



Consumer Satisfaction Services, Inc.

Capital Region Annual Report July 2018-June 2019

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

Consumer Satisfaction Services

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

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Executive Summary

Survey Information

- Sample: The survey represents 3415 ($n=3415$) respondents from the Capital Region including 1719 Adults (50.3%) and 1696 children/adolescents (49.7%).
- Sample: Of the 1719 adult consumers, 1680 (97.7%) responded for themselves, 10 (0.6%) had a parent/guardian respond for them, and 29 (1.7%) responded for themselves with a parent/guardian present. Of the 1696 child/adolescent consumers, 37 (2.2%) responded for themselves, 1047 (61.7%) had a parent/guardian respond for them, and 612 (36.1%) responded for themselves with a parent/guardian present.
- Level of Care: In all, 13 treatment levels of care were accessed by the respondents. 966 (53.8%) received BHRS, 578 (16.9%) received Crisis Intervention, 383 (11.2%) received TCM-Blended Case Management, 317 (9.3%) received Partial Hospitalization, 296 (8.7%) received IOP-D&A Intensive Outpatient, 209 (6.1%) received TCM-Resource Coordination, 199 (5.8%) received D&A Outpatient, 161 (4.7%) received TCM-Intensive Case Management, 106 (3.1%) received Peer Support, 98 (2.9%) After School Program, 50 (1.5%) Mobile Psychiatric Nursing, 38 (1.1%) ACT, and 14 (0.4%) received STAP services.
- Methods: Data was collected by 10 interviewers.
- Treatment Facility: Data was collected from 56 Treatment Facilities in the Capital Region.
- Type: Overall, of the 3415 interviews 3221 (94.3%) were face-to-face interviews, and 194 (5.7%) were conducted by phone.
- County of Residence: The largest number of respondents reported residence in Dauphin County 1303 (38.2%). The remaining respondents reported residence in Lancaster 983 (28.8%), Cumberland 631 (18.5%), Lebanon 424 (12.4%), and 74 Perry (2.2%).

Services

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

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

- 96.1% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 95.7% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 95.3% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 95.2% I feel comfortable in asking questions regarding my treatment Q18.
- 94.7% My provider asks my permission before sharing my personal information Q20.
- 93.8% I am an important part of the treatment process Q26.
- 91.6% I trust my service provider Q22.
- 90.7% My service provider explained the advantages of my therapy or treatment Q27.
- 90.1 I feel safe at this facility Q23.
- 89.1 My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 88.9% My service provider spends adequate time with me Q19.
- 88.8% I have the option to change my service provider should I choose to Q16.
- 87.8% Overall, I am satisfied with the services I am receiving Q29.
- 87.0% My service provider explained the limitations of my therapy or treatment Q28.
- 86.6% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.
- 85.5% My provider discussed other services that may benefit me in my treatment/recovery Q15.

Outcomes

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

Consumers describe their lives as being better as a result of their services in a majority of cases. In total, 54.6% to 78.0% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 14.9% to 26.8% of consumer's responses reflect that no change has resulted from involvement in services. Only 2.6% to 6.5% of consumer's responses reflect that things are worse as a result of services.

We welcome questions, comments and suggestions. Please contact:

**Abby Robinson
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Overview of Improvement Activities

The Capital Area Behavioral Health Collaborative (CABHC) represents Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties and contracts with CSS to annually survey a sampling of Medicaid recipients in this five county area who have received mental health or addiction related services.

System Focus

The CABHC contract provides for a CSS System Improvement Committee (SIC). This committee is meant to identify where specific improvements may be made with services for consumers utilizing the data gathered by the CSS surveys. There are currently 12 members in the group which includes individuals from CSS, CABHC and the five counties; consisting of providers of D&A services, Single County Authorities, county mental health agencies and representatives from PerformCare.

During this reporting year, the SIC updated survey question number 14 which historically scored low on survey results. The question now reads, "I was given information on how to get additional community resources when I asked for information". This correction will avoid consumers answering with disagreement when in actuality the question did not apply to their situation.

The SIC also approved proposed changes to the survey tool which would eliminate confusion on the part of the consumer and surveyor. The survey questions now read in the second person perspective rather than the first person perspective. These changes will go into effect beginning July 1st 2019.

In some situations it was found that question 16 of the survey tool, I have the option to change my service provider should I choose to, would not apply. Specifically, consumers who are inpatient for mental health treatment and those with case management services will select does not apply for this question.

The SIC members agreed with CSS regarding the inclusion of a new question into the survey tool in hopes it will give providers more detail regarding the wants and needs of their consumers. This question "What is important to you in your treatment?" has been implemented and responses are now included in provider specific reports.

Central Region C/FST

CSS facilitates the Central Region C/FST meetings. Individuals from various C/FST's located within the Central Region meet quarterly to collaborate and discuss trends, difficulties and accomplishments that are seen within each organization. Participants share ideas, processes, training ideas, etc.

Stakeholder Meetings

CSS participates in the consumer run program within each county known as Community Support Plan (CSP). CSP offers consumers an opportunity to discuss issues that they have experienced when navigating the system, meet others in recovery and learn about resources and services in their community. CSS also takes part in a consumer group (Stakeholder Advisory Committee) hosted by PerformCare and shares the information collected during the survey process. Additionally, CSS continues to participate in the Consumer Family Focus Committee meetings and offer input regarding activities in the community as well as trends that are recognized within the data and consumer feedback when applicable.

Drug and Alcohol Consent Pilot Update

In an attempt to improve consumer response rates in the substance use disorder treatment population, CSS implemented a drug and alcohol consent pilot program. Consumers complete a release of information form through their provider and it is transmitted to CSS in order to contact those individuals at a later date. CSS has received approximately 145 consents from Wellness Counseling Associates, 180 from PA Counseling Associates, 6 from Perry Human Services, 2 from Diakon, and 13 Lancaster Clinical Counseling. In total 37 pilot surveys have been conducted; 19 for PA Counseling Associates, 15 Wellness Counseling Associates, and 3 for Diakon (2 in the facility).

Request for Assistance

During the interview, if a consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), PerformCare or any other part of the 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 PerformCare and Capital Area Behavioral Health Collaborative (CABHC) for action steps and follow up.

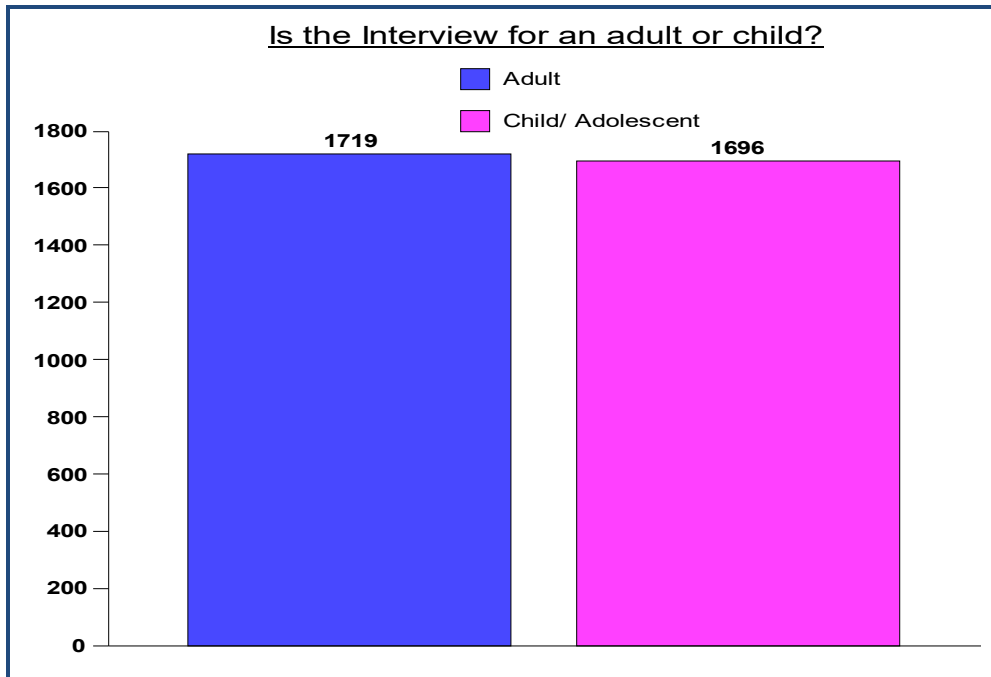
- CSS had no Requests for Assistance for the 2018-2019 fiscal year.

Crisis Intervention Survey Tool and Report

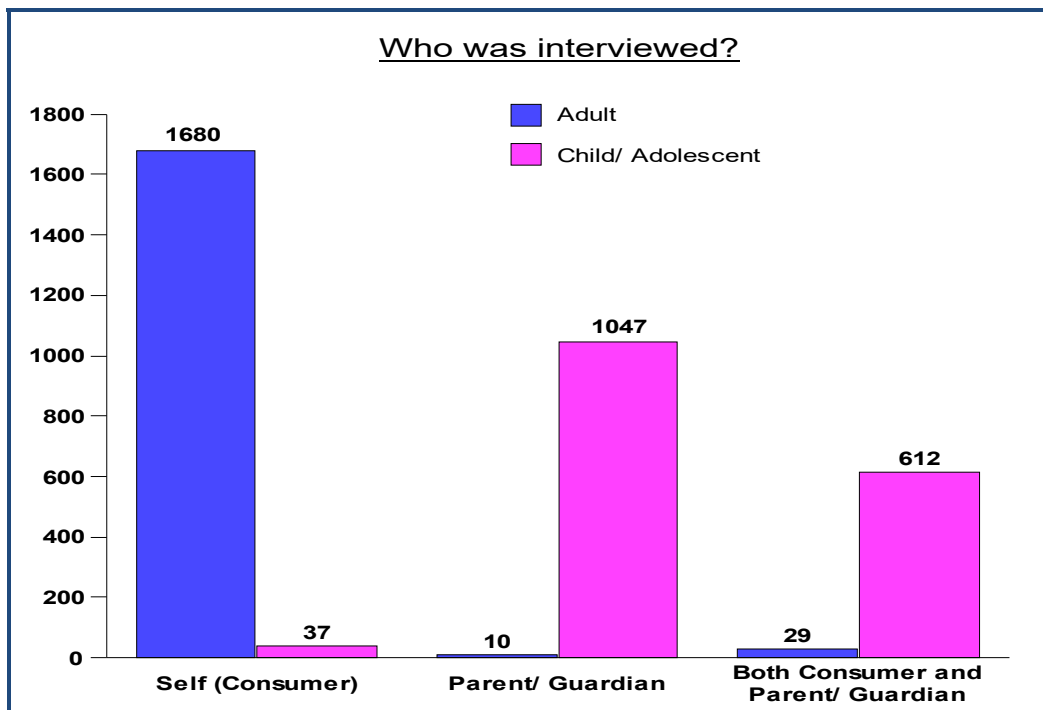
CSS utilized a separated tool created specifically for the level of care crisis intervention surveyed during the 3rd quarter 18-19. Due to the difference in data, only some information could be communicated in an aggregate manner for the annual report. Demographic information has been combined for a total of 3415 consumer responses; however total satisfaction score data and analysis could not be completed in a similar manner. As such, data related to the 578 crisis intervention respondents is included from the 3rd quarter report as an appendix on page 34, for reference.

Survey Information

- Sample: The survey represents 3415 ($n=3415$) respondents from the Capital Region including 1719 Adults (50.3%) and 1696 children/adolescents (49.7%).



- Sample: Of the 1719 adult consumers, 1680 (97.7%) responded for themselves, 10 (0.6%) had a parent/guardian respond for them, and 29 (1.7%) responded for themselves with a parent/guardian present. Of the 1696 child/adolescent consumers, 37 (2.2%) responded for themselves, 1047 (61.7%) had a parent/guardian respond for them, and 612 (36.1%) responded for themselves with a parent/guardian present.



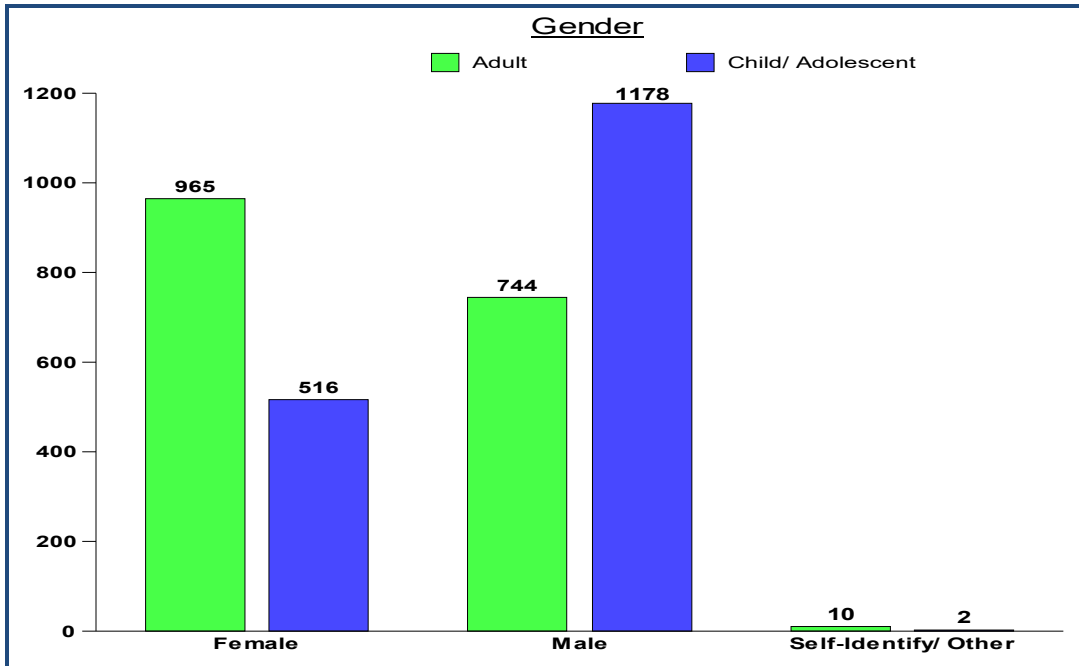
- **Level of Care:** In all, 13 treatment levels of care were accessed by the respondents. 966 (53.8%) received BHRS, 578 (16.9%) received Crisis Intervention, 383 (11.2%) received TCM-Blended Case Management, 317 (9.3%) received Partial Hospitalization, 296 (8.7%) received IOP-D&A Intensive Outpatient, 209 (6.1%) received TCM-Resource Coordination, 199 (5.8%) received D&A Outpatient, 161 (4.7%) received TCM-Intensive Case Management, 106 (3.1%) received Peer Support, 98 (2.9%) After School Program, 50 (1.5%) Mobile Psychiatric Nursing, 38 (1.1%) ACT, and 14 (0.4%) received STAP services.
- **Methods:** Data was collected by 10 interviewers.
- **Treatment Facility:** Data was collected from 56 Treatment Facilities in the Capital Region.
- **Type:** Overall, of the 3415 interviews 3221 (94.3%) were face-to-face interviews, and 194 (5.7%) were conducted by phone.

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

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	3415	631 18.50%	1303 38.20%	983 28.80%	424 12.40%	74 2.20%
In Person						
Adult	1646	317 19.30%	640 38.90%	457 27.80%	208 12.60%	24 1.50%
Child/ Adolescent	1575	280 17.80%	608 38.60%	460 29.20%	190 12.10%	37 2.30%
Phone						
Adult	73	13 17.80%	25 34.20%	21 28.80%	11 15.10%	3 4.10%
Child/ Adolescent	121	21 17.40%	30 24.80%	45 37.20%	15 12.40%	10 8.30%

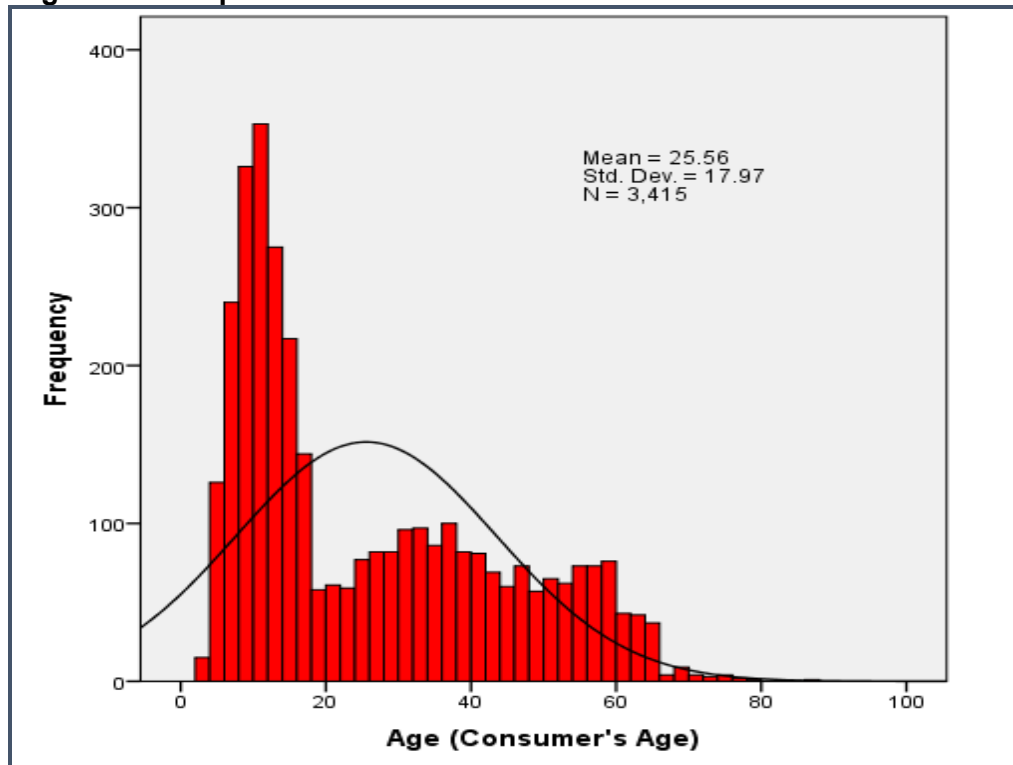
Demographic Information

Gender: Overall, the sample is 43.4% female (1481), 56.3% male (1922), and 0.4% Self-Identifying/Other (12). Of the 1719 adult consumers, 56.1% (965) identified as female, 43.3% (744) identified as male, and 0.6% self-identified or identified as other (10). Of the 1696 child consumers, 69.5% (1178) identified as male, and 0.1% self-identified or identified as other (2).



Age: Age of all respondents ranged from 3-86 years, with a mean age of 25.56 (SD 17.970).

Age of All Respondents



Age of **Adult** respondents ranged from 18-86 years, with a mean age of 40.52 (SD= 13.388).

Age of **Child** respondents ranged from 3-17 years, with a mean age of 10.4 (SD= 3.459).

County of Residence: The largest number of respondents reported residence in Dauphin County 1303 (38.2%). The remaining respondents reported residence in Lancaster 983 (28.8%), Cumberland 631 (18.5%), Lebanon 424 (12.4%), and 74 Perry (2.2%).

	Total	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	3415	631 18.50%	1303 38.20%	983 28.80%	424 12.40%	74 2.20%
Age Type						
Adult	1719	330 19.20%	665 38.70%	478 27.80%	219 12.70%	27 1.60%
Child/ Adolescent	1696	301 17.70%	638 37.60%	505 29.80%	205 12.10%	47 2.80%

Race: 1817 respondents (53.2%) reported their race as White/Caucasian, 687 (20.1%) as African American, 506 (14.8%) as Hispanic/Latino, 284 (8.3%) as Multi-Racial, 46 (1.3%) as Other, 41 (1.2%) as Asian/Pacific Islander, 25 (0.7%) as Native American/American Indian, and 9 (0.3%) did not answer.

	Total	Age Type	
		Adult	Child/ Adolescent
Total	3415	1719 37.30%	1696 62.70%
Race			
African American	687	314 45.71%	373 54.29%
Asian/ Pacific Islander	41	15 36.59%	26 63.41%
Hispanic/ Latino	506	168 33.20%	338 66.80%
Native American/ American Indian	25	19 76.00%	6 24.00%
White/ Caucasian	1817	1111 61.14%	706 38.86%
Multi- Racial	284	65 22.89%	219 77.11%
Other	46	23 50.00%	23 50.00%
Did Not	9	4	5

Answer		44.44%	55.56%
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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) to 5 (Strongly Agree), this is called a Likert Scale. Higher scores represent higher satisfaction. All of these numbers are combined (added up) and that number is divided by the total number of questions (28) and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score is 140 (5*28) and the lowest possible score is 28 (1*28). The mean scores of each survey are then combined to find the Total Satisfaction Score or the average score based on all responses.

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

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

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

- **Survey Information:** Overall, 1360 of the 2837 respondents (47.9%) reported they had been interviewed by their provider within the last year, 1252 (44.1%) reported they had not been interviewed, 214 (7.5%) were not sure, and 11 (0.4%) reported that this question did not apply to them.

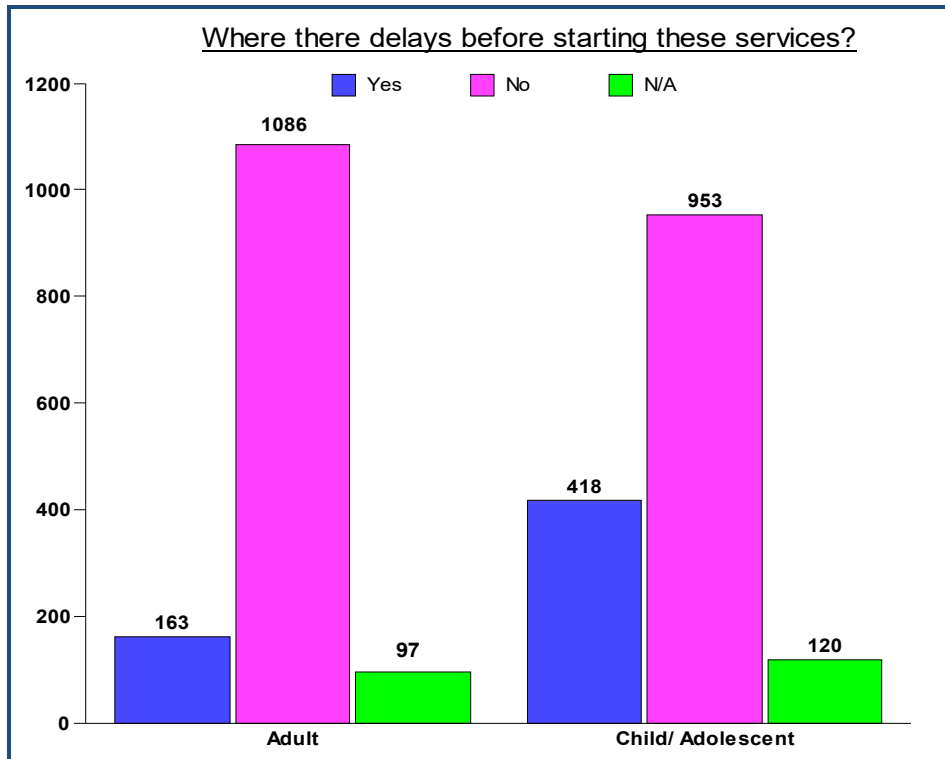
Total Satisfaction Score				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Deviation
Adult	Yes	637	118.55	11.47
	No	602	114.56	14.30
	Not sure	101	114.25	12.30
	N/A	6	119.79	10.77
	Total	1346	116.45	13.01
Child/Adolescent	Yes	723	115.94	11.06
	No	650	110.12	13.22
	Not sure	113	113.82	11.78
	N/A	5	114.51	12.77
	Total	1491	113.23	12.41

Our analysis indicates that adult consumers who were surveyed by their provider in the last year reported significantly higher levels of total satisfaction than those who reported they had not been surveyed by their provider in the last year or those who were not sure if they were surveyed by their provider. Child/Adolescent consumers who were surveyed by their provider in the last year or were unsure if they were surveyed by their provider reported significantly higher levels of total satisfaction

than those who reported they had not been surveyed by their provider in the last year or those who were not sure if they were surveyed by their provider.

- **Service Delay:**

- Of the 1346 adult consumers 163 (12.1%) reported that they experienced some delay before beginning treatment. 1086 consumers (80.7%) reported no delay before beginning treatment, and 97 (7.2%) consumers felt that this question did not apply to them.
- Of the 1491 child consumers 418 (28.0%) reported that they experienced some delay before beginning treatment. 953 consumers (63.9%) reported no delay before beginning treatment, and 120 (8.0%) consumers felt that this question did not apply to them.



Total Satisfaction Score					
Age Type		Q11 Were there delays before starting these services?			
		Yes	No	N/A	Total
Adult	N	163	1086	97	1346
	Mean	109.94	117.73	113.02	116.45
	Std. Deviation	14.59	12.45	12.63	13.01
Child/Adolescent	N	418	953	120	1491
	Mean	111.55	114.31	110.54	113.23
	Std. Deviation	13.92	11.29	14.30	12.41

Our analysis indicates adult and child/adolescent consumers who reported that they did not experience a service delay expressed significantly higher satisfaction than those who reported they did have a delay or claimed this question did not apply to them.

- **Emergency Treatment:** 471 of the 1699 adult respondents (27.7%) indicated they needed emergency mental health or substance abuse service during the past year. 278 of the 1214 child respondents (22.9%) 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 3.86 with standard deviation 1.332.

	Total	Q42a If yes, how satisfied are you with the help you received?				
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied
Total	554	57 10.30%	59 10.60%	17 3.10%	195 35.20%	226 40.80%
Adult	351	25 7.10%	25 7.10%	10 2.80%	131 37.30%	160 45.60%
Child/ Adolescent	203	32 15.80%	34 16.70%	7 3.40%	64 31.50%	66 32.50%

Mean Satisfaction Who Was Interviewed

Age Type		Gender			
		Female	Male	Self-Identify/ Other	Total
Adult	N	719	619	8	1346
	Mean	115.42	117.74	109.27	116.45
	Std. Deviation	13.62	12.13	14.22	13.01
Child/ Adolescent	N	443	1046	2	1491
	Mean	112.87	113.40	105.50	113.23
	Std. Deviation	13.23	12.06	2.12	12.41

According to our analysis, adult consumers who identified their gender as male reported significantly higher total satisfaction than those who identified their gender as female.

Mean Satisfaction County of Residence

Age Type		County of Residence					
		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Adult	N	249	524	394	161	18	1346
	Mean	116.09	116.06	117.92	113.91	123.14	116.45
	Std. Deviation	14.02	13.48	11.91	11.5	15.84	13.01
Child/ Adolescent	N	245	572	466	177	31	1491
	Mean	111.29	113.47	113.55	113.5	117.97	113.23
	Std. Deviation	14.95	11.36	11.98	13.05	10.07	12.41

According to our analysis, adult consumers who reside in Lebanon County reported lower total satisfaction than consumers who reside in Lancaster or Perry Counties, and child consumers who reside in Cumberland County reported significantly lower total satisfaction than consumers who reside in Perry County.

Mean Satisfaction Race

Age Type	Race	N	Mean	Std. Deviation
Adult	African American	239	114.29	14.44
	Asian/ Pacific Islander	4	124.99	9.17
	Hispanic/ Latino	57	121.32	12.72
	Native American/ American Indian	4	115.03	5.11
	White/ Caucasian	465	120.80	11.46
	Multi-Racial	52	118.76	9.65
	Other	20	114.43	15.27
	Did Not Answer	3	125.01	3.45
	Total	844	118.72	12.75
Child/ Adolescent	African American	333	113.42	10.53
	Asian/ Pacific Islander	21	113.71	10.64
	Hispanic/ Latino	238	114.66	11.41
	Native American/ American Indian	4	116.08	17.87
	White/ Caucasian	455	112.42	13.97
	Multi-Racial	196	113.81	12.86
	Other	21	109.90	14.25
	Did Not Answer	5	108.79	17.88
	Total	1273	113.29	12.49

According to our analysis, adult consumers who identified their race as African American reported significantly lower total satisfaction than consumer who identified their race as Hispanic/ Latino or White/ Caucasian.

Mean Satisfaction Method of Interview

Age Type		Method of Interview		
		In Person	Phone	Total
Adult	N	1303	43	1346
	Mean	116.32	120.45	116.45
	Std. Deviation	13.03	12.14	13.01
Child/Adolescent	N	1389	102	1491
	Mean	113.35	111.69	113.23
	Std. Deviation	12.20	15.02	12.41

According to our analysis, adult consumers who completed their survey by phone reported significantly higher total satisfaction than consumers who completed their survey in person.

Mean Satisfaction of Treatment Facilities

- Data was collected from 56 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed separately for Adult and Child/Adolescent Services for each facility. To help with interpretation, scores highlighted in **Green** (113-140) indicate a high level of satisfaction, scores highlighted in **Yellow** (85-112) indicate some level of satisfaction and scores highlighted in **Red** (below 84) indicate some level of dissatisfaction.

Adult Services			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
MERAKEY CARLISLE	5	129.03	8.15
NAAMAN CENTER GAP	5	128.32	10.59
GENESIS HOUSE, INC. ELIZABETHVILLE	11	127.54	9.39
NAAMAN CENTER ELIZABETHTOWN	29	127.16	11.29
NUESTRA CLINICA OF SACA, INC.	10	127.12	9.51
BLUE PRINTS FOR ADDICTION RECOVERY ELIZABETHTOWN	30	126.85	10.69
T.W. PONESSA & ASSOCIATES HARRISBURG	2	126.80	13.82
NASR CONSULTANT GROUP, INC.	21	126.21	10.26
PENNSYLVANIA COUNSELING CARLISLE	20	126.16	9.00
GAUDENZIA, INC. MECHANICSBURG	21	124.48	10.88
MAZZITTI AND SULLIVAN COUNSELING MECHANICSBURG	21	124.43	9.37
GEARTY & SKILES COUNSELING EPHRATA	14	124.27	9.48
NAAMAN CENTER ELIZABETHVILLE	9	123.96	9.43
NAAMAN CENTER LANCASTER VINE ST.	22	123.70	10.63
NAAMAN CENTER QUARRYVILLE	5	123.61	11.36
GAUDENZIA, INC. LANCASTER	12	123.51	10.97
PPI AIR PROGRAM	21	123.09	7.97
GENESIS HOUSE, INC. HARRISBURG	18	122.82	10.22
YOUTH ADVOCATE PROGRAMS	2	122.01	12.71
ROXBURY TREATMENT CENTER	18	121.06	11.08
WHITE DEER RUN, INC. LEBANON	14	120.64	15.28
GEARTY & SKILES COUNSELING LANCASTER	16	120.64	16.29
PENNSYLVANIA COUNSELING HARRISBURG LOCUST	3	120.63	7.82

THE MILTON S HERSHEY MEDICAL CENTER	2	120.01	14.16
MAZZITTI AND SULLIVAN COUNSELING HARRISBURG	23	119.70	8.88
PENNSYLVANIA COUNSELING HARRISBURG 17TH STREET	10	119.41	12.42
BLUE PRINTS FOR ADDICTION RECOVERY LANCASTER	16	119.04	7.81
T.W. PONESSA & ASSOCIATES LANCASTER	12	118.71	9.93
THE GATE HOUSE	32	117.92	8.85
GAUDENZIA, INC. HARRISBURG	22	117.05	14.75
COMMUNITY SERVICES GROUP INC	77	116.22	11.17
BEHAVIORAL HEALTHCARE CORPORATION	33	115.97	10.19
PENNSYLVANIA PSYCHIATRIC INSTITUTE	27	115.59	12.01
MAZZITTI AND SULLIVAN COUNSELING HERSHEY	8	115.32	15.24
KEYSTONE SERVICE SYSTEMS INC	30	115.18	10.47
T W PONESSA & ASSOCIATES COUNSELING SERVICES	4	114.79	15.48
MERAKEY CAPITAL	56	114.62	10.39
PENNSYLVANIA COUNSELING LEBANON	17	113.85	7.96
HOLY SPIRIT HOSPITAL	58	113.72	12.36
PHILHAVEN	124	113.02	11.48
RECOVERY INSIGHT INC	31	112.93	11.92
MERAKEY STEVENS CENTER	90	112.69	14.27
LEBANON COUNTY MH/ID/EI	65	111.97	10.60
C.M.U.	216	111.94	15.55
TRUENORTH WELLNESS SERVICES	2	111.50	2.12
LANCASTER COUNTY HUMAN SERVICES	58	111.32	11.55
MAZZITTI AND SULLIVAN COUNSELING MIDDLETOWN	3	109.30	10.08
PENNSYLVANIA COUNSELING SERVICES INC	1	85.00	.
Total	1346	116.45	13.01

Child/Adolescent Services			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
NAAMAN CENTER LANCASTER VINE ST.	1	137.00	.
THE MILTON S HERSHEY MEDICAL CENTER	1	123.97	.
HOLY SPIRIT HOSPITAL	19	117.41	12.13
TRUENORTH WELLNESS SERVICES	34	117.04	12.27

C.M.U.	109	115.37	13.74
PHILHAVEN	344	115.14	11.99
MERAKEY CAPITAL	20	114.64	13.48
PA COMPREHENSIVE BEHAVIORAL HEALTH SVC	28	114.25	11.45
PENNSYLVANIA COUNSELING SERVICES INC	56	113.96	11.26
CHESTER COUNTY IU #24	34	113.62	12.27
YOUTH ADVOCATE PROGRAMS	133	113.19	11.15
LAUREL LIFE SERVICES	35	112.74	12.21
TEAMCARE BEHAVIORAL HEALTH LLC	39	112.50	13.40
T W PONESSA & ASSOCIATES COUNSELING SERVICES	398	112.17	12.24
MERAKEY STEVENS CENTER	49	111.37	14.17
LEBANON COUNTY MH/ID/EI	34	111.11	11.17
MAZZITTI AND SULLIVAN COUNSELING MIDDLETOWN	23	111.11	12.67
LANCASTER COUNTY HUMAN SERVICES	34	109.99	12.31
PENNSYLVANIA PSYCHIATRIC INSTITUTE	47	109.58	12.80
HOLCOMB BEHAVIORAL HEALTH SYSTEMS	17	108.97	15.38
COMMUNITY SERVICES GROUP INC	28	108.26	13.66
FRANKLIN FAMILY SERVICES INC	7	107.65	4.05
NAAMAN CENTER ELIZABETHVILLE	1	93.20	.
Total	1491	113.23	12.41

Mean Satisfaction of Level of Care

Adult			
Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
TCM - BCM	128	114.51	13.99
BHRS	954	113.50	11.99
PARTIAL HOSPITALIZATION	168	112.97	13.23
ASP (AFTER SCHOOL PROGRAM)	98	112.25	12.30
IOP-D&A INTENSIVE OUTPATIENT	21	112.02	12.88
TCM - RC	74	111.61	12.23
TCM - ICM	30	110.79	15.15
STAP (SUMMER THERAPEUTIC ACTIVITIES PROGRAM)	14	110.40	7.56
D&A OUTPATIENT	4	108.30	19.64

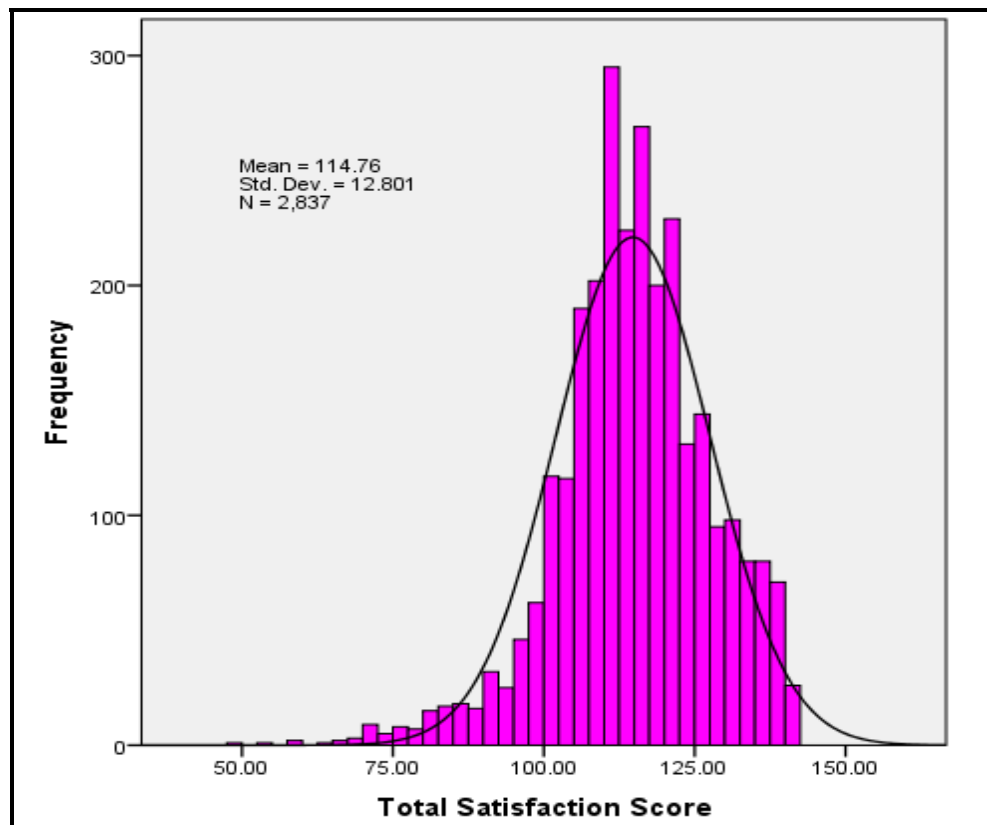
Total	1491	113.23	12.41
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Child/Adolescent	N	Mean	Std. Deviation
Level of Care			
TCM - BCM	128	114.51	13.99
BHRS	954	113.50	11.99
PARTIAL HOSPITALIZATION	168	112.97	13.23
ASP (AFTER SCHOOL PROGRAM)	98	112.25	12.30
IOP-D&A INTENSIVE OUTPATIENT	21	112.02	12.88
TCM - RC	74	111.61	12.23
TCM - ICM	30	110.79	15.15
STAP (SUMMER THERAPEUTIC ACTIVITIES PROGRAM)	14	110.40	7.56
D&A OUTPATIENT	4	108.30	19.64
Total	1491	113.23	12.41

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) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale has a range of 28-140. Scores 113-140 indicate a high level of satisfaction, scores 85-112 indicate some level of satisfaction and scores below 84 indicate some level of dissatisfaction.

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 114.76 with a standard deviation 12.801 indicating some level of satisfaction overall. The TSS scores ranged from 49 – 140. As can be seen in the histogram, the distribution of Total Satisfaction Scores is concentrated in the positive direction.

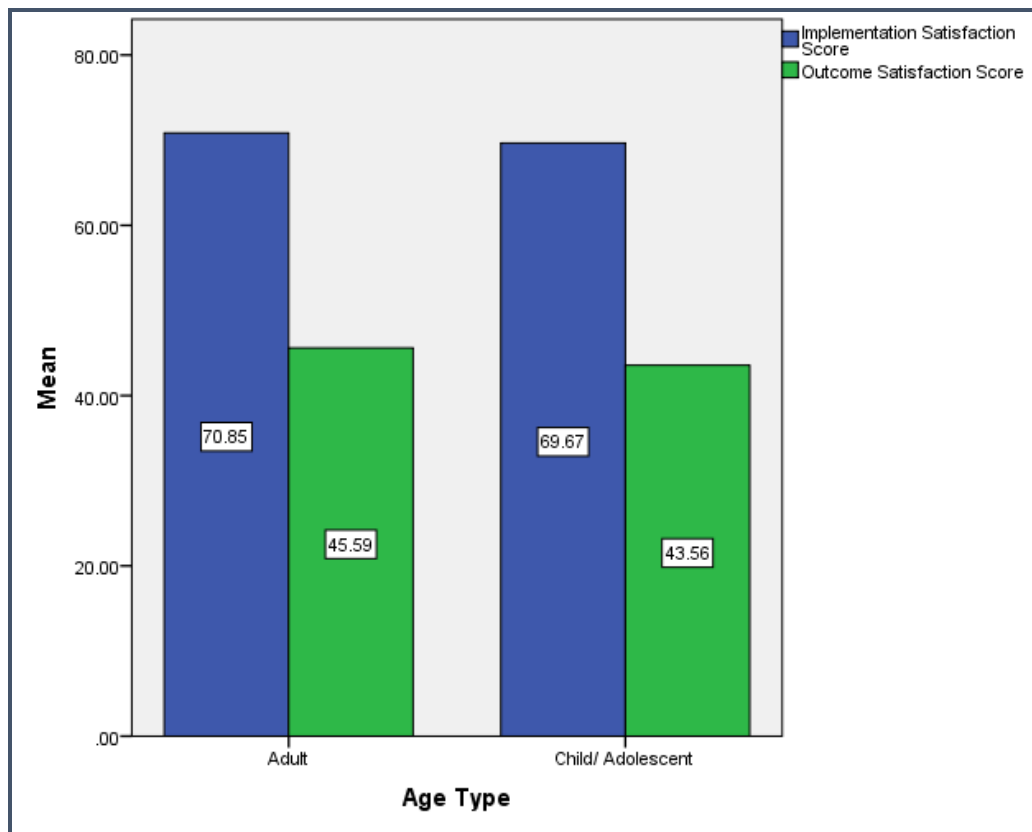


Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 17-85. Scores 68-85 indicate a high level of satisfaction, scores 51-67 indicate some level of satisfaction and scores below 50 indicate some level of dissatisfaction with services.

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

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



Services

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

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

- 96.1% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 95.7% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 95.3% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 95.2% I feel comfortable in asking questions regarding my treatment Q18.
- 94.7% My provider asks my permission before sharing my personal information Q20.
- 93.8% I am an important part of the treatment process Q26.
- 91.6% I trust my service provider Q22.
- 90.7% My service provider explained the advantages of my therapy or treatment Q27.
- 90.1 I feel safe at this facility Q23.
- 89.1 My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 88.9% My service provider spends adequate time with me Q19.
- 88.8% I have the option to change my service provider should I choose to Q16.
- 87.8% Overall, I am satisfied with the services I am receiving Q29.
- 87.0% My service provider explained the limitations of my therapy or treatment Q28.
- 86.6% My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.
- 85.5% My provider discussed other services that may benefit me in my treatment/recovery Q15.

Summary responses from the Total group of respondents (N=2837) are presented in Table 1. Summary responses from the Adult group of respondents (N=1346) are presented in Table 2. Summary responses from the Child/Adolescent group of respondents (N=1491) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions –TOTAL

N=2837	% 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.	89.1	5.6	2.9	0.6	0.8
14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training).	78.5	10.2	3.0	1.1	7.8
15. My provider discussed other services that may benefit me in my treatment/recovery.	85.5	9.7	2.8	0.7	1.6
16. I have the option to change my service provider should I choose to.	88.8	4.7	3.0	0.7	2.7
17. I was informed about my rights and responsibilities regarding the treatment I have received.	96.1	1.8	3.0	0.4	0.5
18. I feel comfortable in asking questions regarding my treatment.	95.2	2.5	2.9	0.4	0.4
19. My service provider spends adequate time with me.	88.9	6.7	2.8	0.6	0.6
20. My provider asks my permission before sharing my personal information.	94.7	1.7	3.0	0.4	1.0
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	95.3	1.1	3.0	0.5	1.8
22. I trust my service provider.	91.6	4.6	3.0	0.5	0.5
23. I feel safe at this facility.	90.1	2.5	3.1	0.8	5.6
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	86.6	6.8	2.9	0.7	2.5
25. I am included in the development of my treatment/recovery plan and goals for recovery.	95.7	2.3	3.0	0.4	0.4
26. I am an important part of the treatment process.	93.8	3.0	2.9	0.4	0.5
27. My service provider explained the advantages of my therapy or treatment.	90.7	5.0	2.9	0.5	0.6
28. My service provider explained the limitations of my therapy or treatment.	87.0	6.5	2.9	0.6	1.2
29. Overall, I am satisfied with the services I am receiving.	87.8	7.6	2.8	0.6	0.7

Table 2 – Total Satisfaction – Services Questions - ADULT

N=1346	% 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.	87.5	7.7	2.8	0.7	1.3
14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training).	79.1	8.8	3.0	1.1	8.5
15. My provider discussed other services that may benefit me in my treatment/recovery.	88.1	7.4	2.9	0.7	1.6
16. I have the option to change my service provider should I choose to.	84.2	6.7	3.0	0.9	4.7
17. I was informed about my rights and responsibilities regarding the treatment I have received.	95.1	2.1	2.9	0.4	0.4
18. I feel comfortable in asking questions regarding my treatment.	94.8	2.9	2.9	0.4	0.4
19. My service provider spends adequate time with me.	90.5	5.6	2.9	0.6	0.7
20. My provider asks my permission before sharing my personal information.	93.8	1.6	3.0	0.4	1.0
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	95.2	1.2	3.0	0.4	1.5
22. I trust my service provider.	92.9	3.9	2.9	0.5	0.4
23. I feel safe at this facility.	89.2	2.4	3.1	0.8	6.9
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	82.9	8.6	2.9	0.9	3.9
25. I am included in the development of my treatment/recovery plan and goals for recovery.	95.4	2.4	3.0	0.4	0.5
26. I am an important part of the treatment process.	94.9	2.6	2.9	0.4	0.4
27. My service provider explained the advantages of my therapy or treatment.	90.0	5.0	2.9	0.5	0.4
28. My service provider explained the limitations of my therapy or treatment.	85.4	6.9	2.8	0.7	1.6
29. Overall, I am satisfied with the services I am receiving.	91.2	5.5	2.9	0.5	0.4

Table 3 – Total Satisfaction – Services Questions – CHILD/ADOLESCENT

N=1491	% 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.	90.5	5.9	2.9	0.5	0.5
14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training).	78.0	11.4	3.0	1.1	7.2
15. My provider discussed other services that may benefit me in my treatment/recovery.	83.2	11.7	2.8	0.8	1.7
16. I have the option to change my service provider should I choose to.	93.0	2.9	2.9	0.5	1.0
17. I was informed about my rights and responsibilities regarding the treatment I have received.	96.9	1.5	3.0	0.3	0.5
18. I feel comfortable in asking questions regarding my treatment.	95.6	2.1	2.9	0.4	0.3
19. My service provider spends adequate time with me.	87.4	7.6	2.8	0.6	0.4
20. My provider asks my permission before sharing my personal information.	95.5	1.8	3.0	0.4	1.0
21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	95.4	1.0	3.0	0.5	2.0
22. I trust my service provider.	90.5	5.2	2.9	0.5	0.7
23. I feel safe at this facility.	91.0	2.6	3.1	0.7	4.5
24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	89.9	5.2	2.9	0.6	1.3
25. I am included in the development of my treatment/recovery plan and goals for recovery.	95.9	2.2	3.0	0.4	0.3
26. I am an important part of the treatment process.	92.8	3.4	2.9	0.5	0.6
27. My service provider explained the advantages of my therapy or treatment.	91.3	5.1	2.9	0.5	0.7
28. My service provider explained the limitations of my therapy or treatment.	88.5	6.0	2.9	0.6	0.9
29. Overall, I am satisfied with the services I am receiving.	84.7	9.5	2.8	0.7	1.0

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, 54.6% to 78.0% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 14.9% to 26.8% of consumer's responses reflect that no change has resulted from involvement in services. Only 2.6% to 6.5% of consumer's responses reflect that things are worse as a result of services.

**As there was such a high proportion of respondents in the does not apply category for Question 38, 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 below. When the Not Applicable responses are removed, 70.0% of consumers believe that services have improved their lives, 26.1% reported no change, and 3.8% reported things are worse.*

Summary responses from the Total group of respondents (N=2837) are presented in Table 4. Summary responses from the Adult group of respondents (N=1346) are presented in Table 5. Summary responses from the Child/Adolescent group of respondents (N=1491) are presented in Table 6.

Table 4 – Total Satisfaction – Outcomes of Services Questions –TOTAL

Total N=2837	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	73.9	19.5	5.3	2.7	0.7	1.3
31. Feeling in control of my life.	65.5	21.9	5.6	2.9	1.0	7.1
32. Coping with personal crisis.	61.1	24.7	6.5	2.9	1.1	7.8
33. How I feel about myself.	71.6	17.8	5.3	2.9	0.9	5.4
34. Feeling good (hopeful) about the future.	73.2	16.2	3.5	3.0	1.0	7.0
35. Enjoying my free time.	78.0	14.9	2.6	2.9	0.8	4.5
36. Strengthening my social support network.	71.1	21.5	3.3	2.8	0.8	4.1
37. Being involved in community activities.	56.4	26.8	3.6	3.1	1.3	13.3
38. Participating with school or work activities.	54.6	20.4	3.0	3.4	1.5	22.1
39. Interacting with people in social situations.	69.8	23.7	3.4	2.8	0.8	3.1

40. Coping with specific problems or issue that led to seek services.	75.1	18.6	5.1	2.7	0.7	1.2
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Table 5 – Total Satisfaction – Outcomes of Services Questions - ADULT

Total N=1346	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	78.6	16.0	3.6	2.8	2.7	1.8
31. Feeling in control of my life.	77.0	16.2	5.3	2.8	0.7	1.5
32. Coping with personal crisis.	72.7	18.6	5.7	2.8	0.8	3.0
33. How I feel about myself.	79.5	13.4	4.9	2.8	0.7	2.2
34. Feeling good (hopeful) about the future.	81.6	13.2	3.4	2.9	0.6	1.8
35. Enjoying my free time.	79.0	14.8	3.6	2.9	0.7	2.6
36. Strengthening my social support network.	73.8	18.6	4.1	2.8	0.8	3.4
37. Being involved in community activities.	54.8	28.9	4.2	3.0	1.2	12.1
38. Participating with school or work activities.	40.9	17.7	1.6	4.0	1.7	39.9
39. Interacting with people in social situations.	71.4	21.3	3.3	2.8	0.8	4.0
40. Coping with specific problems or issue that led to seek services.	81.3	13.5	3.8	2.8	0.6	1.4

Table 6 – Total Satisfaction – Outcomes of Services Questions - CHILD/ADOLESCENT

Total N=1491	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
30. Managing daily problems.	69.6	22.7	6.7	2.7	0.7	0.9
31. Feeling in control of my life.	55.1	27.0	5.8	3.0	1.3	12.1
32. Coping with personal crisis.	50.6	30.3	7.1	2.9	1.3	12.0
33. How I feel about myself.	64.5	21.7	5.6	2.9	1.1	8.2
34. Feeling good (hopeful) about the future.	65.6	19.0	3.6	3.1	1.2	11.8
35. Enjoying my free time.	77.1	15.0	1.7	3.0	0.9	6.2
36. Strengthening my social support network.	68.7	24.1	2.5	2.8	0.9	4.7

37. Being involved in community activities.	57.9	24.8	3.0	3.1	1.3	14.3
38. Participating with school or work activities.	66.9	22.8	4.3	2.9	1.0	6.0
39. Interacting with people in social situations.	68.3	25.8	3.5	2.7	0.7	2.3
40. Coping with specific problems or issue that led to seek services.	69.9	23.1	6.3	2.7	0.7	0.9

Satisfaction with the Managed Care Organization

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

- 58.1% of respondents (1649 of the 2837) reported that they had received a copy of the PerformCare member handbook. 25.2% (716) reported that they did not receive a member handbook, 16.0% (455) were not sure, and 0.6% (17) reported that this question did not apply.

	Total	Q1 I have received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	2837	1649 58.10%	716 25.20%	455 16.00%	17 0.60%
Adult					
Cumberland	249	104 41.80%	82 32.90%	54 21.70%	9 3.60%
Dauphin	524	222 42.40%	208 39.70%	87 16.60%	7 1.30%
Lancaster	394	151 38.30%	159 40.40%	84 21.30%	0 0
Lebanon	161	95 59.00%	46 28.60%	20 12.40%	0 0
Perry	18	12 66.70%	5 27.80%	1 5.60%	0 0
Child/Adolescent					
Cumberland	245	165 67.30%	40 16.30%	40 16.30%	0 0
Dauphin	572	408 71.30%	83 14.50%	80 14.00%	1 0.20%
Lancaster	466	353 75.80%	53 11.40%	60 12.90%	0 0
Lebanon	177	122 68.90%	28 15.80%	27 15.30%	0 0
Perry	31	17 54.80%	12 38.70%	2 6.50%	0 0

- 93.3% of respondents (2647 of the 2837) reported that they are aware of their right to file a complaint or grievance. 5.2% (147) were not aware of their right to file a complaint or grievance, 0.9% (25) were not sure, and 0.6% (18) reported that this question did not apply.

	Total	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	2837	2647 93.30%	147 5.20%	25 0.90%	18 0.60%
Adult					
Cumberland	249	228 91.60%	13 5.20%	3 1.20%	5 2.00%
Dauphin	524	490 93.50%	27 5.20%	3 0.60%	4 0.80%
Lancaster	394	356 90.40%	32 8.10%	6 1.50%	0 0
Lebanon	161	142 88.20%	19 11.80%	0 0	0 0
Perry	18	17 94.40%	1 5.60%	0 0	0 0
Child/Adolescent					
Cumberland	245	222 90.60%	10 4.10%	7 2.90%	6 2.40%
Dauphin	572	551 96.30%	15 2.60%	5 0.90%	1 0.20%
Lancaster	466	451 96.80%	13 2.80%	1 0.20%	1 0.20%
Lebanon	177	159 89.80%	17 9.60%	0 0	1 0.60%
Perry	31	31 100.00%	0 0	0 0	0 0

- 74.8% of respondents (2123 of the 2837) reported that they knew who to call to file a complaint or grievance. 20.5% (582) reported that they did not know who to call, 3.0% (85) were not sure, and 1.7% (47) reported that this question did not apply.

	Total	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	2837	2123 74.80%	582 20.50%	85 3.00%	47 1.70%
Adult					
Cumberland	249	213 85.50%	31 12.40%	5 2.00%	0 0
Dauphin	524	334 63.70%	171 32.60%	15 2.90%	4 0.80%
Lancaster	394	231 58.60%	121 30.70%	23 5.80%	19 4.80%
Lebanon	161	96 59.60%	56 34.80%	6 3.70%	3 1.90%
Perry	18	14 77.80%	4 22.20%	0 0	0 0
Child/Adolescent					
Cumberland	245	229 93.50%	10 4.10%	4 1.60%	2 0.80%
Dauphin	572	482 84.30%	79 13.80%	7 1.20%	4 0.70%
Lancaster	466	357 76.60%	75 16.10%	24 5.20%	10 2.10%
Lebanon	177	147 83.10%	24 13.60%	1 0.60%	5 2.80%
Perry	31	20 64.50%	11 35.50%	0 0	0 0

- 17.2% of respondents (489 of the 2837) reported that they had called PerformCare in the last twelve months for information. 76.0% (2155) did not call PerformCare within the last twelve months, 2.2% (62) were not sure, and 4.6% (131) reported that this question does not apply.

	Total	Q4 In the last twelve months, did you call member services at PerformCare to get information? (example: help for counseling, treatment or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	2837	489 17.20%	2155 76.00%	62 2.20%	131 4.60%
Adult					
Cumberland	249	40 16.10%	180 72.30%	12 4.80%	17 6.80%
Dauphin	524	81 15.50%	383 73.10%	10 1.90%	50 9.50%
Lancaster	394	69 17.50%	302 76.60%	8 2.00%	15 3.80%
Lebanon	161	19 11.80%	137 85.10%	2 1.20%	3 1.90%
Perry	18	2 11.10%	16 88.90%	0 0	0 0
Child/Adolescent					
Cumberland	245	67 27.30%	153 62.40%	9 3.70%	16 6.50%
Dauphin	572	107 18.70%	433 75.70%	10 1.70%	22 3.80%
Lancaster	466	77 16.50%	380 81.50%	6 1.30%	3 0.60%
Lebanon	177	25 14.10%	143 80.80%	4 2.30%	5 2.80%
Perry	31	2 6.50%	28 90.30%	1 3.20%	0 0

- 85.2% of those that requested information from PerformCare (473 of the 555) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays. 9.9% (55) were not able to get information without delays, and 4.9% (27) were not sure.

	Total	Q4A I was able to obtain information on treatment and/or services from PerformCare without unnecessary delays.		
		Yes	No	Not Sure
Total	555	473 85.20%	55 9.90%	27 4.90%
Adult				
Cumberland	43	38 88.40%	3 7.00%	2 4.70%
Dauphin	88	76 86.40%	5 5.70%	7 8.00%
Lancaster	74	68 91.90%	4 5.40%	2 2.70%
Lebanon	21	14 66.70%	5 23.80%	2 9.50%
Perry	2	2 100.00%	0 0	0 0
Child/Adolescent				
Cumberland	71	61 85.90%	10 14.10%	0 0
Dauphin	118	99 83.90%	15 12.70%	4 3.40%
Lancaster	104	92 88.50%	8 7.70%	4 3.80%
Lebanon	32	21 65.60%	5 15.60%	6 18.80%
Perry	2	2 100.00%	0 0	0 0

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

- 65.1% of respondents (1848 of 2837) were given a choice of at least 2 providers regarding the type of service they were seeking. 22.2% of respondents (631) reported that they were not given a choice, 8.1% (231) were not sure, and 4.5% (127) reported that this question does not apply.

	Total	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	2837	1848 65.10%	631 22.20%	231 8.10%	127 4.50%
Adult					
Cumberland	249	135 54.20%	69 27.70%	23 9.20%	22 8.80%
Dauphin	524	291 55.50%	153 29.20%	47 9.00%	33 6.30%
Lancaster	394	218 55.30%	101 25.60%	54 13.70%	21 5.30%
Lebanon	161	89 55.30%	53 32.90%	14 8.70%	5 3.10%
Perry	18	9 50.00%	5 27.80%	3 16.70%	1 5.60%
Child/Adolescent					
Cumberland	245	156 63.70%	58 23.70%	16 6.50%	15 6.10%
Dauphin	572	453 79.20%	75 13.10%	30 5.20%	14 2.40%
Lancaster	466	348 74.70%	77 16.50%	33 7.10%	8 1.70%
Lebanon	177	128 72.30%	35 19.80%	10 5.60%	4 2.30%
Perry	31	21 67.70%	5 16.10%	1 3.20%	4 12.90%

- 79.7% of respondents (2262 of 2837) were informed of the time approved for their services. 11.9% of respondents (337) were not informed of the time approved for services, 6.4% (182) were not sure, and 2.0% (56) reported that this question does not apply.

	Total	Q6 I was informed of the time approved for my services. (Example: BHRS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	2837	2262 79.70%	337 11.90%	182 6.40%	56 2.00%
Adult					
Cumberland	249	168 67.50%	48 19.30%	22 8.80%	11 4.40%
Dauphin	524	365 69.70%	114 21.80%	33 6.30%	12 2.30%
Lancaster	394	256 65.00%	73 18.50%	54 13.70%	11 2.80%
Lebanon	161	106 65.80%	33 20.50%	21 13.00%	1 0.60%
Perry	18	14 77.80%	3 16.70%	0 0	1 5.60%
Child/Adolescent					
Cumberland	245	223 91.00%	10 4.10%	6 2.40%	6 2.40%
Dauphin	572	523 91.40%	25 4.40%	18 3.10%	6 1.00%
Lancaster	466	427 91.60%	14 3.00%	19 4.10%	6 1.30%
Lebanon	177	154 87.00%	15 8.50%	6 3.40%	2 1.10%
Perry	31	26 83.90%	2 6.50%	3 9.70%	0 0

- 92.0% of respondents (1194 of the 1294) report when they call PerformCare staff treats them courteously and with respect. 2.9% (37) reported that PerformCare staff did not treat them courteously and with respect, and 5.2% (67) were not sure.

	Total	Q7 When I call PerformCare staff treats me courteously and with respect.		
		Yes	No	Not Sure
Total	1298	1194 92.00%	37 2.90%	67 5.20%
Adult				
Cumberland	75	67 89.30%	3 4.00%	5 6.70%
Dauphin	206	164 79.60%	7 3.40%	35 17.00%
Lancaster	176	159 90.30%	5 2.80%	12 6.80%
Lebanon	33	30 90.90%	2 6.10%	1 3.00%
Perry	6	6 100.00%	0 0	0 0
Child/Adolescent				
Cumberland	129	124 96.10%	4 3.10%	1 0.80%
Dauphin	284	271 95.40%	7 2.50%	6 2.10%
Lancaster	349	341 97.70%	2 0.60%	6 1.70%
Lebanon	32	25 78.10%	7 21.90%	0 0
Perry	8	7 87.50%	0 0	1 12.50%

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

- 92.9% of respondents (1614 of 1738) report overall they are satisfied with their interactions with PerformCare. 2.7% of respondents (47) report overall they are not satisfied with their interactions with PerformCare, and 4.4% (77) were not sure.

	Total	Q8 Overall, I am satisfied with the interactions I have had with PerformCare.		
		Yes	No	Not Sure
Total	1738	1614 92.90%	47 2.70%	77 4.40%
Adult				
Cumberland	87	80 92.00%	1 1.10%	6 6.90%
Dauphin	234	204 87.20%	4 1.70%	26 11.10%
Lancaster	205	185 90.20%	6 2.90%	14 6.80%
Lebanon	148	141 95.30%	4 2.70%	3 2.00%
Perry	9	7 77.80%	0 0	2 22.20%
Child/Adolescent				
Cumberland	143	136 95.10%	6 4.20%	1 0.70%
Dauphin	315	292 92.70%	12 3.80%	11 3.50%
Lancaster	404	389 96.30%	5 1.20%	10 2.50%
Lebanon	175	163 93.10%	8 4.60%	4 2.30%
Perry	18	17 94.40%	1 5.60%	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.*

Appendix A

Crisis Intervention Survey Report (Reported 3rd Quarter 18-19)

Consumer Satisfaction

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

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

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

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

Survey Information: Overall, 197 of the 578 respondents (34.1%) reported they had been interviewed by their provider within the last year, 304 (52.6%) reported they had not been interviewed, 71 (12.3%) were not sure, and 6 (1.0%) reported that this question did not apply to them.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	578	197 34.10%	304 52.60%	71 12.30%	6 1.00%
Age Type					
Adult	373	131 35.10%	189 50.70%	51 13.70%	2 0.50%
Child/ Adolescent	205	66 32.20%	115 56.10%	20 9.80%	4 2.00%

Our analysis found no significant differences in total satisfaction based on provider interviews during the last year.

Sought Services: Of the 578 consumers, 363 (62.8%) reported that they sought out crisis services for themselves. 195 consumers (33.7%) reported that they did not seek out crisis services for themselves, 17 (2.9%) were not sure, and 3 (0.5%) consumers felt that this question did not apply to them.

	Total	Did you seek out crisis services for yourself?			
		Yes	No	Not sure	N/A
Total	578	363 62.80%	195 33.70%	17 2.90%	3 0.50%
Age Type					
Adult	373	288 77.20%	70 18.80%	14 3.80%	1 0.30%
Child/ Adolescent	205	75 36.60%	125 61.00%	3 1.50%	2 1.00%

Total Satisfaction Score				
Did you seek out crisis services for yourself?		N	Mean	Std. Deviation
Adult	Yes	288	68.73	9.06
	No	70	66.89	10.41
	Not sure	14	62.28	11.91
	Total	372	68.14	9.51
Child/Adolescent	Yes	75	66.87	9.70
	No	125	66.69	11.98
	Not sure	3	64.97	7.74
	Total	203	66.73	11.10

Our analysis indicates that adult consumers who sought out services for themselves reported significantly higher total satisfaction than those who were not sure if they sought out services for themselves.

Demographic Analysis

Total Satisfaction Score				
Age Type	County of Residence	N	Mean	Std. Deviation
Adult	Cumberland	81	66.69	9.38
	Dauphin	141	69.19	8.12
	Lancaster	84	65.45	10.76
	Lebanon	58	70.10	9.69
	Perry	9	76.90	7.74
	Total	373	68.13	9.50
	Child/Adolescent	Cumberland	56	65.95
Dauphin		66	69.38	10.67
Lancaster		39	66.13	9.97
Lebanon		28	64.49	13.37
Perry		16	63.00	16.43
Total		205	66.66	11.14

Our analysis indicates that adult consumers who reside in Perry County report significantly higher total satisfaction than those who reside in Cumberland and Lancaster Counties. Adult consumers who reside in Lancaster County reported significantly lower total satisfaction than those who reside in Dauphin, Lebanon, and Perry Counties.

Mean Satisfaction of Treatment Facilities

- Data was collected from 5 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. To help with interpretation, scores highlighted in **Green** (69-85) indicate a high level of satisfaction, scores highlighted in **Yellow** (52-68) indicate some level of satisfaction and scores highlighted in **Red** (below 51) indicate some level of dissatisfaction.

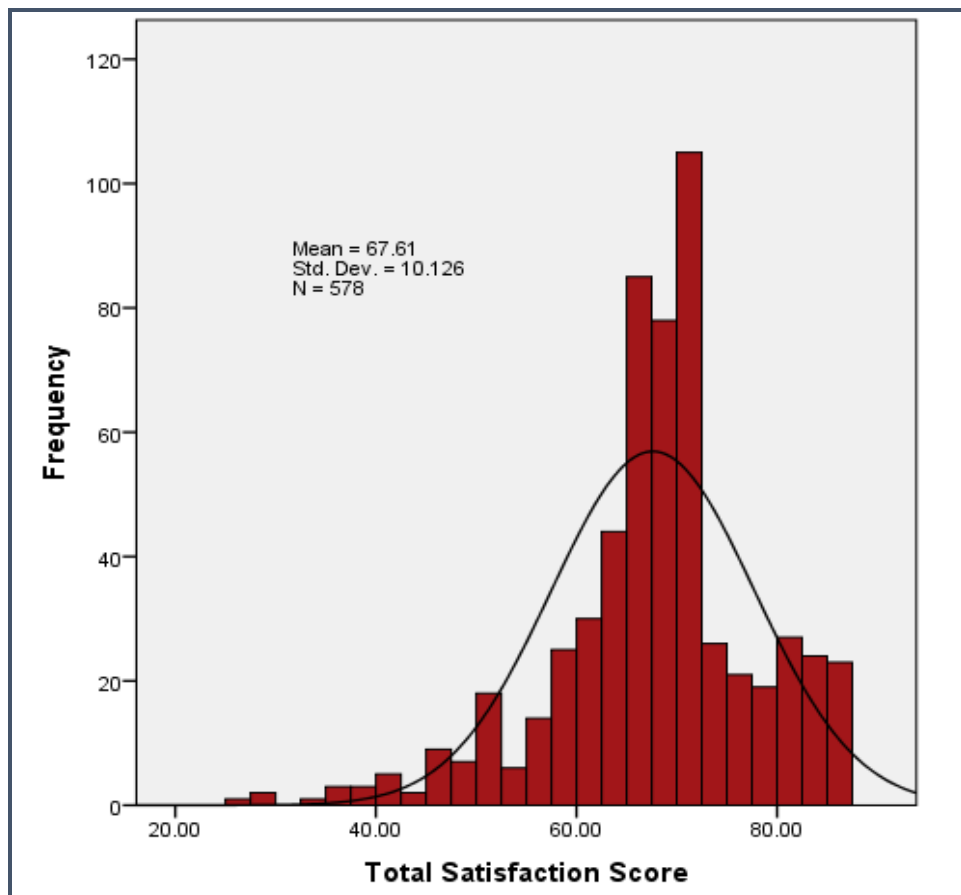
Adult			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
KEYSTONE RURAL HEALTH CENTER	10	71.38	6.57
PHILHAVEN	68	70.17	9.28
DAUPHIN COUNTY HUMAN SERVICES	108	69.19	7.75
HOLY SPIRIT HOSPITAL	109	67.43	9.73
LANCASTER COUNTY HUMAN SERVICES	78	65.46	11.19
Total	373	68.13	9.50

Child			
Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
DAUPHIN COUNTY HUMAN SERVICES	60	68.62	11.24
KEYSTONE RURAL HEALTH CENTER	4	67.09	2.82
LANCASTER COUNTY HUMAN SERVICES	39	66.57	9.66
HOLY SPIRIT HOSPITAL	75	65.74	11.08
PHILHAVEN	27	64.91	13.61
Total	205	66.66	11.14

Total Satisfaction Score

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

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 67.61 with a standard deviation 10.126 indicating some level of satisfaction. The TSS scores ranged from 27– 85. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

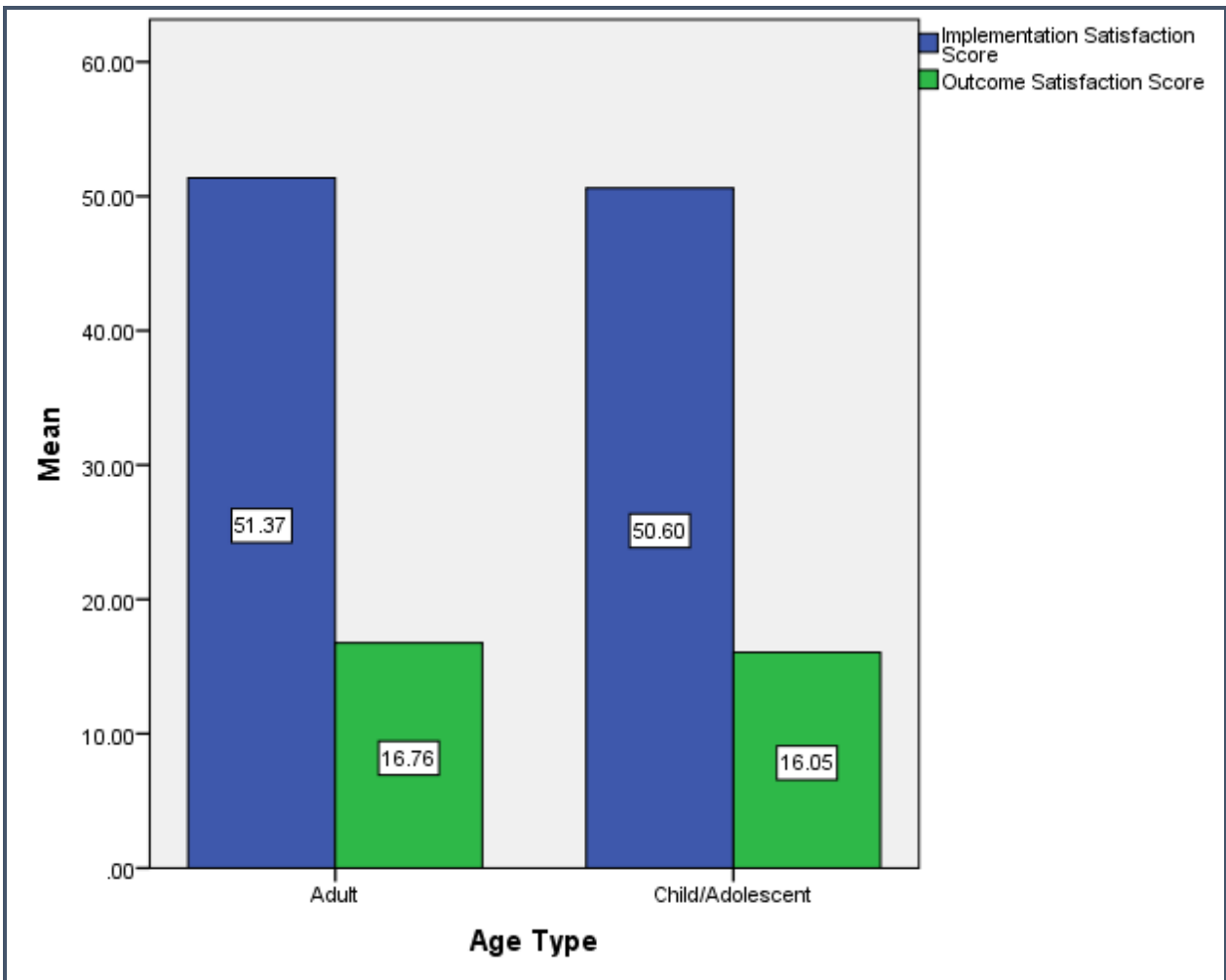


Mean Satisfaction with Services and Outcomes of Services

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

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

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



Services

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

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

- 90.5% I was treated with dignity and respect by the crisis worker Q15.
- 87.4% I was involved as much as I could be in determining what care I received Q9.
- 86.6% Adult: Overall, I am satisfied with the crisis services I received Q19.
- 86.3% Child: The crisis worker informed me who to call if I have questions about my mental health/crisis or substance abuse services Q10.
- 85.8% Adult: I felt comfortable asking the crisis worker questions Q13.
- 85.5% Adult: I felt crisis responded to my needs in a timely manner Q8.
- 85.0% Adult: The crisis worker spent adequate time with me Q14.
- 85.0% Adult: I trusted the crisis provider Q16.

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

- 18.5% Child/Adolescent: I felt supported by the crisis worker during my crisis experience Q7.
- 18.5% Child/Adolescent: I felt crisis responded to my needs in a timely manner Q8.
- 15.6% Child/Adolescent: The crisis worker discussed other services that may benefit me in my treatment/recovery Q12.
- 15.6% Child/Adolescent: The crisis worker spent adequate time with me Q14.
- 15.6% Child/Adolescent: Overall, I am satisfied with the crisis services I received Q19.

Summary responses from the Total group of respondents (N=578) are presented in Table 1.
Summary responses from the Total group Adult respondents (N=373) are presented in Table 2.

Summary responses from the Total group Child/Adolescent of respondents (N=205) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions – TOTAL

N=578	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	81.0	12.1	2.8	0.8	1.6
8. I felt crisis responded to my needs in a timely manner.	82.7	11.2	2.8	0.7	1.2
9. I was involved as much as I could be in determining what care I received.	87.4	6.9	2.9	0.6	1.2
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance abuse services.	83.4	9.5	2.8	0.7	1.6
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	74.0	10.9	3.0	1.1	9.0
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	77.2	14.0	2.8	0.9	3.1
13. I felt comfortable asking the crisis worker questions.	84.4	9.2	2.8	0.8	2.2
14. The crisis worker spent adequate time with me.	81.0	11.8	2.7	0.8	1.2
15. I was treated with dignity and respect by the crisis worker.	90.5	5.4	2.9	0.6	0.9
16. I trusted the crisis provider.	83.2	9.2	2.8	0.7	1.0
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	79.9	8.8	2.9	0.9	4.3
18. The crisis worker explained the advantages and limitations of my recommended care.	75.1	11.8	2.8	0.9	3.5
19. Overall, I am satisfied with the crisis services I received.	83.4	11.8	2.7	0.7	0.5

Table 2 – Total Satisfaction – Services Questions - ADULT

N=373	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	82.8	8.6	2.8	0.8	2.4
8. I felt crisis responded to my needs in a timely manner.	85.5	7.2	2.9	0.7	1.9
9. I was involved as much as I could be in determining what care I received.	86.9	7.5	2.8	0.7	1.3
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance abuse services.	81.8	9.4	2.8	0.7	1.1
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	74.0	10.5	2.9	1.1	7.8
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	76.1	13.1	2.7	0.9	2.7
13. I felt comfortable asking the crisis worker questions.	85.8	8.0	2.9	0.7	2.1
14. The crisis worker spent adequate time with me.	85.0	9.7	2.8	0.7	0.8
15. I was treated with dignity and respect by the crisis worker.	90.9	4.6	2.9	0.5	0.8
16. I trusted the crisis provider.	85.0	8.3	2.8	0.7	0.8
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	81.2	7.8	2.9	0.9	4.0
18. The crisis worker explained the advantages and limitations of my recommended care.	74.0	11.3	2.8	0.9	3.8
19. Overall, I am satisfied with the crisis services I received.	86.6	9.7	2.8	0.6	0.3

Table 3 – Total Satisfaction – Services Questions – CHILD/ADOLESCENT

N=205	% 4 or 5 Agree or Strongly Agree	% 1 or 2 Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
7. I felt supported by the crisis worker during my crisis experience.	77.6	18.5	2.6	0.8	0.0
8. I felt crisis responded to my needs in a timely manner.	77.6	18.5	2.6	0.8	0.0
9. I was involved as much as I could be in determining what care I received.	88.3	5.9	2.9	0.6	1.0
10. The crisis worker informed me who to call if I have questions about my mental health/crisis or substance abuse services.	86.3	9.8	2.9	0.8	2.4
11. The crisis worker provided me with information about additional resources when I asked for information (example: support groups, housing assistance, etc.).	74.1	11.7	3.1	1.2	11.2
12. The crisis worker discussed other services that may benefit me in my treatment/recovery.	78.0	15.6	2.8	1.0	3.9
13. I felt comfortable asking the crisis worker questions.	82.0	11.2	2.8	0.8	2.4
14. The crisis worker spent adequate time with me.	73.7	15.6	2.7	0.9	2.0
15. I was treated with dignity and respect by the crisis worker.	89.8	6.8	2.9	0.6	1.0
16. I trusted the crisis provider.	80.0	10.7	2.8	0.8	1.5
17. The crisis worker offered me the opportunity to involve my supports (example: family, friends, significant other, etc.)	77.6	10.7	2.9	1.0	4.9
18. The crisis worker explained the advantages and limitations of my recommended care.	77.1	12.7	2.8	0.9	2.9
19. Overall, I am satisfied with the crisis services I received.	77.6	15.6	2.7	0.8	1.0

Outcomes of Services

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

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 71.6% to 78.5% of consumers' responses reflect that services have improved their lives in each outcome area. Additionally, 12.6% to 16.6% of responses reflect that no change has resulted from involvement in services. Only 4.7% to 8.1% of responses reflect that things are worse as a result of services.

Summary responses from the Total group of respondents (N=578) are presented in Table 4.
Summary responses from the Total group Adult respondents (N=373) are presented in Table 5.
Summary responses from the Total group Child/ Adolescent of respondents (N=205) are presented in Table 6.

Table 4 – Total Satisfaction – Outcomes of Services Questions – TOTAL

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=578						
20. Feeling in control of my crisis situation.	78.5	12.6	5.4	2.9	0.8	3.5
21. Feeling in control of my life.	71.6	16.6	8.1	2.8	0.9	3.6
22. Coping with personal crisis.	77.3	14.7	5.0	2.8	0.8	2.9
23. How I feel about myself.	78.4	15.1	4.7	2.8	0.7	1.9

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

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=373						
20. Feeling in control of my crisis situation.	81.0	11.3	4.3	2.9	0.8	3.5
21. Feeling in control of my life.	72.9	15.5	8.0	2.8	0.9	3.5
22. Coping with personal crisis.	78.3	15.3	4.3	2.8	0.7	2.1
23. How I feel about myself.	83.6	11.5	2.7	2.9	0.6	2.1

Table 6 – Total Satisfaction – Outcomes of Services Questions – CHILD/ADOLESCENT

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=205						
20. Feeling in control of my crisis situation.	74.1	15.1	7.3	2.8	0.8	3.4
21. Feeling in control of my life.	69.3	18.5	8.3	2.8	0.9	3.9

22. Coping with personal crisis.	75.6	13.7	6.3	2.9	0.9	4.4
23. How I feel about myself.	68.8	21.5	8.3	2.7	0.8	1.5

Satisfaction with the Managed Care Organization

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

- 46.5% of respondents (269 of the 578) reported that they had received a copy of the PerformCare member handbook, 34.6% (200) reported that they did not receive a member handbook, 15.1% (87) were not sure, and 3.8% (22) reported that this question did not apply.

	Total	Q1 I have received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	578	269 46.50%	200 34.60%	87 15.10%	22 3.80%
Adult					
Cumberland	81	27 33.30%	29 35.80%	13 16.00%	12 14.80%
Dauphin	141	61 43.30%	63 44.70%	17 12.10%	0 0
Lancaster	84	24 28.60%	40 47.60%	18 21.40%	2 2.40%
Lebanon	58	26 44.80%	24 41.40%	7 12.10%	1 1.70%
Perry	9	3 33.30%	4 44.40%	2 22.20%	0 0
Child/Adolescent					
Cumberland	56	29 51.80%	8 14.30%	13 23.20%	6 10.70%
Dauphin	66	43 65.20%	17 25.80%	5 7.60%	1 1.50%
Lancaster	39	27 69.20%	7 17.90%	5 12.80%	0 0
Lebanon	28	18 64.30%	5 17.90%	5 17.90%	0 0
Perry	16	11 68.80%	3 18.80%	2 12.50%	0 0

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

- 87.5% of respondents (506 of the 578) reported that they are aware of their right to file a complaint or grievance. 7.1% (41) were not aware of their right to file a complaint or grievance, 0.7% (4) were not sure, and 4.7% (27) reported that this question did not apply.

	Total	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	578	506 87.50%	41 7.10%	4 0.70%	27 4.70%
Adult					
Cumberland	81	62 76.50%	5 6.20%	0 0	14 17.30%
Dauphin	141	134 95.00%	7 5.00%	0 0	0 0
Lancaster	84	73 86.90%	7 8.30%	3 3.60%	1 1.20%
Lebanon	58	45 77.60%	12 20.70%	1 1.70%	0 0
Perry	9	9 100.00%	0 0	0 0	0 0
Child/Adolescent					
Cumberland	56	44 78.60%	2 3.60%	0 0	10 17.90%
Dauphin	66	62 93.90%	3 4.50%	0 0	1 1.50%
Lancaster	39	37 94.90%	2 5.10%	0 0	0 0
Lebanon	28	24 85.70%	3 10.70%	0 0	1 3.60%
Perry	16	16 100.00%	0 0	0 0	0 0

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

- 67.5% of respondents (390 of the 578) reported that they knew who to call to file a complaint or grievance. 23.7% (137) reported that they did not know who to call, 2.6% (15) were not sure, and 6.2% (36) reported that this question did not apply.

	Total	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	578	390 67.50%	137 23.70%	15 2.60%	36 6.20%
Adult					
Cumberland	81	62 76.50%	6 7.40%	2 2.50%	11 13.60%
Dauphin	141	85 60.30%	52 36.90%	3 2.10%	1 0.70%
Lancaster	84	43 51.20%	30 35.70%	5 6.00%	6 7.10%
Lebanon	58	38 65.50%	13 22.40%	2 3.40%	5 8.60%
Perry	9	5 55.60%	3 33.30%	1 11.10%	0 0
Child/Adolescent					
Cumberland	56	40 71.40%	5 8.90%	1 1.80%	10 17.90%
Dauphin	66	52 78.80%	13 19.70%	0 0	1 1.50%
Lancaster	39	30 76.90%	8 20.50%	0 0	1 2.60%
Lebanon	28	21 75.00%	5 17.90%	1 3.60%	1 3.60%
Perry	16	14 87.50%	2 12.50%	0 0	0 0

- 17.6% of respondents (102 of the 578) reported that they had called PerformCare in the last twelve months for information. 72.1% (417) did not call PerformCare within the last twelve months, 2.6% (15) were not sure, and 7.6% (44) reported that this question did not apply.

	Total	Q4 In the last twelve months, did you call member services at PerformCare to get information? (example: help for counseling, treatment or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	578	102 17.60%	417 72.10%	15 2.60%	44 7.60%
Adult					
Cumberland	81	5 6.20%	59 72.80%	1 1.20%	16 19.80%
Dauphin	141	15 10.60%	117 83.00%	4 2.80%	5 3.50%
Lancaster	84	19 22.60%	59 70.20%	3 3.60%	3 3.60%
Lebanon	58	3 5.20%	51 87.90%	1 1.70%	3 5.20%
Perry	9	1 11.10%	8 88.90%	0 0	0 0
Child/Adolescent					
Cumberland	56	15 26.80%	30 53.60%	2 3.60%	9 16.10%
Dauphin	66	17 25.80%	44 66.70%	1 1.50%	4 6.10%
Lancaster	39	15 38.50%	19 48.70%	3 7.70%	2 5.10%
Lebanon	28	6 21.40%	20 71.40%	0 0	2 7.10%
Perry	16	6 37.50%	10 62.50%	0 0	0 0

- 88.2% of those that requested information from PerformCare (90 of the 102) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays. 4.9% (5) were not able to get information without delays, and 6.9% (7) were not sure.

	Total	Q4A I was able to obtain information on treatment and/or services from PerformCare without unnecessary delays.		
		Yes	No	Not Sure
Total	102	90 88.20%	5 4.90%	7 6.90%
Adult				
Cumberland	3	2 66.70%	1 33.30%	0 0
Dauphin	13	12 92.30%	0 0	1 7.70%
Lancaster	21	17 81.00%	1 4.80%	3 14.30%
Lebanon	4	3 75.00%	0 0	1 25.00%
Perry	0	0 0	0 0	0 0
Child/Adolescent				
Cumberland	14	13 92.90%	1 7.10%	0 0
Dauphin	16	16 100.00%	0 0	0 0
Lancaster	19	16 84.20%	1 5.30%	2 10.50%
Lebanon	6	5 83.30%	1 16.70%	0 0
Perry	6	6 100.00%	0 0	0 0

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

- 95.8% of respondents (207 of the 216) report when they call PerformCare staff treats them courteously and with respect. 2.8% (6) reported that PerformCare staff did not treat them courteously and with respect, and 1.4% (3) were not sure.

	Total	Q5 When I call PerformCare staff treats me courteously and with respect.		
		Yes	No	Not Sure
Total	216	207 95.80%	6 2.80%	3 1.40%
Adult				
Cumberland	25	24 96.00%	1 4.00%	0 0
Dauphin	36	34 94.40%	2 5.60%	0 0
Lancaster	49	45 91.80%	2 4.10%	2 4.10%
Lebanon	4	3 75.00%	0 0	1 25.00%
Perry	1	1 100.00%	0 0	0 0
Child/Adolescent				
Cumberland	24	24 100.00%	0 0	0 0
Dauphin	28	28 100.00%	0 0	0 0
Lancaster	32	32 100.00%	0 0	0 0
Lebanon	6	6 100.00%	0 0	0 0
Perry	11	10 90.90%	1 9.10%	0 0

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

- 94.4% of respondents (286 of 303) report overall they are satisfied with their interactions with PerformCare. 3.6% of respondents (11) report overall they are not satisfied with their interactions with PerformCare, and 2.0% (6) were not sure.

	Total	Q6 Overall, I am satisfied with the interactions I have had with PerformCare.		
		Yes	No	Not Sure
Total	303	286 94.40%	11 3.60%	6 2.00%
Adult				
Cumberland	29	26 89.70%	2 6.90%	1 3.40%
Dauphin	39	36 92.30%	3 7.70%	0 0
Lancaster	51	47 92.20%	2 3.90%	2 3.90%
Lebanon	55	54 98.20%	0 0	1 1.80%
Perry	2	2 100.00%	0 0	0 0
Child/Adolescent				
Cumberland	24	22 91.70%	1 4.20%	1 4.20%
Dauphin	29	29 100.00%	0 0	0 0
Lancaster	34	32 94.10%	2 5.90%	0 0
Lebanon	28	27 96.40%	1 3.60%	0 0
Perry	12	11 91.70%	0 0	1 8.30%

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