	1.0	0.0
29.	My service provider explained the limitations of	00.7	00.0	0.0	4.0	0.0
	my therapy or treatment.	66.7	33.3	2.3	1.0	0.0
30.	Overall, I am satisfied with the services I am	00.0	44.4	0.0	0.7	0.0
	receiving.	88.9	11.1	2.8	0.7	0.0
	3				•	

Outcomes

Consumers also describe their lives as being better as a result of their services in a majority of cases. In total, 35.4% to 81.1% of consumers believe services have improved their lives in each outcome area. Additionally 11.7% to 29.2% of consumers believe that no change has resulted from their services. Only 2.4% to 8.2% believes that things are worse as a result of services.

Summary responses from the Total group of respondents from this fiscal year (N=291) are presented in Table 4. Summary responses from just the consumers who received Adult services (N=282) are presented in Table 5. Summary responses from the consumers who received Child services (N=9) are presented in Table 6.

Table 4 – Total Satisfaction – Outcome Questions All Adult and Child Services

Total N=291	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
31. Managing daily problems.	81.1	14.8	3.4	2.8	0.6	0.7
32. Feeling in control of my life.	76.3	17.2	5.8	2.7	0.6	0.7
33. Coping with personal crisis.	72.2	18.9	6.9	2.7	0.8	2.1
34. How I feel about myself.	78.0	14.4	7.2	2.7	0.6	0.3
35. Feeling good (hopeful) about the future.	79.0	13.4	6.9	2.7	0.6	0.7
36. Enjoying my free time.	77.3	15.8	4.8	2.8	0.7	2.1
37. Strengthening my social support network.	73.2	20.3	5.8	2.7	0.6	0.7
38. Being involved in community activities.	56.7	29.2	8.2	2.7	1.0	5.8
39. Participating with school or work activities.	35.4	11.7	2.4	4.4	1.7	50.5
40. Interacting with people in social situations.	70.8	22.3	6.5	2.7	0.6	0.3
41. Coping with specific problems or issue that led to seek services.	81.8	14.4	3.4	2.8	0.5	0.3

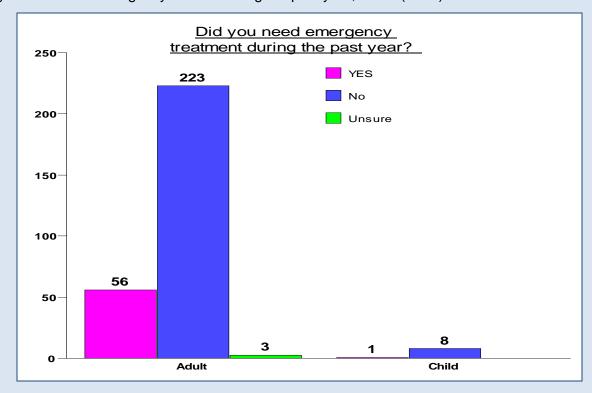
Table 5 – Total Satisfaction – Outcome Questions Adult Services

	% Better or Much	% About the	% Worse or Much		Std.	% Reported Does Not
Total N=282	Better	Same	Worse	Mean	Deviation	Apply
31. Managing daily problems.	81.2	14.9	3.5	2.8	0.5	0.4
32. Feeling in control of my life.	76.2	17.7	5.7	2.7	0.6	0.4
33. Coping with personal crisis.	72.3	18.4	7.1	2.7	0.8	2.1
34. How I feel about myself.	79.1	13.5	7.1	2.7	0.6	0.4
35. Feeling good (hopeful) about the future.	79.1	13.5	6.7	2.8	0.6	0.7
36. Enjoying my free time.	78.0	16.0	4.6	2.8	0.7	1.4
37. Strengthening my social support network.	73.4	19.9	6.0	2.7	0.6	0.7
38. Being involved in community activities.	56.0	29.4	8.5	2.7	1.0	6.0
39. Participating with school or work activities.	34.4	11.0	2.5	4.4	1.7	52.1
40. Interacting with people in social situations.	70.6	22.3	6.7	2.7	0.6	0.4
41. Coping with specific problems or issue that led to seek services.	81.9	14.2	3.5	2.8	0.5	0.4

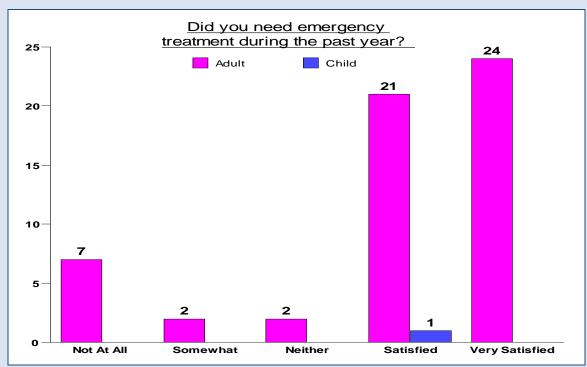
Table 6 – Total Satisfaction – Outcome Questions Child Services

	0/ Dottor	0/ About	0/ Moroo			% Departed
	% Better or Much	% About the	% Worse or Much		Std.	Reported Does Not
Total N=9	Better	Same	Worse	Mean	Deviation	Apply
31. Managing daily problems.	77.8	11.1	0.0	2.8	0.5	11.1
32. Feeling in control of my life.	77.8	11.1	0.0	2.7	0.6	11.1
33. Coping with personal crisis.	66.7	33.3	0.0	2.7	0.8	0.0
34. How I feel about myself.	44.4	44.4	11.1	2.7	0.6	0.0
35. Feeling good (hopeful) about the future.	77.8	11.1	11.1	2.8	0.6	0.0
36. Enjoying my free time.	55.6	11.1	11.1	2.8	0.7	22.2
37. Strengthening my social support network.	66.7	33.3	0.0	2.7	0.6	0.0
38. Being involved in community activities.	77.8	22.2	0.0	2.7	1.0	0.0
39. Participating with school or work activities.	66.7	33.3	0.0	4.4	1.7	0.0
40. Interacting with people in social situations.	77.8	22.2	0.0	2.7	0.6	0.0
41. Coping with specific problems or issue that led to seek services.	77.8	22.2	0.0	2.8	0.5	0.0

<u>Emergency Treatment</u>: 57 of the 291 respondents (19.6%) indicated they needed emergency mental health or substance abuse service during the past year. 231 (79.4%) consumers reported they did not need emergency service during the past year, and 3 (1.0%) were unsure.



Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.95 with standard deviation 1.315. Of the consumers who felt that this question pertained to them 80.7% (46 of the 57) reported they were either Very Satisfied, or Satisfied, 15.8% (9 of 57), reported Somewhat or Not at all Satisfied.



Questions Regarding Treatment Environment

<u>Comfort of Facility</u>: 59.1% of all respondents rated the comfort of their treatment facility as Excellent or Good. 7.9% of all respondents rated the comfort of their treatment facility as Fair or Poor. 33.0% of consumers felt this question did not apply to them.

			Q42A Rate: Comfort of Facility.								
	Base	Poor	Fair	Good	Excellent	Does Not Apply					
Total	291	1	22	85	87	96					
Total		0.30%	7.60%	29.20%	29.90%	33.00%					
Adult	202	1	20	79	86	96					
Adult	282	0.40%	7.10%	28.00%	30.50%	34.00%					
Child	9	0	2	6	1	0					
Cillia	9	0	22.20%	66.70%	11.10%	0					

<u>Cleanliness of Facility</u>: 59.8% of all respondents reported the cleanliness of their treatment facility as Excellent or Good. 7.6% of respondents reported the cleanliness of their treatment facility as Fair or Poor. 32.6% of consumers felt that this question did not apply to them.

		Q42B Rate: Cleanliness of Facility.								
	Base	Poor	Fair	Good	Excellent	Does Not Apply				
Total	291	4	18	80	94	95				
Total		1.40%	6.20%	27.50%	32.30%	32.60%				
Adult	202	4	16	77	90	95				
Addit	282	1.40%	5.70%	27.30%	31.90%	33.70%				
Child	0	0	2	3	4	0				
Cilia	9	0	22.20%	33.30%	44.40%	0				

<u>Friendliness of Staff</u>: 79.4% of all respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 7.9% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor. 12.7% of consumers felt that this question did not apply to them.

		Q42C Rate: Friendliness of Staff.								
	Base	Poor	Fair	Good	Excellent	Does Not Apply				
Total	291	3	20	90	141	37				
Total		1.00%	6.90%	30.90%	48.50%	12.70%				
Adult	282	3	18	87	137	37				
Addit	282	1.10%	6.40%	30.90%	48.60%	13.10%				
Child	9	0	2	3	4	0				
Cillia	9	0	22.20%	33.30%	44.40%	0				

Attentiveness of Staff: 80.4% of all respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 6.8% of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor. 12.7% of consumers felt that this question did not apply to them.

		Q42D Rate: Attentiveness of Staff.								
	Base	Poor	Fair	Good	Excellent	Does Not Apply				
Total	204	3	17	94	140	37				
Total	291	1.00%	5.80%	32.30%	48.10%	12.70%				
Adult	282	3	16	90	136	37				
Adult	202	1.10%	5.70%	31.90%	48.20%	13.10%				
Child	9	0	1	4	4	0				
Cilla	9	0	11.10%	44.40%	44.40%	0				

Survey Tables by County of Residence and Age Group

The following tables show the Cross tabulation of the 29 questions by Age Group and County of residence for all respondents (N=291).

		Q13 l kr	now whom to	call if I have q	uestions abou	ut MH or SA s	ervices.
	Base	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	6	37	17	138	90	3
Total	70101 201	2.10%	12.70%	5.80%	47.40%	30.90%	1.00%
Adult							
Cumberland	29	2	0	2	16	9	0
Cumberiand	29	6.90%	0	6.90%	55.20%	31.00%	0
Dauphin	66	0	9	2	28	27	0
Daupillii	00	0	13.60%	3.00%	42.40%	40.90%	0
Lancaster	150	3	19	11	74	41	2
Lancaster	150	2.00%	12.70%	7.30%	49.30%	27.30%	1.30%
Lebanon	31	0	6	2	13	10	0
Lebanon	31	0	19.40%	6.50%	41.90%	32.30%	0
Down	6	1	0	0	3	2	0
Perry	0	16.70%	0	0	50.00%	33.30%	0
Child							
Cumberland	0	0	0	0	0	0	0
Cumberiand	U	0	0	0	0	0	0
Dauphin	7	0	2	0	3	1	1
Daupillii	,	0	28.60%	0	42.90%	14.30%	14.30%
Lancaster	0	0	0	0	0	0	0
Lancaster	U	0	0	0	0	0	0
Lebanon	2	0	1	0	1	0	0
Lebanon		0	50.00%	0	50.00%	0	0
Perry	0	0	0	0	0	0	0
Perry	U	0	0	0	0	0	0

	Base			nation on how portation, chil			
	Dasc	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	12	39	18	139	69	14
Total	291	4.10%	13.40%	6.20%	47.80%	23.70%	4.80%
Adult							
Cumberland	29	2	0	0	15	10	2
Cumberiand	29	6.90%	0	0	51.70%	34.50%	6.90%
Dauphin	66	2	9	4	28	22	1
Daupillii	00	3.00%	13.60%	6.10%	42.40%	33.30%	1.50%
Lancaster	150	6	20	9	80	29	6
Lancaster	150	4.00%	13.30%	6.00%	53.30%	19.30%	4.00%
Lebanon	31	1	7	4	11	6	2
Lebanon	31	3.20%	22.60%	12.90%	35.50%	19.40%	6.50%
Perry	6	1	0	0	3	2	0
Perry		16.70%	0	0	50.00%	33.30%	0
Child							
Cumberland	0	0	0	0	0	0	0
Cumberiand	U	0	0	0	0	0	0
Dauphin	7	0	2	1	1	0	3
Daupillii	/	0	28.60%	14.30%	14.30%	0	42.90%
Lancaster	0	0	0	0	0	0	0
Lancaster	U	0	0	0	0	0	0
Lebanon	2	0	1	0	1	0	0
Lebanon	2	0	50.00%	0	50.00%	0	0
Down	0	0	0	0	0	0	0
Perry	0	0	0	0	0	0	0

		Q15 When	I came to this	program I was		nation on all th	ne services
	Base	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	5	38	18	144	85	1
10101 231	1.70%	13.10%	6.20%	49.50%	29.20%	0.30%	
Adult							
Cumberland	29	1	1	0	15	12	0
Cumberiand	29	3.40%	3.40%	0	51.70%	41.40%	0
Dauphin	66	0	9	2	32	23	0
Daupillii	00	0	13.60%	3.00%	48.50%	34.80%	0
Lancaster	150	1	23	11	78	36	1
Lancaster	150	0.70%	15.30%	7.30%	52.00%	24.00%	0.70%
Lebanon	31	1	5	3	13	9	0
Lebanon	31	3.20%	16.10%	9.70%	41.90%	29.00%	0
Down	6	1	0	0	2	3	0
Perry	0	16.70%	0	0	33.30%	50.00%	0
Child							
Cumberland	0	0	0	0	0	0	0
Cumberiand	U	0	0	0	0	0	0
Daumhin	7	1	0	2	3	1	0
Dauphin	1	14.30%	0	28.60%	42.90%	14.30%	0
Languater	0	0	0	0	0	0	0
Lancaster	U	0	0	0	0	0	0
Lebanon	2	0	0	0	1	1	0
Lebanon		0	0	0	50.00%	50.00%	0
Perry	0	0	0	0	0	0	0
reny	<u> </u>	0	0	0	0	0	0

			Q16 I had a ch	oice when se	lecting my ser	vice provider	
	Base	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	13	99	18	108	49	4
Total	291	4.50%	34.00%	6.20%	37.10%	16.80%	1.40%
Adult							
Cumberland	29	2	8	1	12	6	0
Cumberiand	29	6.90%	27.60%	3.40%	41.40%	20.70%	0
Dauphin	66	3	19	3	27	13	1
Daupillii	00	4.50%	28.80%	4.50%	40.90%	19.70%	1.50%
Lancaster	150	6	58	10	54	21	1
Lancaster	150	4.00%	38.70%	6.70%	36.00%	14.00%	0.70%
Lebanon	31	1	11	2	9	8	0
Lebanon		3.20%	35.50%	6.50%	29.00%	25.80%	0
Perry	6	1	0	0	3	1	1
Perry	O	16.70%	0	0	50.00%	16.70%	16.70%
Child							
Cumberland	0	0	0	0	0	0	0
Cumberiand	U	0	0	0	0	0	0
Dauphin	7	0	2	2	2	0	1
Daupiiiii	1	0	28.60%	28.60%	28.60%	0	14.30%
Lancaster	0	0	0	0	0	0	0
Lancaster	U	0	0	0	0	0	0
Lebanon	2	0	1	0	1	0	0
Leballoli	۷	0	50.00%	0	50.00%	0	0
Perry	0	0	0	0	0	0	0
Perry	U	0	0	0	0	0	0

		Q17 I hav	ve the option t	o change my	service provid	der should I cl	noose to.
	Base	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	7	38	18	154	69	5
rotar	201	2.40%	13.10%	6.20%	52.90%	23.70%	1.70%
Adult							
Cumberland	29	1	1	2	17	8	0
Cumberiand	29	3.40%	3.40%	6.90%	58.60%	27.60%	0
Dauphin	66	2	8	4	32	20	0
Daupiiiii	00	3.00%	12.10%	6.10%	48.50%	30.30%	0
Lancaster	150	3	21	9	84	29	4
Lancaster	150	2.00%	14.00%	6.00%	56.00%	19.30%	2.70%
Lebanon	31	0	4	2	16	9	0
Lebanon	31	0	12.90%	6.50%	51.60%	29.00%	0
Воли	6	1	0	0	3	2	0
Perry	O	16.70%	0	0	50.00%	33.30%	0
Child							
Cumberland	0	0	0	0	0	0	0
Cumberiand	U	0	0	0	0	0	0
Dauphin	7	0	3	1	1	1	1
Daupiiiii	7	0	42.90%	14.30%	14.30%	14.30%	14.30%
Lancaster	0	0	0	0	0	0	0
Lancaster	U	0	0	0	0	0	0
Lebanon	2	0	1	0	1	0	0
Lebanon	۷	0	50.00%	0	50.00%	0	0
Perry	0	0	0	0	0	0	0
Ferry	U	0	0	0	0	0	0

		Q18 I was ii	nformed abou	t my rights an	d responsibili	ities regarding	g treatment.
	Base	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	6	9	9	176	91	0
rotar	201	2.10%	3.10%	3.10%	60.50%	31.30%	0
Adult							
Cumberland	29	1	0	0	17	11	0
Cumberiand	29	3.40%	0	0	58.60%	37.90%	0
Dauphin	66	2	1	2	39	22	0
Daupillii	00	3.00%	1.50%	3.00%	59.10%	33.30%	0
Lancactor	150	2	4	6	94	44	0
Lancaster	130	1.30%	2.70%	4.00%	62.70%	29.30%	0
Lebanon	31	0	2	0	18	11	0
Lebanon	31	0	6.50%	0	58.10%	35.50%	0
Down	6	0	1	0	3	2	0
Perry	0	0	16.70%	0	50.00%	33.30%	0
Child							
Complement	0	0	0	0	0	0	0
Cumberland	0	0	0	0	0	0	0
Doumhin	7	1	0	1	4	1	0
Dauphin	7	14.30%	0	14.30%	57.10%	14.30%	0
Longostor	0	0	0	0	0	0	0
Lancaster	0	0	0	0	0	0	0
Labonar	2	0	1	0	1	0	0
Lebanon	2	0	50.00%	0	50.00%	0	0
Porry	0	0	0	0	0	0	0
Perry	U	0	0	0	0	0	0

		Q19 I f	eel comfortab	ole in asking q	uestions rega	rding my trea	tment.
	Base	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	1	15	1	167	106	1
rotar	201	0.30%	5.20%	0.30%	57.40%	36.40%	0.30%
Adult							
Cumberland	29	0	1	0	15	13	0
Cumberiand	29	0	3.40%	0	51.70%	44.80%	0
Dauphin	66	0	5	0	36	25	0
Daupiiiii	00	0	7.60%	0	54.50%	37.90%	0
Lancaster	150	1	7	0	96	45	1
Lancaster	150	0.70%	4.70%	0	64.00%	30.00%	0.70%
Lebanon	31	0	2	1	11	17	0
Lebanon	31	0	6.50%	3.20%	35.50%	54.80%	0
Воли	6	0	0	0	3	3	0
Perry	O	0	0	0	50.00%	50.00%	0
Child							
Cumberland	0	0	0	0	0	0	0
Cumberiand	U	0	0	0	0	0	0
Dauphin	7	0	0	0	5	2	0
Daupillii	7	0	0	0	71.40%	28.60%	0
Lancaster	0	0	0	0	0	0	0
Lancaster	U	0	0	0	0	0	0
Lebanon	2	0	0	0	1	1	0
Lebanon	۷	0	0	0	50.00%	50.00%	0
Perry	0	0	0	0	0	0	0
гену	U	0	0	0	0	0	0

		0	Q20 My servic	e provider spe	ends adequate	time with me	·.
	Base	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	3	10	4	158	114	2
TOtal	291	1.00%	3.40%	1.40%	54.30%	39.20%	0.70%
Adult							
Cumberland	29	0	0	1	13	15	0
Cumberiand	29	0	0	3.40%	44.80%	51.70%	0
Dauphin	66	1	1	1	37	26	0
Daupillii	00	1.50%	1.50%	1.50%	56.10%	39.40%	0
Lancaster	150	1	6	1	89	52	1
Lancaster	150	0.70%	4.00%	0.70%	59.30%	34.70%	0.70%
Lebanon	31	0	3	1	11	16	0
Lebanon		0	9.70%	3.20%	35.50%	51.60%	0
Down	6	1	0	0	2	3	0
Perry		16.70%	0	0	33.30%	50.00%	0
Child							
Cumberland	0	0	0	0	0	0	0
Cumberiand	0	0	0	0	0	0	0
Dauphin	7	0	0	0	5	1	1
Daupillii	7	0	0	0	71.40%	14.30%	14.30%
Lancaster	0	0	0	0	0	0	0
Lancaster	U	0	0	0	0	0	0
Lebanon	2	0	0	0	1	1	0
Lebanon		0	0	0	50.00%	50.00%	0
Perry	0	0	0	0	0	0	0
Perry	U	0	0	0	0	0	0

		Q21 My pro		ot share my pe			mation with
	Base	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	4	8	20	149	101	9
Total	291	1.40%	2.70%	6.90%	51.20%	34.70%	3.10%
Adult							
Cumberland	29	0	0	1	16	11	1
Cumberiand	29	0	0	3.40%	55.20%	37.90%	3.40%
Dauphin	66	0	1	2	31	28	4
Daupiiiii	00	0	1.50%	3.00%	47.00%	42.40%	6.10%
Lancaster	150	2	3	14	87	42	2
Lancaster	130	1.30%	2.00%	9.30%	58.00%	28.00%	1.30%
Lebanon	31	1	2	3	10	14	1
Lebanon	31	3.20%	6.50%	9.70%	32.30%	45.20%	3.20%
Perry	6	1	0	0	2	3	0
Perry	O	16.70%	0	0	33.30%	50.00%	0
Child							
Cumberland	0	0	0	0	0	0	0
Cumberiand	O	0	0	0	0	0	0
Dauphin	7	0	2	0	3	1	1
Daupillii	1	0	28.60%	0	42.90%	14.30%	14.30%
Lancaster	0	0	0	0	0	0	0
Lancaster	U	0	0	0	0	0	0
Lebanon	2	0	0	0	0	2	0
Leballoli	۷	0	0	0	0	100.00%	0
Porry	0	0	0	0	0	0	0
Perry	U	0	0	0	0	0	0

		Q22 Pr	ogram staff ro	espects the ro backg	le of my ethni round.	ic, cultural, re	ligious
	Base	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	5	4	1	170	102	9
Total	291	1.70%	1.40%	0.30%	58.40%	35.10%	3.10%
Adult							
Cumberland	20	0	0	0	17	12	0
Cumberiand	29	0	0	0	58.60%	41.40%	0
Dauphin	66	1	0	0	38	25	2
Daupillii	00	1.50%	0	0	57.60%	37.90%	3.00%
Lancaster	150	2	3	1	95	47	2
Lancaster	130	1.30%	2.00%	0.70%	63.30%	31.30%	1.30%
Lebanon	31	1	0	0	12	15	3
Lebanon	31	3.20%	0	0	38.70%	48.40%	9.70%
Perry	6	0	0	0	3	1	2
Perry	O	0	0	0	50.00%	16.70%	33.30%
Child							
Cumberland	0	0	0	0	0	0	0
Cumberiand	U	0	0	0	0	0	0
Dauphin	7	1	1	0	5	0	0
Бацріпп	,	14.30%	14.30%	0	71.40%	0	0
Lancaster	0	0	0	0	0	0	0
Larioaster	U	0	0	0	0	0	0
Lebanon	2	0	0	0	0	2	0
Lobalion		0	0	0	0	100.00%	0
Perry	0	0	0	0	0	0	0
City	0	0	0	0	0	0	0

			Q	23 I trust my s	ervice provide	er.	
	Base	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	6	11	6	158	107	3
Total	291	2.10%	3.80%	2.10%	54.30%	36.80%	1.00%
Adult							
Cumberland	29	0	0	1	13	15	0
Cumberiand	29	0	0	3.40%	44.80%	51.70%	0
Doumhin	66	1	4	1	38	22	0
Dauphin	00	1.50%	6.10%	1.50%	57.60%	33.30%	0
Lancaster	150	3	4	3	89	48	3
Lancaster	150	2.00%	2.70%	2.00%	59.30%	32.00%	2.00%
Lebanon	31	2	0	0	13	16	0
Lebanon	31	6.50%	0	0	41.90%	51.60%	0
Perry	6	0	0	0	2	4	0
Perry	0	0	0	0	33.30%	66.70%	0
Child							
Cumberland	0	0	0	0	0	0	0
Cumberiand	U	0	0	0	0	0	0
Dauphin	7	0	3	1	3	0	0
Daupillii	7	0	42.90%	14.30%	42.90%	0	0
Lancaster	0	0	0	0	0	0	0
Lancaster	U	0	0	0	0	0	0
Lebanon	2	0	0	0	0	2	0
Lebanon		0	0	0	0	100.00%	0
Perry	0	0	0	0	0	0	0
Perry	U	0	0	0	0	0	0

			(Q24 I feel safe	at this facility	'.	
	Base	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	2	1	7	133	94	54
Total	10tai 291	0.70%	0.30%	2.40%	45.70%	32.30%	18.60%
Adult							
Cumberland	20	0	0	0	12	15	2
Cumberiand	29	0	0	0	41.40%	51.70%	6.90%
Daumhin	66	1	0	1	36	20	8
Dauphin	00	1.50%	0	1.50%	54.50%	30.30%	12.10%
Langastar	150	1	1	5	64	40	39
Lancaster	150	0.70%	0.70%	3.30%	42.70%	26.70%	26.00%
Lebanon	24	0	0	0	14	13	4
Lebanon	31	0	0	0	45.20%	41.90%	12.90%
Down	6	0	0	0	1	4	1
Perry	О	0	0	0	16.70%	66.70%	16.70%
Child							
Cumberland	0	0	0	0	0	0	0
Cumberiand	0	0	0	0	0	0	0
Doumhin	7	0	0	1	6	0	0
Dauphin	/	0	0	14.30%	85.70%	0	0
Lancaster	0	0	0	0	0	0	0
Lancaster	U	0	0	0	0	0	0
Lobonon	2	0	0	0	0	2	0
Lebanon	2	0	0	0	0	100.00%	0
Power.	0	0	0	0	0	0	0
Perry	0	0	0	0	0	0	0

		Q25 My s		er offered me			ny family,
	Base	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	10	40	18	132	77	14
Total	201	3.40%	13.70%	6.20%	45.40%	26.50%	4.80%
Adult							
Cumberland	29	2	2	2	15	7	1
Cumberiana	25	6.90%	6.90%	6.90%	51.70%	24.10%	3.40%
Dauphin	66	3	13	3	27	18	2
Daupiiiii	00	4.50%	19.70%	4.50%	40.90%	27.30%	3.00%
Lancaster	150	4	18	13	72	36	7
Lancaster	130	2.70%	12.00%	8.70%	48.00%	24.00%	4.70%
Lebanon	31	0	3	0	14	11	3
Lebanon	31	0	9.70%	0	45.20%	35.50%	9.70%
Perry	6	1	0	0	2	3	0
Perry	0	16.70%	0	0	33.30%	50.00%	0
Child							
Cumberland	0	0	0	0	0	0	0
Cumberiand	O	0	0	0	0	0	0
Dauphin	7	0	4	0	2	0	1
Daupiiiii	,	0	57.10%	0	28.60%	0	14.30%
Lancaster	0	0	0	0	0	0	0
Lancaster	U	0	0	0	0	0	0
Lebanon	2	0	0	0	0	2	0
Lebanon	۷	0	0	0	0	100.00%	0
Perry	0	0	0	0	0	0	0
I GITY	U	0	0	0	0	0	0

		Q26 I am i	included in all	meetings reg		atment plan &	goals for
	Base	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	6	7	14	162	102	0
lotai	231	2.10%	2.40%	4.80%	55.70%	35.10%	0
Adult							
Cumberland	20	0	0	1	17	11	0
Cumberiand	29	0	0	3.40%	58.60%	37.90%	0
Dauphin	66	2	2	1	36	25	0
Daupiiiii	00	3.00%	3.00%	1.50%	54.50%	37.90%	0
Lancaster	150	2	3	10	86	49	0
Lancaster	150	1.30%	2.00%	6.70%	57.30%	32.70%	0
Lebanon	31	1	1	1	15	13	0
Lebanon	31	3.20%	3.20%	3.20%	48.40%	41.90%	0
Perry	6	0	0	0	3	3	0
Perry	0	0	0	0	50.00%	50.00%	0
Child							
Cumberland	0	0	0	0	0	0	0
Cumberiand	U	0	0	0	0	0	0
Dauphin	7	1	0	1	4	1	0
Daupillii	7	14.30%	0	14.30%	57.10%	14.30%	0
Lancaster	0	0	0	0	0	0	0
Lancaster	U	0	0	0	0	0	0
Lebanon	2	0	1	0	1	0	0
Leballoll	<u></u>	0	50.00%	0	50.00%	0	0
Perry	0	0	0	0	0	0	0
reny	U	0	0	0	0	0	0

			Q27 I am an	important par	t of the treatm	ent process.	
	Base	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	6	5	4	161	115	0
Total	291	2.10%	1.70%	1.40%	55.30%	39.50%	0
Adult							
Cumberland	29	0	0	0	15	14	0
Cumberiand	29	0	0	0	51.70%	48.30%	0
Dauphin	66	2	1	2	35	26	0
Daupillii	00	3.00%	1.50%	3.00%	53.00%	39.40%	0
Lancaster	150	1	3	2	89	55	0
Lancaster	130	0.70%	2.00%	1.30%	59.30%	36.70%	0
Lebanon	31	1	1	0	13	16	0
Lebanon		3.20%	3.20%	0	41.90%	51.60%	0
Perry	6	1	0	0	2	3	0
Perry	0	16.70%	0	0	33.30%	50.00%	0
Child							
Cumberland	0	0	0	0	0	0	0
Cumberiand	U	0	0	0	0	0	0
Dauphin	7	1	0	0	5	1	0
Daupiiiii	1	14.30%	0	0	71.40%	14.30%	0
Lancaster	0	0	0	0	0	0	0
Lancaster	U	0	0	0	0	0	0
Lebanon	2	0	0	0	2	0	0
Leballoli	۷	0	0	0	100.00%	0	0
Perry	0	0	0	0	0	0	0
Perry	0	0	0	0	0	0	0

		Q28 My serv	vice provider e	explained the	advantages of	f my therapy o	or treatment.
	Base	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	5	16	14	169	85	2
rotar	201	1.70%	5.50%	4.80%	58.10%	29.20%	0.70%
Adult							
Cumberland	20	0	2	1	15	11	0
Cumberiand	29	0	6.90%	3.40%	51.70%	37.90%	0
Doughin	66	1	2	1	43	18	1
Dauphin	00	1.50%	3.00%	1.50%	65.20%	27.30%	1.50%
Lancaster	450	2	7	10	93	37	1
Lancaster	150	1.30%	4.70%	6.70%	62.00%	24.70%	0.70%
Labonon	24	0	3	2	12	14	0
Lebanon	31	0	9.70%	6.50%	38.70%	45.20%	0
Down	6	1	0	0	3	2	0
Perry	0	16.70%	0	0	50.00%	33.30%	0
Child							
Cumberland	0	0	0	0	0	0	0
Cumberiand	U	0	0	0	0	0	0
Downkin	7	1	2	0	3	1	0
Dauphin	7	14.30%	28.60%	0	42.90%	14.30%	0
Langastar	0	0	0	0	0	0	0
Lancaster	0	0	0	0	0	0	0
Labonar	2	0	0	0	0	2	0
Lebanon	2	0	0	0	0	100.00%	0
Porru		0	0	0	0	0	0
Perry	0	0	0	0	0	0	0

		Q29 My ser	vice provider	explained the	limitations of	my therapy o	r treatment.
	Base	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	6	21	20	164	78	2
Adult		2.10%	7.20%	6.90%	56.40%	26.80%	0.70%
Addit		0	4	3	13	9	0
Cumberland	29	0	13.80%	10.30%	44.80%	31.00%	0
<u> </u>			3				
Dauphin	66	1		4	39	19	0
		1.50%	4.50%	6.10%	59.10%	28.80%	0
Lancaster	150	3	8	10	92	36	1
		2.00%	5.30%	6.70%	61.30%	24.00%	0.70%
Lebanon	31	0	4	3	12	11	1
Lebanon	31	0	12.90%	9.70%	38.70%	35.50%	3.20%
Down	6	1	0	0	4	1	0
Perry	6	16.70%	0	0	66.70%	16.70%	0
Child							
0	0	0	0	0	0	0	0
Cumberland	0	0	0	0	0	0	0
	_	1	2	0	3	1	0
Dauphin	7	14.30%	28.60%	0	42.90%	14.30%	0
		0	0	0	0	0	0
Lancaster	0	0	0	0	0	0	0
		0	0	0	1	1	0
Lebanon	2	0	0	0	50.00%	50.00%	0
Down	0	0	0	0	0	0	0
Perry	0	0	0	0	0	0	0

		Q3	30 Overall, I ar	n satisfied wit	h the services	s I am receivir	ıg.
	Base	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	291	5	7	4	144	128	3
rotar	201	1.70%	2.40%	1.40%	49.50%	44.00%	1.00%
Adult							
Cumberland	29	0	0	0	15	14	0
Cumberiand	29	0	0	0	51.70%	48.30%	0
Dauphin	66	1	1	0	31	33	0
Daupillii	00	1.50%	1.50%	0	47.00%	50.00%	0
Lancaster	150	2	4	4	75	62	3
Lancaster	130	1.30%	2.70%	2.70%	50.00%	41.30%	2.00%
Lebanon	31	1	1	0	16	13	0
Lebanon	31	3.20%	3.20%	0	51.60%	41.90%	0
Down	6	1	0	0	1	4	0
Perry	O	16.70%	0	0	16.70%	66.70%	0
Child							
Cumberland	0	0	0	0	0	0	0
Cumberiand	U	0	0	0	0	0	0
Dauphin	7	0	1	0	6	0	0
Daupiiiii	7	0	14.30%	0	85.70%	0	0
Lancaster	0	0	0	0	0	0	0
Lancaster	U	0	0	0	0	0	0
Lebanon	2	0	0	0	0	2	0
Lebanon		0	0	0	0	100.00%	0
Porry	0	0	0	0	0	0	0
Perry	0	0	0	0	0	0	0

			Q	31 Managing	daily problem	S.	
	Base	Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	Total 291	3	7	43	107	129	2
Total		1.00%	2.40%	14.80%	36.80%	44.30%	0.70%
Adult							
Cumberland	29	0	0	2	7	20	0
Cumberiand	rialid 29	0	0	6.90%	24.10%	69.00%	0
Dauphin	66	0	3	8	21	34	0
Daupillii	66	0	4.50%	12.10%	31.80%	51.50%	0
Lancaster	150	3	3	27	55	61	1
Lancaster	130	2.00%	2.00%	18.00%	36.70%	40.70%	0.70%
Lebanon	31	0	1	4	18	8	0
Lebanon	31	0	3.20%	12.90%	58.10%	25.80%	0
Dorry	6	0	0	1	1	4	0
Perry	O	0	0	16.70%	16.70%	66.70%	0
Child							
Cumberland	0	0	0	0	0	0	0
Cumberiand	U	0	0	0	0	0	0
Dauphin	7	0	0	1	4	2	0
Dauphin	1	0	0	14.30%	57.10%	28.60%	0
Lancaster	0	0	0	0	0	0	0
Lancaster	0	0	0	0	0	0	0
Lebanon	2	0	0	0	1	0	1
Lebanon		0	0	0	50.00%	0	50.00%
Porry	0	0	0	0	0	0	0
Perry	U	0	0	0	0	0	0

			Q3	2 Feeling in c	ontrol of my li	fe.	
	Base	Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	291	6	11	50	102	120	2
	2.10%	3.80%	17.20%	35.10%	41.20%	0.70%	
Adult							
Cumberland	29	0	0	2	10	17	0
Cumberiand	29	0	0	6.90%	34.50%	58.60%	0
Dauphin	66	1	3	13	17	32	0
Daupiiiii	00	1.50%	4.50%	19.70%	25.80%	48.50%	0
Lancaster	150	4	6	29	54	56	1
Lancaster	150	2.70%	4.00%	19.30%	36.00%	37.30%	0.70%
Lebanon	31	1	1	6	12	11	0
Lebanon	31	3.20%	3.20%	19.40%	38.70%	35.50%	0
Porry	6	0	0	0	3	3	0
Perry	0	0	0	0	50.00%	50.00%	0
Child							
Cumberland	0	0	0	0	0	0	0
Cumberiand	U	0	0	0	0	0	0
Doumhin	7	0	1	0	5	1	0
Dauphin	7	0	14.30%	0	71.40%	14.30%	0
Lancaster	0	0	0	0	0	0	0
Lancaster	U	0	0	0	0	0	0
Labonar	2	0	0	0	1	0	1
Lebanon	2	0	0	0	50.00%	0	50.00%
Down	0	0	0	0	0	0	0
Perry	0	0	0	0	0	0	0

	Base			al crisis (exam a loved one o			
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	291	8	12	55	103	107	6
		2.70%	4.10%	18.90%	35.40%	36.80%	2.10%
Adult							
Cumberland	29	0	0	1	11	15	2
Cumberiand	29	0	0	3.40%	37.90%	51.70%	6.90%
Dauphin	66	1	3	13	24	25	0
Daupiiiii	66	1.50%	4.50%	19.70%	36.40%	37.90%	0
Lancator	450	5	7	30	52	52	4
Lancaster	150	3.30%	4.70%	20.00%	34.70%	34.70%	2.70%
Labanan	31	1	2	8	13	7	0
Lebanon		3.20%	6.50%	25.80%	41.90%	22.60%	0
Dames	6	1	0	0	0	5	0
Perry		16.70%	0	0	0	83.30%	0
Child							
Cumberland	0	0	0	0	0	0	0
Cumperiand	U	0	0	0	0	0	0
Danmhin	7	0	0	3	2	2	0
Dauphin	7	0	0	42.90%	28.60%	28.60%	0
Lanasstan	0	0	0	0	0	0	0
Lancaster	0	0	0	0	0	0	0
Laberra	0	0	0	0	1	1	0
Lebanon	2	0	0	0	50.00%	50.00%	0
Derrie	0	0	0	0	0	0	0
Perry	0	0	0	0	0	0	0

		Q34 How I feel about myself.							
	Base	Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply		
Total	291	7	14	42	96	131	1		
lotai	231	2.40%	4.80%	14.40%	33.00%	45.00%	0.30%		
Adult									
Cumberland	29	1	0	3	8	17	0		
Cumberiand	29	3.40%	0	10.30%	27.60%	58.60%	0		
Dauphin	66	2	3	9	22	30	0		
Daupillii	00	3.00%	4.50%	13.60%	33.30%	45.50%	0		
Lancaster	150	3	8	20	53	65	1		
Lancaster	150	2.00%	5.30%	13.30%	35.30%	43.30%	0.70%		
Lebanon	31	1	2	5	9	14	0		
Lebanon		3.20%	6.50%	16.10%	29.00%	45.20%	0		
Porry	6	0	0	1	3	2	0		
Perry	0	0	0	16.70%	50.00%	33.30%	0		
Child									
Cumberland	0	0	0	0	0	0	0		
Cumberiand	U	0	0	0	0	0	0		
Doughin	7	0	1	2	1	3	0		
Dauphin	/	0	14.30%	28.60%	14.30%	42.90%	0		
Lancaster	0	0	0	0	0	0	0		
Lancaster	U	0	0	0	0	0	0		
Labonar	2	0	0	2	0	0	0		
Lebanon	2	0	0	100.00%	0	0	0		
Down	0	0	0	0	0	0	0		
Perry	0	0	0	0	0	0	0		

			Q35 Feeling good (hopeful) about the future.						
	Base	Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply		
Total	291	6	14	39	90	140	2		
rotar	201	2.10%	4.80%	13.40%	30.90%	48.10%	0.70%		
Adult									
Cumberland	29	0	0	3	6	20	0		
Cumberiand	29	0	0	10.30%	20.70%	69.00%	0		
Dauphin	66	2	4	10	20	29	1		
Daupillii	00	3.00%	6.10%	15.20%	30.30%	43.90%	1.50%		
Lancaster	150	2	7	21	52	67	1		
Lancaster	150	1.30%	4.70%	14.00%	34.70%	44.70%	0.70%		
Lebanon	31	1	2	3	7	18	0		
Lebanon		3.20%	6.50%	9.70%	22.60%	58.10%	0		
Down	6	1	0	1	2	2	0		
Perry	0	16.70%	0	16.70%	33.30%	33.30%	0		
Child									
Cumbarland	0	0	0	0	0	0	0		
Cumberland	0	0	0	0	0	0	0		
Daumhin	7	0	1	0	2	4	0		
Dauphin	7	0	14.30%	0	28.60%	57.10%	0		
Langester	0	0	0	0	0	0	0		
Lancaster	0	0	0	0	0	0	0		
Labonas	2	0	0	1	1	0	0		
Lebanon	2	0	0	50.00%	50.00%	0	0		
Downs	0	0	0	0	0	0	0		
Perry	0	0	0	0	0	0	0		

				Q36 Enjoying	my free time.		
	Base	Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	291	6	8	46	91	134	6
rotar	201	2.10%	2.70%	15.80%	31.30%	46.00%	2.10%
Adult							
Cumberland	29	0	1	7	4	17	0
Cumberiand	29	0	3.40%	24.10%	13.80%	58.60%	0
Dauphin	66	2	1	8	26	29	0
Daupiiiii	00	3.00%	1.50%	12.10%	39.40%	43.90%	0
Lancaster	150	2	4	23	50	68	3
Lancaster	150	1.30%	2.70%	15.30%	33.30%	45.30%	2.00%
Lebanon	31	1	2	5	8	14	1
Lebanon		3.20%	6.50%	16.10%	25.80%	45.20%	3.20%
Down	6	0	0	2	1	3	0
Perry	0	0	0	33.30%	16.70%	50.00%	0
Child							
Cumberland	0	0	0	0	0	0	0
Cumberiand	U	0	0	0	0	0	0
Daumhin	7	1	0	0	1	3	2
Dauphin	1	14.30%	0	0	14.30%	42.90%	28.60%
Lancastar	0	0	0	0	0	0	0
Lancaster	0	0	0	0	0	0	0
Labonos	2	0	0	1	1	0	0
Lebanon	2	0	0	50.00%	50.00%	0	0
Dorr.	0	0	0	0	0	0	0
Perry	U	0	0	0	0	0	0

			Q37 Stren	gthening my	social suppor	t network.	
	Base	Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	291	5	12	59	90	123	2
		1.70%	4.10%	20.30%	30.90%	42.30%	0.70%
Adult							
Cumberland	29	0	0	4	6	19	0
Cumberiand	29	0	0	13.80%	20.70%	65.50%	0
Dauphin	66	1	1	13	23	28	0
Daupillii	00	1.50%	1.50%	19.70%	34.80%	42.40%	0
Lancactor	150	2	7	28	48	63	2
Lancaster	150	1.30%	4.70%	18.70%	32.00%	42.00%	1.30%
Labonon	31	1	4	10	7	9	0
Lebanon		3.20%	12.90%	32.30%	22.60%	29.00%	0
Down		1	0	1	4	0	0
Perry	6	16.70%	0	16.70%	66.70%	0	0
Child							
Complement		0	0	0	0	0	0
Cumberland	0	0	0	0	0	0	0
Danahin	7	0	0	2	2	3	0
Dauphin	7	0	0	28.60%	28.60%	42.90%	0
Lancastan	0	0	0	0	0	0	0
Lancaster	0	0	0	0	0	0	0
Labanas	0	0	0	1	0	1	0
Lebanon	2	0	0	50.00%	0	50.00%	0
Down.	0	0	0	0	0	0	0
Perry	U	0	0	0	0	0	0

	Base	Q38 Being involved in the community or in organizations outside of MH or S activities.						
	Dase	Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply	
Total	291	10	14	85	78	87	17	
Total	291	3.40%	4.80%	29.20%	26.80%	29.90%	5.80%	
Adult								
Cumberland	29	1	1	6	6	14	1	
Cumberiand	29	3.40%	3.40%	20.70%	20.70%	48.30%	3.40%	
Dauphin	66	3	4	21	17	18	3	
Dauphin	00	4.50%	6.10%	31.80%	25.80%	27.30%	4.50%	
Lancaster	150	2	7	39	45	44	13	
Lancaster	150	1.30%	4.70%	26.00%	30.00%	29.30%	8.70%	
Lebanon	31	3	2	15	3	8	0	
Lebanon		9.70%	6.50%	48.40%	9.70%	25.80%	0	
Perry	6	1	0	2	2	1	0	
Perry	0	16.70%	0	33.30%	33.30%	16.70%	0	
Child								
Cumberland	0	0	0	0	0	0	0	
Cumberiand	U	0	0	0	0	0	0	
Dauphin	7	0	0	1	4	2	0	
Dauphin	7	0	0	14.30%	57.10%	28.60%	0	
Lancaster	0	0	0	0	0	0	0	
Lancaster	U	0	0	0	0	0	0	
Lebanon	2	0	0	1	1	0	0	
Lebanon		0	0	50.00%	50.00%	0	0	
Perry	0	0	0	0	0	0	0	
reny	U	0	0	0	0	0	0	

			Q39 Participation in school and/or work activities.						
	Base	Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply		
Total	291	2	5	34	53	50	147		
Total	201	0.70%	1.70%	11.70%	18.20%	17.20%	50.50%		
Adult									
Cumberland	29	0	0	4	5	8	12		
Cumberiand	29	0	0	13.80%	17.20%	27.60%	41.40%		
Dauphin	66	1	1	4	17	11	32		
Daupiiiii	00	1.50%	1.50%	6.10%	25.80%	16.70%	48.50%		
Lancaster	150	0	3	15	25	22	85		
Lancaster	150	0	2.00%	10.00%	16.70%	14.70%	56.70%		
Lebanon	31	1	1	7	2	6	14		
Lebanon		3.20%	3.20%	22.60%	6.50%	19.40%	45.20%		
Down	6	0	0	1	1	0	4		
Perry	0	0	0	16.70%	16.70%	0	66.70%		
Child									
Cumberland	0	0	0	0	0	0	0		
Cumberiand	U	0	0	0	0	0	0		
Doumhin	7	0	0	1	3	3	0		
Dauphin	1	0	0	14.30%	42.90%	42.90%	0		
Lancasta	0	0	0	0	0	0	0		
Lancaster	0	0	0	0	0	0	0		
Laberran		0	0	2	0	0	0		
Lebanon	2	0	0	100.00%	0	0	0		
Porry	0	0	0	0	0	0	0		
Perry	U	0	0	0	0	0	0		

			Q40 Interacting with people in social situations.							
	Base	Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply			
Total	291	5	14	65	99	107	1			
rotar	201	1.70%	4.80%	22.30%	34.00%	36.80%	0.30%			
Adult										
Cumberland	29	0	0	4	10	15	0			
Cumberiand	29	0	0	13.80%	34.50%	51.70%	0			
Dauphin	66	1	3	16	19	27	0			
Daupillii	00	1.50%	4.50%	24.20%	28.80%	40.90%	0			
Lancaster	150	3	6	34	53	53	1			
Lancaster	130	2.00%	4.00%	22.70%	35.30%	35.30%	0.70%			
Lebanon	31	1	5	9	10	6	0			
Lebanon		3.20%	16.10%	29.00%	32.30%	19.40%	0			
Down.	6	0	0	0	3	3	0			
Perry	0	0	0	0	50.00%	50.00%	0			
Child										
Cumberland	0	0	0	0	0	0	0			
Cumberiand	U	0	0	0	0	0	0			
Daumhin	7	0	0	1	3	3	0			
Dauphin	/	0	0	14.30%	42.90%	42.90%	0			
Lancasta	0	0	0	0	0	0	0			
Lancaster	0	0	0	0	0	0	0			
Labonos	2	0	0	1	1	0	0			
Lebanon	2	0	0	50.00%	50.00%	0	0			
Dorr.	0	0	0	0	0	0	0			
Perry	U	0	0	0	0	0	0			

	Q41 Dealing with specific problems or issues that led me to seek services.							
	Dase	Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply	
Total	291	5	5	42	98	140	1	
Total	291	1.70%	1.70%	14.40%	33.70%	48.10%	0.30%	
Adult								
Cumberland	29	0	0	2	7	20	0	
Cumberiand	29	0	0	6.90%	24.10%	69.00%	0	
Dauphin	66	1	0	11	19	35	0	
Dauphin	00	1.50%	0	16.70%	28.80%	53.00%	0	
Lancaster	150	4	5	19	53	68	1	
Lancaster	150	2.70%	3.30%	12.70%	35.30%	45.30%	0.70%	
Lebanon	31	0	0	7	11	13	0	
Lebanon		0	0	22.60%	35.50%	41.90%	0	
Вожи	6	0	0	1	2	3	0	
Perry	0	0	0	16.70%	33.30%	50.00%	0	
Child								
Cumberland	0	0	0	0	0	0	0	
Cumberiand	U	0	0	0	0	0	0	
Dauphin	7	0	0	1	5	1	0	
Daupilli	7	0	0	14.30%	71.40%	14.30%	0	
Lancaster	0	0	0	0	0	0	0	
Lancaster	U	0	0	0	0	0	0	
Lebanon	2	0	0	1	1	0	0	
Lebanon		0	0	50.00%	50.00%	0	0	
Perry	0	0	0	0	0	0	0	
reny	U	0	0	0	0	0	0	

Perform Care Comments

Q1 I have received a copy of the Member Handbook from Perform Care?

- Could have gone to counselor.
- I have a case mgr who calls me.
- I haven't had them long.

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

When in hospital at Philhaven it was like a dictatorship.

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

- I'll talk to my care mgr.
- I always called my insurance company.
- Provided Consumer with number.

Q4 In the last 12 months, did you call member services at Perform Care to get information?

Didn't need to.

Q4a I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.

• I had to file an appeal to get healthy plus plan for insurance.

Q5 I was given a choice of at least two providers from Perform Care regarding the type of service I am seeking.

- Family member suggested Mazzitti and Sullivan.
- I graduated from peer support.
- I was in rehab and got insurance choice. I chose here because I've been here before.
- I was in rehab and was familiar with pa counseling and my counselor.
- My case manager recommended someone. Everyone on my team is really doing their job.
- Not that I know of.
- Not too many options.
- Was court ordered to this program.

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

- As long as I needed it.
- From what I read in my packet for insurance it is all covered.
- I saw it somewhere though.
- Not sure just got insurance.
- They reevaluate regularly.
- Told me they would cover everything I needed.

Q7 When I call Perform Care, the staff treats me courteously and with respect.

• Whenever consumer calls can't get through. Needs his medical numbers.

Q8 Overall, I am satisfied with the interactions that I have had with Perform Care.

- But there are times I'm not.
- I don't like how they don't approve some medications. They need an approval and more information after my doctor writes a script.
- I am never able to get answers.
- Never knew who they were. Was given the list of numbers.

• Was denied services for mental health.

Additional Perform Care Comments

- Called Perform Care to see why services dropped, no one could answer. They told me to call welfare.
- They helped me a lot.
- Wasn't aware of who Perform Care was.