



Consumer Satisfaction Services, Inc.

Capital Region 1st Quarter Report July-September 2016

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

Consumer Satisfaction Services

4775 Linglestown Road

Suite 201

Harrisburg, PA 17112

(717) 651-1070

www.css-pa.org

Consumer Satisfaction Services, Inc.

Board of Directors

Chair	Brian Havlik
Vice Chair	Steve Barndt
Secretary	Cindy Galliher
Treasurer	Chris Kroft
	Angela Rhodes

Staff

Executive Director	Jessica Paul
C/FST Manager	Abby Robinson
Survey Specialists	Martha Mercurio
	Mary Schram
	Maggie Paul
	Debra Helwig

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

Table of Contents

Executive Summary	I
Request for Assistance	1
Survey Information	2
Demographic Information.....	4
Consumer Satisfaction.....	6
Total Satisfaction	9
Services	12
Outcomes of Services	14
Satisfaction with the Managed Care Organization.....	15
Consumer Comments	20

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.

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

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

Statistical Analysis

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

Each question has 5 possible responses that are included in the Mean Satisfaction Score. The responses range from 1 (Strongly Disagree/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.

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=509) 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 509 (n=509) respondents from the Capital Region including 509 children/adolescents (100.0%).
- Sample: Of the 509 child/adolescent consumers, 9 (1.8%) responded for themselves, 478 (93.9%) had a parent/guardian respond for them, and 22 (4.3%) responded for themselves with a parent/guardian present.
- Level of Care: In all, 3 treatment levels of care were accessed by the respondents. 495 (97.2%) received BHRS, 10 (2.0%) received EIBS, and 4 (0.8%) received CRR Host Home services.
- Methods: Data was collected by 5 interviewers.
- Treatment Facility: Data was collected from 18 Treatment Facilities in the Capital Region.
- Type: Overall, of the 509 interviews 463 (91.0%) were face-to-face interviews and 46 (9.0%) were conducted by phone.

Services

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

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

- 94.7% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 94.5% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 93.3% My provider asks my permission before sharing my personal information Q20.
- 93.1% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 93.1% I feel comfortable in asking questions regarding my treatment Q18.
- 91.2% I have the option to change my service provider should I choose to Q16.
- 90.0% I feel safe at this facility Q23.
- 90.0% I am an important part of the treatment process Q26.
- 88.8% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.
- 86.2% I trust my service provider Q22.
- 85.7% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.

While satisfaction is generally high, further exploration is warranted regarding the following items (15% or greater for Strongly Disagree/Disagree responses):

- 23.0% I was given information on how to get additional resources that I needed Q14.
- 15.2% My provider discussed other services that may benefit me in my treatment/recovery Q15.

Outcomes of Services

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

Consumers describe their lives as being better as a result of their services in a majority of cases. In total, 55.8% to 73.9% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 20.4% to 32.4% of consumer's responses reflect that no change has resulted from involvement in services. Only 2.8% to 10.6% of consumer's responses reflect that things are worse as a result of services.

We welcome questions, comments and suggestions. Please contact:

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

Request for Assistance

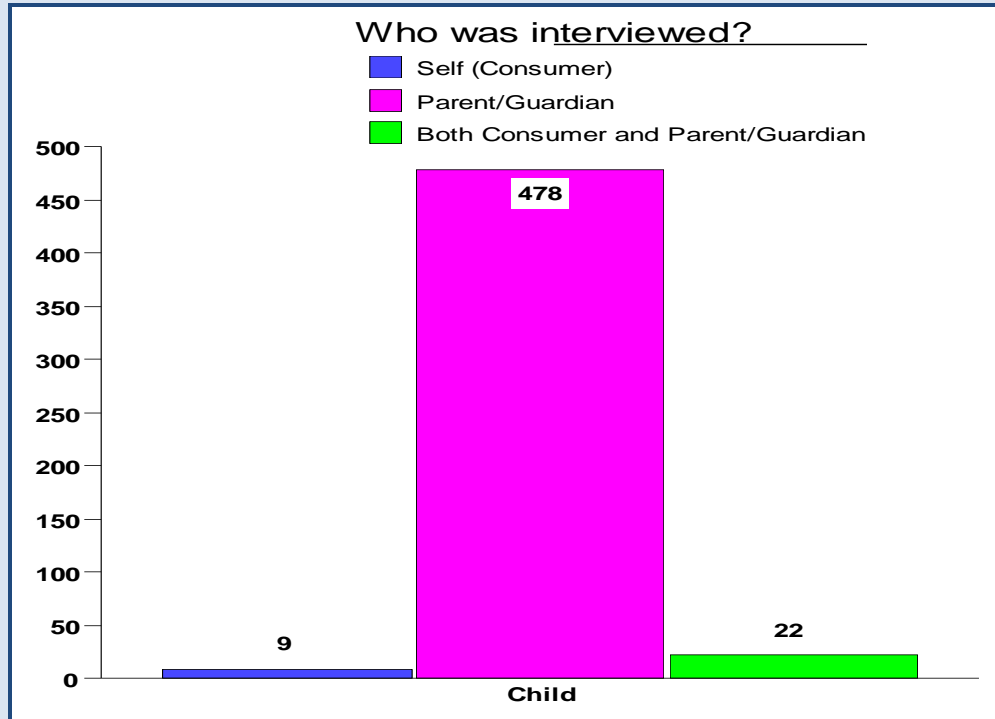
During the interview, if a Consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), Perform Care or any other part of the MH system that can reasonably be addressed, the surveyor will ask the Consumer if they would like 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 1st Quarter 16-17.

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

Survey Information

- Sample: The survey represents 509 ($n=509$) respondents from the Capital Region including 509 children/adolescents (100.0%).
- Sample: Of the 509 child/adolescent consumers, 9 (1.8%) responded for themselves, 478 (93.9%) had a parent/guardian respond for them, and 22 (4.3%) responded for themselves with a parent/guardian present.



Our analysis found no significant differences in total satisfaction based on who was interviewed.

- Level of Care: In all, 3 treatment levels of care were accessed by the respondents. 495 (97.2%) received BHRS, 10 (2.0%) received EIBS, and 4 (0.8%) received CRR Host Home services.
- Methods: Data was collected by 5 interviewers.
- Treatment Facility: Data was collected from 18 Treatment Facilities in the Capital Region.
- Type: Overall, of the 509 interviews 463 (91.0%) were face-to-face interviews and 46 (9.0%) were conducted by phone.

Below is a table of the method of interview by county.

	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	509	103 20.20%	179 35.20%	106 20.80%	95 18.70%	26 5.10%
Method of Interview						
In Person	463	98 21.20%	168 36.30%	99 21.40%	75 16.20%	23 5.00%
Phone	46	5 10.90%	11 23.90%	7 15.20%	20 43.50%	3 6.50%

Our analysis found no significant differences in total satisfaction based on method of interview.

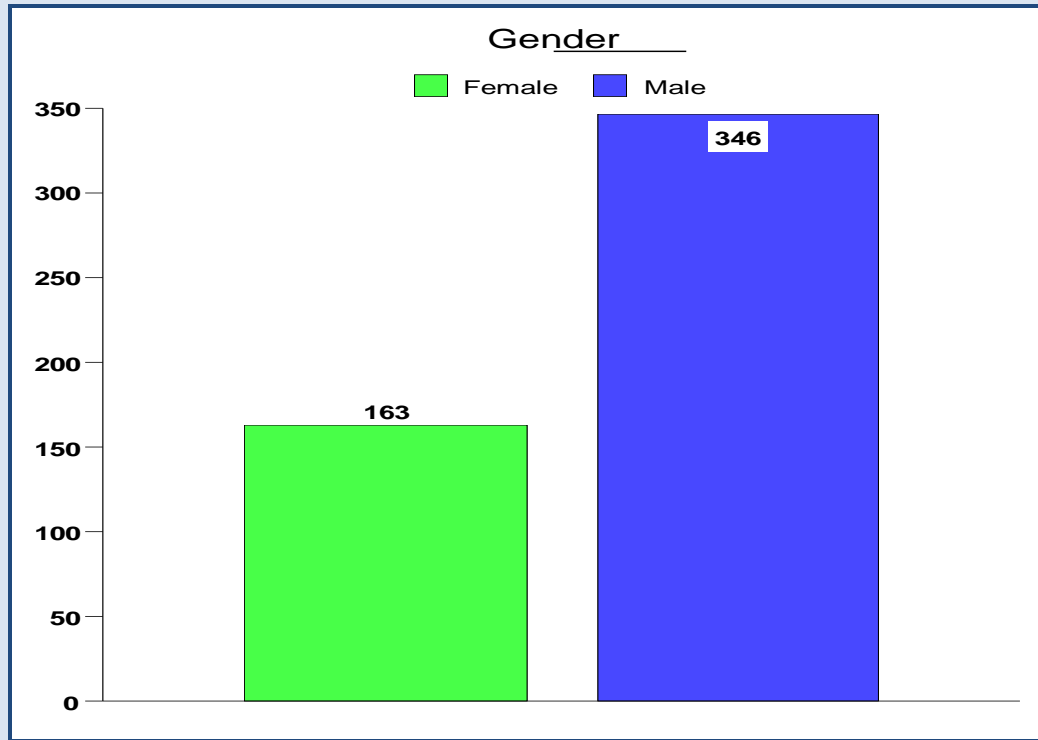
County of Residence:

The table below shows the county of residence in alphabetical order. The largest number of respondents reported residence in Dauphin County (35.2%). The remaining respondents reported residence in Lancaster (20.8%), Cumberland (20.20%), Lebanon (18.7%), and Perry (5.1%).

Base	County of Residence				
	Cumberland	Dauphin	Lancaster	Lebanon	Perry
509	103 20.20%	179 35.20%	106 20.80%	95 18.70%	26 5.10%

Demographic Information

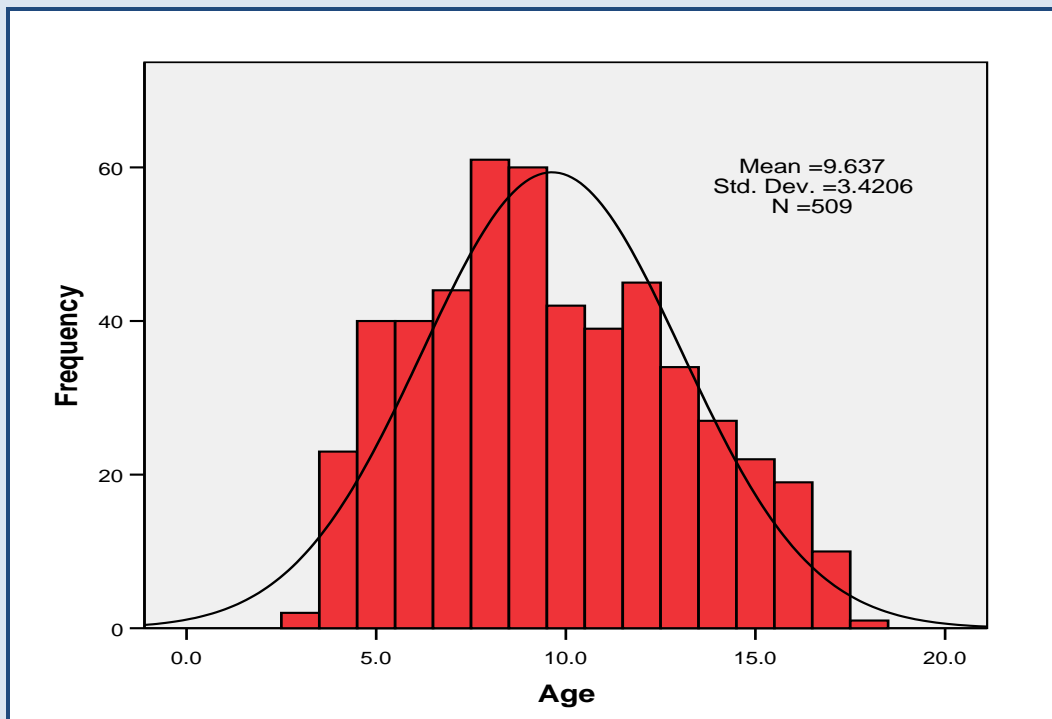
- Gender: Overall, the sample is 32.0% female (163) and 68.0% male (346).



Our analysis found no significant differences in total satisfaction based on gender.

- Age: Age of all respondents ranged from 3-18 years, with a mean age of 9.637 (SD 3.4206).

Age of All Respondents



- Race: 300 respondents (58.9%) reported their race as White/Caucasian, 83 (16.3%) as African American, 54 (10.6%) as Multi-Racial, 53 (10.4%) as Hispanic/Latino, 8 (1.6%) as Other, 4 (0.8%) as Asian/Pacific Islander, 4 (0.8%) as did not answer, and 3 (0.6%) Native American/American Indian.

Base	Race							
	African American	Asian/Pacific Islander	Hispanic/Latino	Native American / American Indian	White / Caucasian	Multi-Racial	Other	Did not answer
509	83 16.30%	4 0.80%	53 10.40%	3 0.60%	300 58.90%	54 10.60%	8 1.60%	4 0.80%

Consumer Satisfaction

This section of the report looks at different dimensions of consumer satisfaction with services and also reports on any statistically significant difference 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.

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

- Survey Information: Overall, 223 of the 509 respondents (43.8%) reported they had been interviewed by their provider within the last year, 243 (47.7%) reported they had not been interviewed, 41 (8.1%) were not sure, and 2 (0.4%) felt that this question did not apply to them.

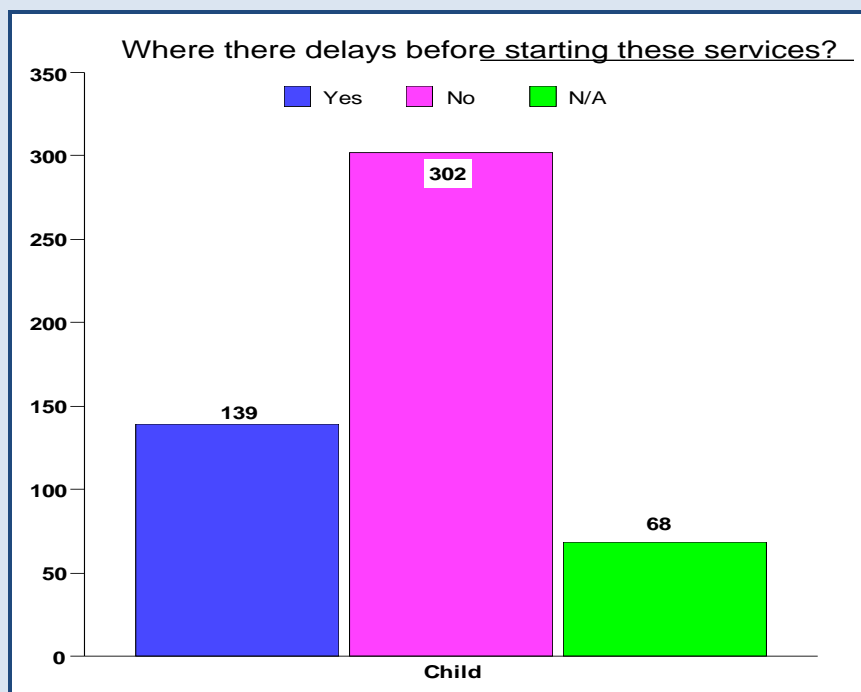
Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
	Yes	No	Not sure	N/A
509	223 43.80%	243 47.70%	41 8.10%	2 0.40%

Our analysis found no significant differences in total satisfaction based on previous interviews by their provider.

- Service Delay:

- Of the 509 consumers 139 (27.3%) reported that they experienced some delay before beginning treatment. 302 consumers (59.3%) reported no delay before beginning treatment, and 68 (13.4%) consumers felt that this question did not apply to them.

Total Satisfaction Score				
	Q11 Were there delays before starting these services?			
	Yes	No	N/A	Total
N	139	302	68	509
Mean	111.19	112.61	106.23	111.37
Std. Deviation	16.03	13.62	14.55	14.56



Our analysis indicates that consumers, who reported that this question did not apply to them, were significantly less satisfied than those who reported that they did experience a service delay.

Emergency Treatment: 42 of the 509 respondents (8.3%) indicated they needed emergency mental health or substance abuse service during the past year.

- 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 3.43 with standard deviation 1.467.

Base	Q42a If yes, how satisfied are you with the help you received?				
	Not At All	Somewhat	Neither	Satisfied	Very Satisfied
42	7 16.70%	6 14.30%	3 7.10%	14 33.30%	12 28.60%

Mean Satisfaction Race

County of Residence	N	Mean	Std. Deviation
Cumberland	103	108.88	14.14
Dauphin	179	109.84	15.61
Lancaster	106	114.78	11.88
Lebanon	95	111.65	14.56
Perry	26	116.82	15.69
Total	509	111.37	14.56

Our analysis indicates that consumers from Cumberland and Dauphin Counties reported significantly lower satisfaction than consumers who reside in Lancaster County.

Mean Satisfaction of Treatment Facilities

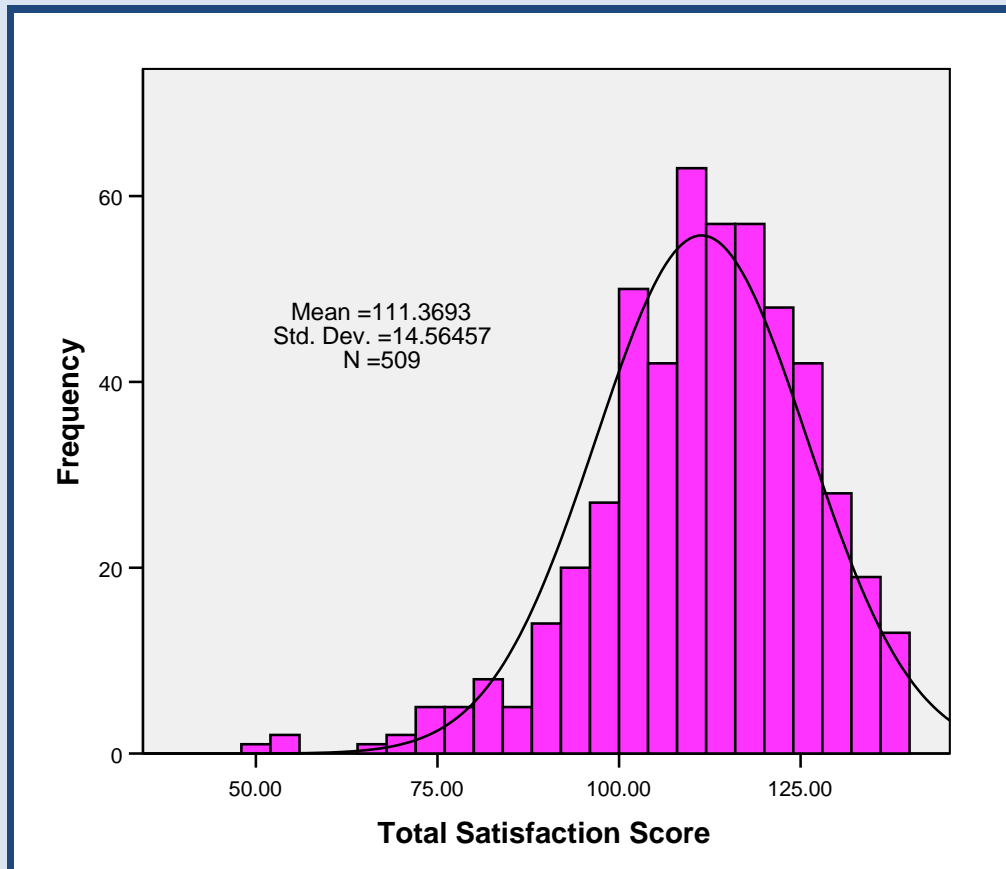
- Data was collected from 18 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. To help with interpretation, scores highlighted in **Green** (113-140) indicate a high level of satisfaction, scores highlighted in **Yellow** (85-112) indicate some level of satisfaction and scores highlighted in **Red** (below 84) indicate some level of dissatisfaction.

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
MOMENTUM SERVICES	1	128.02	.
VISTA SCHOOL	11	120.37	9.99
LAUREL LIFE SERVICES	36	115.98	13.24
CHESTER CO INTERMEDIATE UNIT	15	115.98	9.46
PENNSYLVANIA COUNSELING SERVICES INC	38	114.79	15.03
TEAMCARE	19	114.42	11.07
PHILHAVEN	103	113.52	13.63
YOUTH ADVOCATE PROGRAMS	55	111.04	14.20
NEW STORY	12	110.58	14.45
FRANKLIN FAMILY SERVICES INC	16	109.98	10.85
T W PONESSA & ASSOC COUNSELING	128	109.33	15.99
KEYSTONE AUTISM SERVICES	16	109.09	12.92
PENNSYLVANIA COMPREHENSIVE BH	9	107.46	11.30
NHS PENNSYLVANIA	13	105.39	18.48
TRUENORTH WELLNESS SERVICES	18	103.85	13.06
COMMUNITY SERVICES GROUP INC	8	103.79	13.02
NORTHWESTERN-STEVENSON CENTER	10	102.25	20.25
PA MENTOR	1	99.00	.
Total	509	111.37	14.56

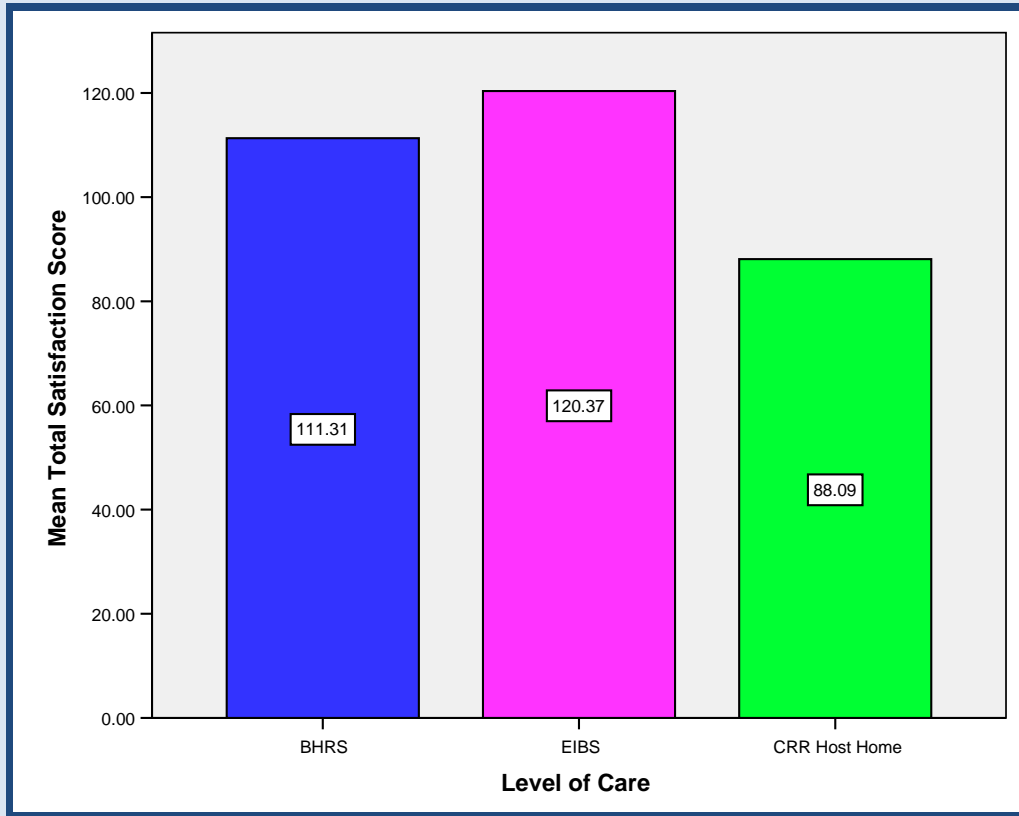
Total Satisfaction

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

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 111.3693 with a standard deviation 14.56457 indicating some level of satisfaction. The TSS scores ranged from 48 – 139.23. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.



Mean Satisfaction by Level of Care



	Level of Care			
	BHRS	EIBS	CRR Host Home	Total
N	495	11	3	509
Mean	111.31	120.37	88.09	111.37
Std. Deviation	14.50	9.99	14.48	14.56

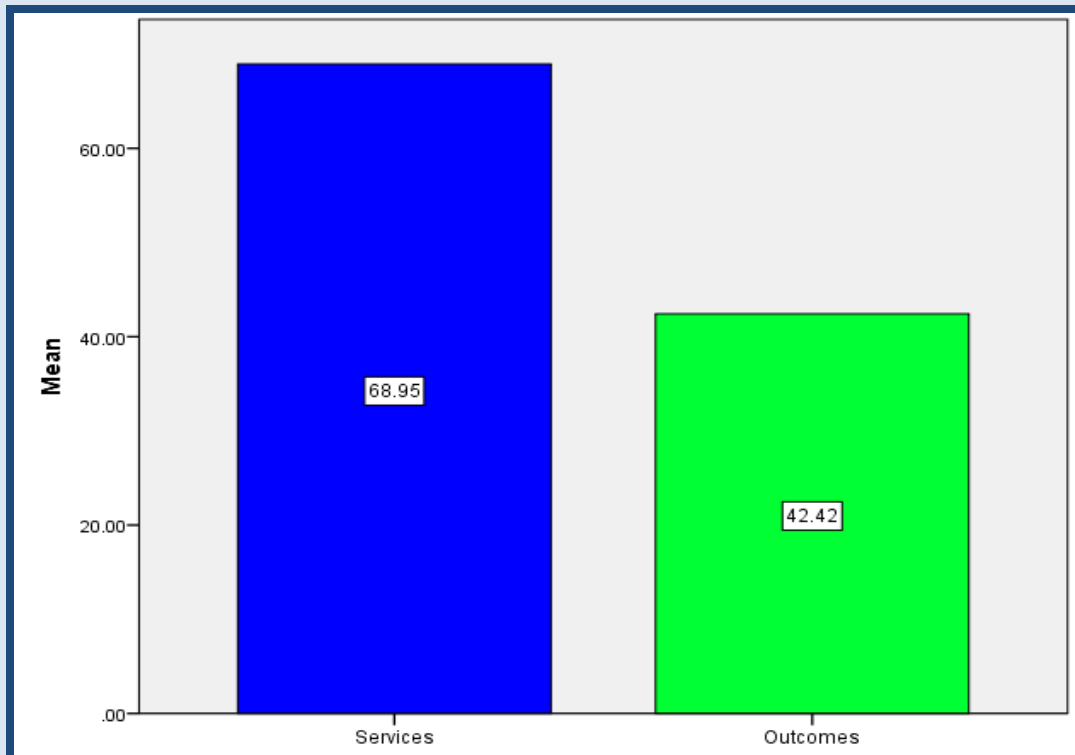
Our analysis indicates that consumers who received CRR Host Home were significantly less satisfied than those who received BHRS and EIBS services. It is important to note that the total number of respondents for CRR Host Home is three which may be a contributing factor.

Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 20-85. Scores 68-85 indicate a high level of satisfaction, scores 51-67 indicate some level of satisfaction and scores below 50 indicate some level of dissatisfaction with services.

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

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



Services

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

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

- 94.7% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 94.5% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 93.3% My provider asks my permission before sharing my personal information Q20.
- 93.1% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 93.1% I feel comfortable in asking questions regarding my treatment Q18.
- 91.2% I have the option to change my service provider should I choose to Q16.
- 90.0% I feel safe at this facility Q23.
- 90.0% I am an important part of the treatment process Q26.
- 88.8% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.
- 86.2% I trust my service provider Q22.
- 85.7% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.

While satisfaction is generally high, further exploration is warranted regarding the following items (15% or greater for Strongly Disagree/Disagree responses):

- 23.0% I was given information on how to get additional resources that I needed Q14.
- 15.2% My provider discussed other services that may benefit me in my treatment/recovery Q15.

Summary responses from the Total group of respondents (N=509) are presented in Table 1.

Table 1 – Total Satisfaction – Services Questions

N=509	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Standard Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services.	85.7	10.2	2.8	0.7	0.8
14. I was given information on how to get additional resources that I needed (example: transportation, child care, employment training).	65.8	23.0	2.7	1.2	7.3
15. My provider discussed other services that may benefit me in my treatment/recovery.	72.9	20.4	2.6	0.9	2.0
16. I have the option to change my service provider should I choose to.	91.2	4.5	2.9	0.6	1.6
17. I was informed about my rights and responsibilities regarding the treatment I have received.	94.7	2.4	2.9	0.4	0.6
18. I feel comfortable in asking questions regarding my treatment.	93.1	4.3	2.9	0.5	0.8
19. My service provider spends adequate time with me.	83.7	10.4	2.8	0.7	1.4
20. My provider asks my permission before sharing my personal information.	93.3	2.9	3.0	0.5	1.4
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	93.1	0.8	3.0	0.7	4.5
22. I trust my service provider.	88.2	6.5	2.9	0.6	1.0
23. I feel safe at this facility.	90.0	3.3	3.1	0.8	4.7
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	88.8	6.7	2.9	0.6	1.4
25. I am included in the development of my treatment/recovery plan and goals for recovery.	94.5	3.3	3.0	0.5	1.2
26. I am an important part of the treatment process.	90.0	5.3	2.9	0.5	0.6
27. My service provider explained the advantages of my therapy or treatment.	84.9	8.4	2.8	0.7	1.0
28. My service provider explained the limitations of my therapy or treatment.	80.6	9.4	2.8	0.8	2.9
29. Overall, I am satisfied with the services I am receiving.	83.3	10.0	2.8	0.7	0.8

Outcomes of Services

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

Consumers describe their lives as being better as a result of their services in a majority of cases. In total, 55.8% to 73.9% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 20.4% to 32.4% of consumer's responses reflect that no change has resulted from involvement in services. Only 2.8% to 10.6% of consumer's responses reflect that things are worse as a result of services.

Summary responses from the Total group of respondents (N=509) are presented in Table 2.

Table 4 – Total Satisfaction – Outcomes of Services Questions

Total N=509	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	64.2	23.2	10.6	2.6	0.8	2.0
31. Feeling in control of my life.	56.0	28.3	9.4	2.7	1.1	6.3
32. Coping with personal crisis.	45.2	29.1	10.0	3.0	1.5	15.7
33. How I feel about myself.	59.1	26.9	5.9	2.9	1.1	8.1
34. Feeling good (hopeful) about the future.	57.2	24.6	4.5	3.1	1.3	13.8
35. Enjoying my free time.	73.9	20.4	2.8	2.8	0.7	2.9
36. Strengthening my social support network.	63.9	26.1	6.1	2.7	0.9	3.9
37. Being involved in community activities.	55.8	32.4	4.9	2.8	1.0	6.9
38. Participating with school or work activities.	58.7	28.1	5.9	2.8	1.1	7.3
39. Interacting with people in social situations.	62.9	27.5	6.5	2.7	0.8	3.1
40. Coping with specific problems or issue that led to seek services.	61.7	28.1	7.9	2.6	0.8	2.4

Satisfaction with the Managed Care Organization

There are eight survey questions that assess the consumer's satisfaction with their MCO, Perform Care.

- 67.2% of respondents (342 of the 509) reported that they had received a copy of the Perform Care member handbook, 14.3% (73) did not receive a member handbook, 18.3% (93) were not sure, and 0.2% (1) reported that this question did not apply.

	Base	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	509	342 67.20%	73 14.30%	93 18.30%	1 0.20%
County of Residence					
Cumberland	103	73 70.90%	10 9.70%	20 19.40%	0 0
Dauphin	179	122 68.20%	23 12.80%	33 18.40%	1 0.60%
Lancaster	106	67 63.20%	9 8.50%	30 28.30%	0 0
Lebanon	95	62 65.30%	26 27.40%	7 7.40%	0 0
Perry	26	18 69.20%	5 19.20%	3 11.50%	0 0

- 95.3% of respondents (485 of the 509) reported that they are aware of their right to file a complaint or grievance. 3.5% (18) were not aware of their right to file a complaint or grievance, 0.8% (4) were not sure, and 0.4% (2) reported that this question did not apply.

	Base	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	509	485 95.30%	18 3.50%	4 0.80%	2 0.40%
County of Residence					
Cumberland	103	98 95.10%	4 3.90%	0 0	1 1.00%
Dauphin	179	172 96.10%	5 2.80%	2 1.10%	0 0
Lancaster	106	101 95.30%	3 2.80%	2 1.90%	0 0
Lebanon	95	88 92.60%	6 6.30%	0 0	1 1.10%
Perry	26	26 100.00%	0 0	0 0	0 0

- 72.9% of respondents (371 of the 509) reported that they knew who to call to file a complaint or grievance. 20.2% (103) reported that they did not know who to call, 5.5% (28) were not sure, and 1.4% (7) reported that this question did not apply.

	Base	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	509	371 72.90%	103 20.20%	28 5.50%	7 1.40%
County of Residence					
Cumberland	103	87 84.50%	13 12.60%	3 2.90%	0 0
Dauphin	179	132 73.70%	34 19.00%	12 6.70%	1 0.60%
Lancaster	106	71 67.00%	22 20.80%	9 8.50%	4 3.80%
Lebanon	95	61 64.20%	30 31.60%	2 2.10%	2 2.10%
Perry	26	20 76.90%	4 15.40%	2 7.70%	0 0

- 22.0% of respondents (112 of the 509) reported that they had called Perform Care in the last twelve months for information. 75.4% (384) did not call Perform Care within the last twelve months, 0.4% (2) were not sure, and 2.2% (11) reported that this question does not apply.

	Base	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	509	112 22.00%	384 75.40%	2 0.40%	11 2.20%
County of Residence					
Cumberland	103	28 27.20%	66 64.10%	1 1.00%	8 7.80%
Dauphin	179	44 24.60%	134 74.90%	0 0	1 0.60%
Lancaster	106	19 17.90%	85 80.20%	1 0.90%	1 0.90%
Lebanon	95	16 16.80%	78 82.10%	0 0	1 1.10%
Perry	26	5 19.20%	21 80.80%	0 0	0 0

- 83.8% of those that requested information from Perform Care (93 of the 111) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 14.4% (16) were not able to get information without delays, and 1.8% (2) were not sure.

	Base	Q4A I was able to obtain information on treatment and/or services from PerformCare without unnecessary delays.		
		Yes	No	Not Sure
Total	111	93 83.80%	16 14.40%	2 1.80%
County of Residence				
Cumberland	29	21 72.40%	7 24.10%	1 3.40%
Dauphin	42	39 92.90%	3 7.10%	0 0
Lancaster	16	13 81.30%	3 18.80%	0 0
Lebanon	19	17 89.50%	1 5.30%	1 5.30%
Perry	5	3 60.00%	2 40.00%	0 0

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

- 74.5% of respondents (379 of 509) were given a choice of at least 2 providers regarding the type of service they were seeking. 17.7% of respondents (90) reported that they were not given a choice, 4.9% (25) were not sure, and 2.9% (15) reported that this question did not apply.

	Base	Q5 I was given a choice of at least two (2) Providers from PerformCare regarding the type of service I am seeking.			
		Yes	No	Not Sure	Does Not Apply
Total	509	379 74.50%	90 17.70%	25 4.90%	15 2.90%
County of Residence					
Cumberland	103	70 68.00%	16 15.50%	12 11.70%	5 4.90%
Dauphin	179	141 78.80%	27 15.10%	7 3.90%	4 2.20%
Lancaster	106	72 67.90%	29 27.40%	3 2.80%	2 1.90%
Lebanon	95	73 76.80%	17 17.90%	2 2.10%	3 3.20%
Perry	26	23 88.50%	1 3.80%	1 3.80%	1 3.80%

- 94.3% of respondents (480 of 509) were informed of the time approved for their services. 4.5% of respondents (23) were not informed of the time approved for services, 0.8% (4) were not sure, and 0.4% (2) reported that this question did not apply.

	Base	Q6 I was informed of the time approved for my services. (Example: BHRS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	509	480 94.30%	23 4.50%	4 0.80%	2 0.40%
County of Residence					
Cumberland	103	92 89.30%	9 8.70%	2 1.90%	0 0
Dauphin	179	171 95.50%	7 3.90%	0 0	1 0.60%
Lancaster	106	99 93.40%	5 4.70%	2 1.90%	0 0
Lebanon	95	92 96.80%	2 2.10%	0 0	1 1.10%
Perry	26	26 100.00%	0 0	0 0	0 0

- 95.5% of respondents (210 of the 220) report when they call Perform Care staff treats them courteously and with respect. 1.4% (3) reported that Perform Care staff did not treat them courteously and with respect, and 3.2% (7) were not sure.

	Base	Q7 When I call PerformCare staff treats me courteously and with respect.		
		Yes	No	Not Sure
Total	220	210 95.50%	3 1.40%	7 3.20%
County of Residence				
Cumberland	38	34 89.50%	1 2.60%	3 7.90%
Dauphin	103	101 98.10%	1 1.00%	1 1.00%
Lancaster	47	44 93.60%	0 0	3 6.40%
Lebanon	22	22 100.00%	0 0	0 0
Perry	10	9 90.00%	1 10.00%	0 0

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

- 93.1% of respondents (335 of 360) report overall they are satisfied with their interactions with Perform Care. 4.2% of respondents (15) report overall they are not satisfied with their interactions with Perform Care, and 2.8% (10) was not sure.

	Base	Q8 Overall, I am satisfied with the interactions I have had with PerformCare.		
		Yes	No	Not Sure
Total	360	335 93.10%	15 4.20%	10 2.80%
County of Residence				
Cumberland	48	45 93.80%	3 6.30%	0 0
Dauphin	140	129 92.10%	5 3.60%	6 4.30%
Lancaster	66	62 93.90%	2 3.00%	2 3.00%
Lebanon	94	89 94.70%	3 3.20%	2 2.10%
Perry	12	10 83.30%	2 16.70%	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.*

Perform Care Comments:

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

- We requested to not have one.
- Probably (2).
- As well as paperwork for changes.
- We do receive statements of care.

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

- It's seldom pertaining to our child's needs.
- I would prefer email newsletters.
- I cannot read.

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

- The caseworker would help me.
- No complaints.
- Never had to, I would speak up.
- My son was talking about hurting himself and hurting me and they denied his services and he was being bullied and I had to file a complaint to get services. I had to go thru several levels to get help.
- In member handbook.
- I would figure it out (3).
- But I could find it out.

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

- We call to do check-ins.
- Tried to call no one helped her.
- To request new cards.
- To help find new services due to Keystone Autism closing.
- The caseworker called with the service plan.
- The case worker did for me. Because I don't like them.
- Set up meetings.
- Questions about billing.
- They were nicer and followed through with second son.
- My providers have.
- My husband may have called.
- I talked to her case worker the other day.
- I make the CMU case manager do it so I'm not ignorant on the phone. His case manager calls not me.
- Help for services due to closure.
- Got new cards.
- For my daughter.
- Contacted for the TSS's.
- Called sons old BSC and received good help.

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

- We've been waiting about 13 days to hear back about an RTF. Just today the CMU worker told us we would have a conference call with Perform Care. Less than 24 hour notice for us and the caseworker.

- It took two months and they didn't know where to find the information in the computer and it took 3 or 4 different people to find it in the computer and finally I got one person who knew what they were talking about.
- Information yes. Set me up on waiting lists.
- I have been waiting 3-4 months for a new insurance card.
- I have had problems getting horseback riding.
- At least 50% of the time I had to leave a message. At least 50% of the time I got a call back. I know staff is working on problem, but staff does not call back in a timely manner

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

- We went right to Philhaven.
- They gave me 5 or 6.
- Just the ones in our area, we are limited out here.
- Not necessarily many choices.
- Many years ago.
- Laurel Life worked with our schedule.
- It was the only option.
- It's limited in our area; they are very quick to respond.
- Initially.
- I went to Philhaven on my own.
- I went straight to them.
- I was recommended by someone.
- I was given a list from another provider.
- I wanted PA Counseling.
- I think. It was a longtime ago.
- I requested Philhaven, we've been with them for years.
- I had to call around myself.
- I chose them.
- Family doctor recommended my provider.
- Case management meeting.
- Already made choice.

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

- Yes, TSS every day.
- Yes, through a letter.
- They gave me timeframes.
- They are very good at sending letters out. They break it down; it's a lot of math.
- Yes, but I don't get the time they stated I should get due to staff turnover.
- My child no longer sees her TSS, BSC, etc.
- It was confusing because it was so many units and I didn't understand what that meant.
- That information was difficult to get. They never handed me a report. The BSC tries to get the information for me.
- Definitely.
- My child has speech therapy, OT, full time autism support through his IEP.

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

- I contacted them through email.
- They sometimes refuse to talk to me even though they have legal documents saying I am his advocate.
- They call me.

- Most of the time. Occasionally I've gotten a rude one and ask for the supervisor.
- The mobile therapist who came to help recommended children's services or he was done. Grief process is just beginning for my child.
- I love them!
- I like them.
- 9 times out of ten.
- But they are not very helpful.

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

- With the exceptions of the meetings we have they don't deal with the day to day. The therapist suggests treatment and they don't listen to what we say initially. They don't have to make us do treatment; what she had was working.
- Strongly, no.
- We don't get enough hours and they need to be more consistent.
- I hate them. They denied my child services he needed.
- He has a new case worker, the old one Nicole Wade, she was especially nice.
- For the most part.
- Every time they would ask for increase in meds, Perform Care would ask for more tests. At one point my child had to go un-medicated.
- I am not satisfied due to denial. We went through the whole appeal process on the telephone and had the denial overturned.
- Our doctor recommend residential services and Perform Care denied them. They are inconsistent on the paperwork.
- They cancelled my child's services. The BSC told me to chill out which offended me.
- At this time I am satisfied.
- The decisions are always made on phone, never in person. I believe children should be met.