



Consumer Satisfaction Services, Inc.

**Capital Region
3rd Quarter 2024**

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

Consumer Satisfaction Services

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Consumer Satisfaction Services, Inc.

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

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Executive Summary

Survey Protocol

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

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

Typically, surveyors are present at the CSS office to schedule face-to-face appointments and occasional telephonic interviews. The surveyors schedule appointments using member names provided by Capital Area Behavioral Health Collaborative. In addition, CSS may at times schedule site visits at facility locations. CSS is always looking for ways to assure goals are met in hopes of gathering more valuable feedback for providers and also in line with the Health Choices Programs Standards and Requirements. We value provider feedback.

The survey consists of 45 questions that cover topics including satisfaction with PerformCare, satisfaction with services being received, and the impact of services on over-all life improvement.

Individuals are given the opportunity to decline a survey and are free to end the survey at any point. They have the option to skip or refuse to answer any question if they choose. The confidentiality of each respondent is protected, and any identifying information will be removed to ensure that protection.

Statistical Analysis

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

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

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

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

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

Frequencies may not sum to total ($n=103$) 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 103 ($n=103$) respondents from the Capital Region including 2 adults (1.9%) and 101 child/adolescents (98.1%).
- Sample: Of the 2 adult consumers, 1 (50.0%) responded for themselves and 1 (50.0%) had a parent/guardian respond for them. Of the 101 child/adolescent consumers, 92 (91.1%) had a parent/guardian respond for them and 9 (8.9%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 1 treatment levels of care were utilized by respondents and are included in this reporting period, 103 (100.0%) Family Based.
- Methods: Data was collected by 6 interviewers.
- Treatment Facility: Data was collected pertaining to 9 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 103 interviews, 57 (55.3%) were conducted in person and 46 (44.7%) were conducted by phone.

Services

The standard survey has 17 questions that asks respondents about their satisfaction with the services they receive. According to survey responses, individuals report some level of satisfaction with their services.

Respondents reported high levels of satisfaction (85% or greater satisfaction) for the following questions:

- 97.1% Your provider asks your permission before sharing your personal information Q20.
- 97.1% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 94.2% Your provider informed you who to call if you have questions about your mental health or substance use services Q13.
- 94.2% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 94.2% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 93.2% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.
- 92.2% You have the option to change your service provider should you choose to Q16.
- 92.2% You feel comfortable in asking questions regarding your treatment Q18.
- 92.2% You trust your service provider Q22.
- 92.2% You are an important part of the treatment process Q26.

- 91.3% Your service provider explained the advantages of therapy or treatment Q27.
- 88.3% Your service provider explained the limitations of therapy or treatment Q28.
- 88.3% Overall, you are satisfied with the services received/are receiving Q29.
- 87.4% You were given information on how to get additional community resources when you asked for information Q14.
- 87.4% Your service provider spends adequate time with you Q19.
- 86.4% Your provider discussed other services that may benefit you in your treatment/recovery Q15.

**You feel safe at this facility Q23. A high number of respondents reported that this question did not apply to them. With these cases removed, 98.2% reported that they agree or strongly agree that they feel safe at this facility and 1.8% neither agreed nor disagreed that they feel safe at this facility. This is a more accurate representation of the data.*

Outcomes of Services

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

Respondents describe their lives as being better as a result of their services in the majority of cases. In total, 44.7% to 78.6% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 13.6% to 34% of responses reflect that no change has resulted from involvement in services. Finally, 2.9% to 12.6% of responses reflect things are worse as a result of services.

We welcome questions, comments and suggestions. Please contact:

**Abby Robinson
Deputy Director
4775 Linglestown Road
Harrisburg PA, 17112
(717) 651-1070**

Request for Assistance

During the interview, if a respondent indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), PerformCare or any other part of the behavioral health system that can reasonably be addressed, the surveyor will ask the individual if they would like for the surveyor/CSS to communicate this concern to the party they have a concern with. This is known as the Request for Assistance (RFA). A completed Request for Assistance is forwarded to Capital Area Behavioral Health Collaborative (CABHC) for action steps and follow up.

- CSS had one Request for Assistance for the 3rd Quarter 2024.
 - A member reported issues with internal and external communications at their provider, which resulted in numerous services cancellations. The provider was contacted, and they committed to routinely reminding the technician to communicate schedule changes to the clinician, school, parent and client services coordinator. Clinician verbally counseled the technician and reminded them of the agency practices. The provider will continue to support technician for this behavior. Provider will provide support to the parent and reiterate the role of the clinician.

* If at any point during the survey a respondent 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 individual declines the RFA, CSS records the event, and it is reported in the provider specific report within the comments.

Survey Information

- **Sample:** The survey represents 103 ($n=103$) respondents from the Capital Region including 2 adults (1.9%) and 101 child/adolescents (98.1%).
- **Sample:** Of the 2 adult consumers, 1 (50.0%) responded for themselves and 1 (50.0%) had a parent/guardian respond for them. Of the 101 child/adolescent consumers, 92 (91.1%) had a parent/guardian respond for them and 9 (8.9%) responded for themselves with the additional input of a parent/guardian.
- **Level of Care:** In all, 1 treatment levels of care were utilized by respondents and are included in this reporting period, 103 (100.0%) Family Based.
- **Methods:** Data was collected by 6 interviewers.
- **Treatment Facility:** Data was collected pertaining to 9 Treatment Facilities that served members from the Capital Region.
- **Type:** Overall, of the 103 interviews, 57 (55.3%) were conducted in person and 46 (44.7%) were conducted by phone.

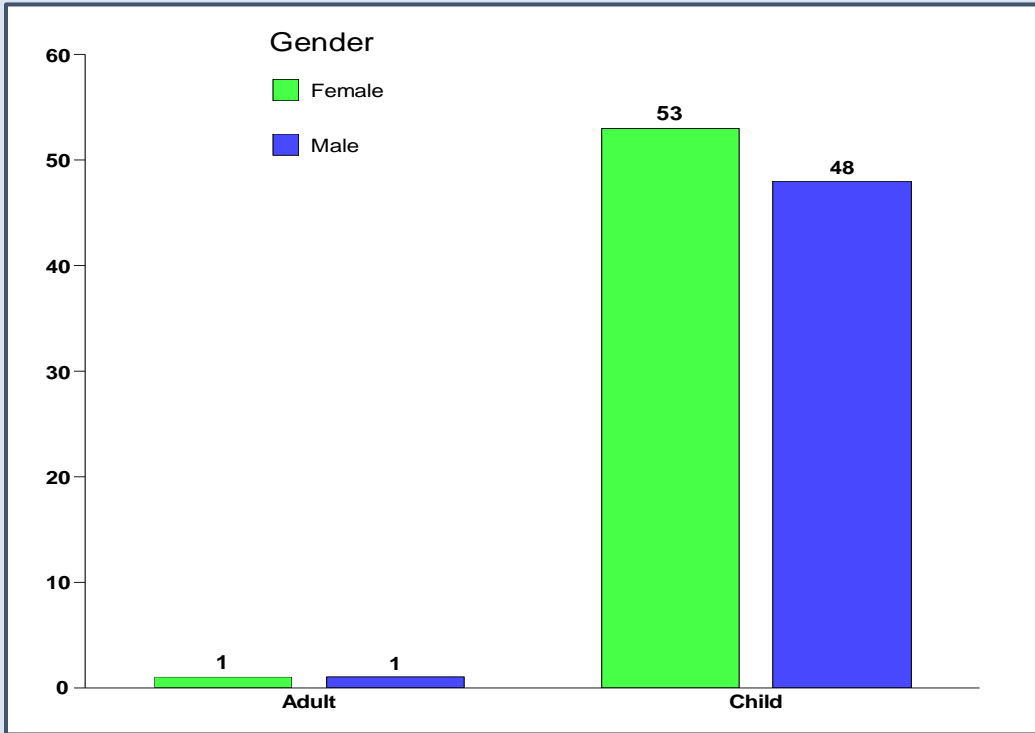
County of Residence:

The table below shows the respondent's county of residence in alphabetical order. The largest number of respondents reported residence in Lancaster (33.9%). The remaining respondents reported residence in Dauphin (27.5%), Lebanon (19.2%), Cumberland (16.3%), and Perry County (3.1%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	103	19 18.40%	29 28.20%	40 38.80%	9 8.70%	6 5.80%
Age Type						
Adult	2	1 50.00%	0 0	1 50.00%	0 0	0 0
Child	101	18 17.80%	29 28.70%	39 38.60%	9 8.90%	6 5.90%

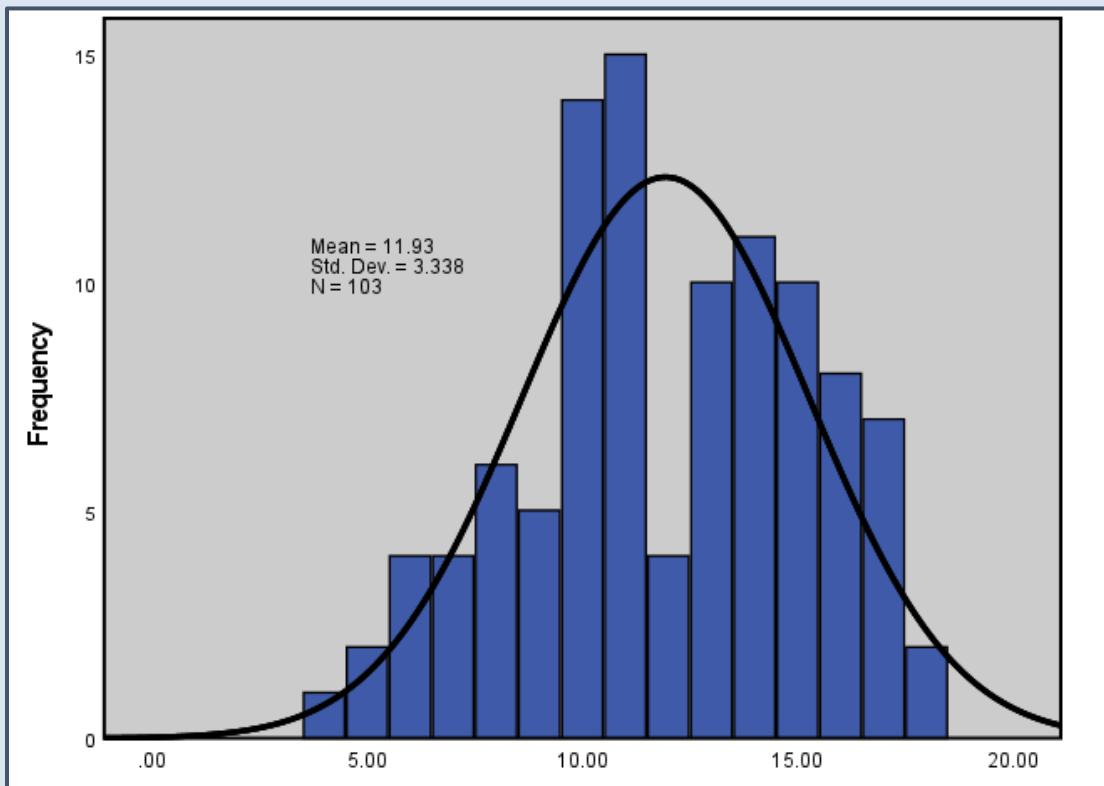
Demographic Information

Gender: Overall, the sample is 52.4% Female (54) and 47.6% Male (49).



Age: Age of all respondents ranged from 4-18 years, with a mean age of 11.93 (SD 3.338).

Age of All Respondents



Race: 67 respondents (65.0%) reported their race as White/Caucasian, 12 (11.7%) as Hispanic/Latino, 11 (10.7%) as Multi-Racial, 8 (7.8%) as African American, 2 (1.9%) as Native American/American Indian, 1 (1.0%) as Asian/ Pacific Islander, 1 (1.0%) as Other, and 1 (1.0%) Did Not Answer.

	Total	Race							
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American/American Indian	White/Caucasian	Multi-Racial	Other	Did Not Answer
Total	103	8 7.80%	1 1.00%	12 11.70%	2 1.90%	67 65.00%	11 10.70%	1 1.00%	1 1.00%
Age Type									
Adult	2	0 0	0 0	0 0	0 0	2 100.00%	0 0	0 0	0 0
Child	101	8 7.90%	1 1.00%	12 11.90%	2 2.00%	65 64.40%	11 10.90%	1 1.00%	1 1.00%

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 (28) and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score is 140 (5*28) and the lowest possible score is 28 (1*28). The mean scores of each survey are then combined to find the Total Satisfaction Score or the average score based on all responses.

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

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

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

Survey Information: Overall, 46 of the 103 respondents (44.7%) reported they had been interviewed by their provider within the last year, 47 (45.6%) reported they had not been interviewed, 10 (9.7%) were not sure.

	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	103	46 44.70%	47 45.60%	10 9.70%	0 0
Age Type					
Adult	2	0 0	2 100.00%	0 0	0 0
Child	101	46 45.50%	45 44.60%	10 9.90%	0 0

Total Satisfaction Score			
Has your provider interviewed you on your satisfaction level with services during the last year?	N	Mean	Std. Deviation
Yes	46	119.50	13.57
No	47	107.68	16.87
Not sure	10	113.87	10.08
Total	103	113.56	15.82

Our analysis indicates that adult and child/adolescent respondents who stated they had not been interviewed by their provider during the last year reported significantly lower total satisfaction than those who were interviewed during the last year.

Service Delay: Of the 103 respondents, 32 (31.1%) reported that they experienced some delay before beginning treatment and 71 respondents (68.9%) reported no delay before beginning treatment.

	Total	Q11 Were there delays before starting these services?		
		Yes	No	N/A
Total	103	32 31.10%	71 68.90%	0 0
Age Type				
Child	101	31 30.70%	70 69.30%	0 0
Adult	2	1 50.00%	1 50.00%	0 0

Emergency Treatment: 103 of the 22 respondents (21.4%) indicated they needed emergency mental health or substance use services during the past year, 80 respondents (77.7%) reported that they did not need emergency service, and 1 respondent (1.0%) was unsure.

- Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.59 with a standard deviation of 1.469.

	Total	Q42a If yes, how satisfied are you with the help you received?					
		Not At All	Somewhat	Neither	Satisfied	Very Satisfied	Does Not Apply
Total	22	4 18.20%	1 4.50%	2 9.10%	8 36.40%	7 31.80%	0 0
Age Type							
Child	20	4 20.00%	1 5.00%	2 10.00%	7 35.00%	6 30.00%	0 0
Adult	2	0 0	0 0	0 0	1 50.00%	1 50.00%	0 0

County:

Total Satisfaction Score				
Age Type	County	N	Mean	Std. Deviation
Adult	Cumberland	1	107.93	.
	Dauphin			
	Lancaster	1	103.34	.
	Lebanon			
	Perry			
	Total		2	105.64
Child	Cumberland	18	123.80	9.20
	Dauphin	29	111.06	17.90
	Lancaster	39	109.30	16.31
	Lebanon	9	117.11	12.55
	Perry	6	119.90	9.96
	Total		101	113.71

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

Mean Satisfaction of Treatment Facilities

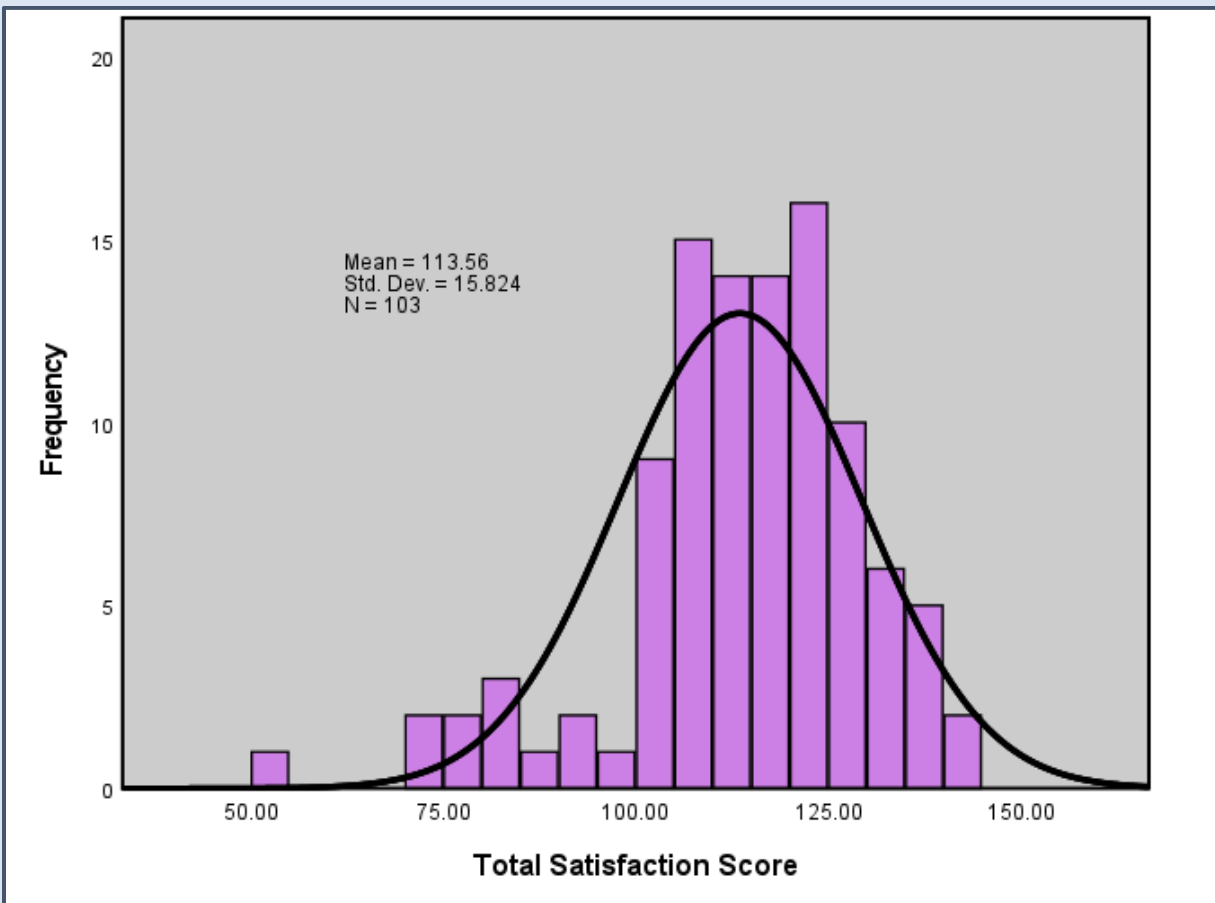
- Data was collected from 9 Treatment Providers in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed in total for Adult and Child/Adolescent Services for each facility. To help with interpretation, scores highlighted in **Green** (113-140) indicate 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.

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
LAUREL LIFE SERVICES	6	127.64	10.97
WELLSPAN PHILHAVEN	8	117.24	19.20
PA COUNSELING SERVICES	43	116.78	9.79
MERAKEY STEVENS CENTER	2	116.27	10.93
DIAKON	10	111.78	21.84
JEWISH FAMILY SERVICES	7	108.29	21.32
YOUTH ADVOCATE PROGRAM	2	106.91	18.26
COMMUNITY SERVICES GROUP	13	106.12	16.22
TEAMCARE BEHAVIORAL HEALTH	12	105.76	19.49
Total	103	113.56	15.82

Total Satisfaction

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

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 113.56 with a standard deviation of 15.824 indicating a high level of satisfaction. The TSS scores ranged from 54.0–140.0. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

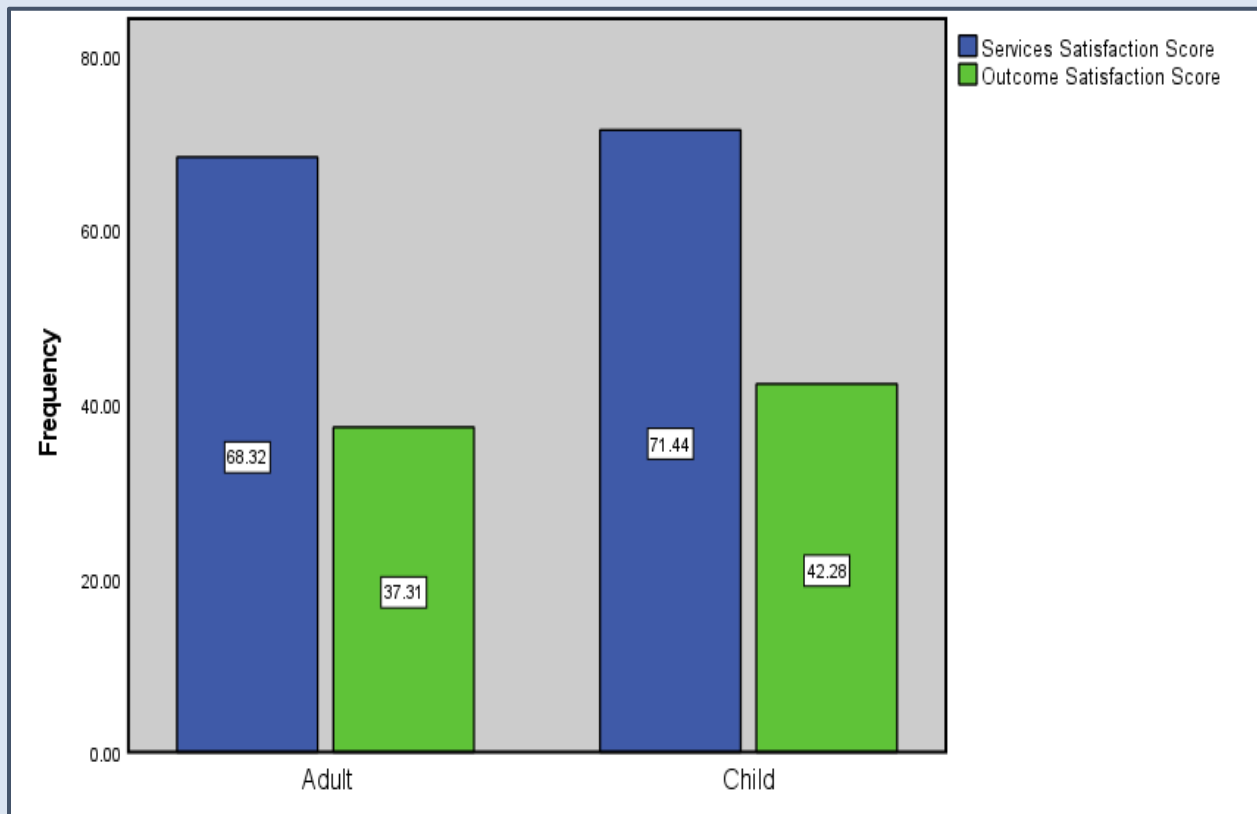


Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 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 standard survey has 17 questions that asks respondents about their satisfaction with the services they receive. According to survey responses, individuals report some level of satisfaction with their services.

Respondents reported high levels of satisfaction (85% or greater satisfaction) for the following questions:

- 97.1% Your provider asks your permission before sharing your personal information Q20.
- 97.1% Program staff respects your ethnic, cultural, and religious background in your recovery/treatment Q21.
- 94.2% Your provider informed you who to call if you have questions about your mental health or substance use services Q13.
- 94.2% You were informed about your rights and responsibilities regarding the treatment you received Q17.
- 94.2% You are included in the development of your treatment/recovery plan and goals for recovery Q25.
- 93.2% Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process Q24.
- 92.2% You have the option to change your service provider should you choose to Q16.
- 92.2% You feel comfortable in asking questions regarding your treatment Q18.
- 92.2% You trust your service provider Q22.
- 92.2% You are an important part of the treatment process Q26.
- 91.3% Your service provider explained the advantages of therapy or treatment Q27.
- 88.3% Your service provider explained the limitations of therapy or treatment Q28.
- 88.3% Overall, you are satisfied with the services received/are receiving Q29.
- 87.4% You were given information on how to get additional community resources when you asked for information Q14.
- 87.4% Your service provider spends adequate time with you Q19.
- 86.4% Your provider discussed other services that may benefit you in your treatment/recovery Q15.

**You feel safe at this facility Q23. A high number of respondents reported that this question did not apply to them. With these cases removed, 98.2% reported that they agree or strongly agree that they feel safe at this facility and 1.8% neither agreed nor disagreed that they feel safe at this facility. This is a more accurate representation of the data.*

Summary responses from the Total group of respondents (N=103) are presented in Table 1.

Table 1 – Total Satisfaction – Services Questions – All Respondents

N=103	Agree or Strongly Agree	Disagree or Strongly Disagree	Mean	Std. Deviation	Reported Does Not Apply
13. Your provider informed you who to call if you have questions about your mental health or substance use services.	94.2	5.8	2.9	0.5	0.0
14. You were given information on how to get additional community resources when you asked for information (example: transportation, childcare, employment training).	87.4	5.8	3.0	0.8	3.9
15. Your provider discussed other services that may benefit you in your treatment/recovery (Example: treatment related services such as peer support, outpatient, medication, etc.).	86.4	10.7	2.8	0.6	0.0
16. You have the option to change your service provider should you choose to.	92.2	3.9	2.9	0.4	0.0
17. You were informed about your rights and responsibilities regarding the treatment you received.	94.2	3.9	2.9	0.4	0.0
18. You feel comfortable in asking questions regarding your treatment.	92.2	5.8	2.9	0.5	0.0
19. Your service provider spends adequate time with you.	87.4	9.7	2.8	0.6	0.0
20. Your provider asks your permission before sharing your personal information.	97.1	1.0	3.0	0.4	1.0
21. Program staff respects your ethnic, cultural, and religious background in your recovery/treatment.	97.1	1.9	3.0	0.3	0.0
22. You trust your service provider.	92.2	5.8	2.9	0.6	1.0
23. You feel safe at this facility.	53.4	0.0	4.4	1.5	45.6
24. Your service provider offered you the opportunity to involve family, significant others, or friends into your treatment process.	93.2	3.9	2.9	0.4	0.0
25. You are included in the development of your treatment/recovery plan and goals for recovery.	94.2	3.9	2.9	0.4	0.0
26. You are an important part of the treatment process.	92.2	3.9	2.9	0.5	1.0
27. Your service provider explained the advantages of therapy or treatment.	91.3	2.9	2.9	0.4	0.0
28. Your service provider explained the limitations of therapy or treatment.	88.3	5.8	2.8	0.5	0.0
29. Overall, you are satisfied with the services received/are receiving.	88.3	7.8	2.8	0.6	0.0

Outcomes of Services

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

Respondents describe their lives as being better as a result of their services in the majority of cases. In total, 44.7% to 78.6% of individuals' responses reflect services have improved their lives in each outcome area. Additionally, 13.6% to 34% of responses reflect that no change has resulted from involvement in services. Finally, 2.9% to 12.6% of responses reflect things are worse as a result of services.

Summary responses from the Total group of respondents (N=103) are presented in Table 2.

Table 2 – Total Satisfaction – Outcomes of Services Questions – All Respondents

Total N=103	Better or Much Better	About the Same	Worse or Much Worse	Mean	Std. Deviation	Reported Does Not Apply
30. Managing daily problems.	76.7	13.6	9.7	2.7	0.6	0.0
31. Feeling in control of your life.	56.3	30.1	10.7	2.6	0.9	2.9
32. Coping with personal crisis.	44.7	34.0	9.7	2.8	1.3	11.7
33. How you feel about yourself.	67.0	23.3	9.7	2.6	0.7	0.0
34. Feeling good (hopeful) about the future.	70.9	20.4	5.8	2.8	0.8	2.9
35. Enjoying your free time.	78.6	18.4	2.9	2.8	0.5	0.0
36. Strengthening your social support network.	68.9	22.3	7.8	2.7	0.7	1.0
37. Being involved in community activities.	54.4	28.2	4.9	3.0	1.3	12.6
38. Participating with school or work activities.	59.2	27.2	8.7	2.7	1.0	4.9
39. Interacting with people in social situations.	67.0	22.3	9.7	2.6	0.7	1.0
40. Coping with the specific problems or issues that led you to seek services.	69.9	17.5	12.6	2.6	0.7	0.0

Satisfaction with the Managed Care Organization

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

- 74.8% of respondents (77 of the 103) reported that they had received a copy of the PerformCare member handbook, 11.7% (12) reported that they had not received a copy of the member handbook, and 13.6% (14) were not sure.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	103	77 74.80%	12 11.70%	14 13.60%	0 0
County					
Cumberland	19	15 78.90%	2 10.50%	2 10.50%	0 0
Dauphin	29	24 82.80%	2 6.90%	3 10.30%	0 0
Lancaster	40	24 60.00%	7 17.50%	9 22.50%	0 0
Lebanon	9	8 88.90%	1 11.10%	0 0	0 0
Perry	6	6 100.00%	0 0	0 0	0 0

- 90.3% of respondents (93 of the 103) reported that they were aware of their right to file a complaint or grievance, 4.9% (5) reported that they were not aware of their right to file a complaint or grievance, 2.9% (3) reported that they were not sure, and 1.9% (2) reported that this question did not apply.

	Total	Q2 Are you aware of your right to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
Total	103	93 90.30%	5 4.90%	3 2.90%	2 1.90%
County					
Cumberland	19	19 100.00%	0 0	0 0	0 0
Dauphin	29	23 79.30%	2 6.90%	2 6.90%	2 6.90%
Lancaster	40	37 92.50%	3 7.50%	0 0	0 0
Lebanon	9	8 88.90%	0 0	1 11.10%	0 0
Perry	6	6 100.00%	0 0	0 0	0 0

- 68.0% of respondents (70 of the 103) reported that they knew who to call to file a complaint or grievance, 26.2% (27) reported that they did not know who to call, 3.9% (4) were not sure, and 1.9% (2) reported that this question did not apply.

	Total	Q3 Do you know who to call to file a complaint or grievance?			
		Yes	No	Not Sure	Does Not Apply
Total	103	70 68.00%	27 26.20%	4 3.90%	2 1.90%
County					
Cumberland	19	16 84.20%	3 15.80%	0 0	0 0
Dauphin	29	16 55.20%	9 31.00%	3 10.30%	1 3.40%
Lancaster	40	28 70.00%	11 27.50%	1 2.50%	0 0
Lebanon	9	7 77.80%	1 11.10%	0 0	1 11.10%
Perry	6	3 50.00%	3 50.00%	0 0	0 0

- 35.0% of respondents (36 of the 103) reported that they had called PerformCare in the last twelve months for information, 51.5% (53) reported that they had not called PerformCare within the last twelve months, 4.9% (5) were not sure, and 8.7% (9) reported 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	103	36 35.00%	53 51.50%	5 4.90%	9 8.70%
County					
Cumberland	19	9 47.40%	8 42.10%	0 0	2 10.50%
Dauphin	29	8 27.60%	14 48.30%	3 10.30%	4 13.80%
Lancaster	40	9 22.50%	28 70.00%	2 5.00%	1 2.50%
Lebanon	9	6 66.70%	1 11.10%	0 0	2 22.20%
Perry	6	4 66.70%	2 33.30%	0 0	0 0

- 86.1% of those that requested information from PerformCare (31 of the 36) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays, 8.3% (3) reported that they were not able to obtain information without unnecessary delays, 2.8% (1) were not sure, and 2.8% (1) reported this question did not apply.

	Total	Q4A Were you able to obtain information on treatment and/or services from PerformCare without unnecessary delays?			
		Yes	No	Not Sure	Does Not Apply
Total	36	31 86.10%	3 8.30%	1 2.80%	1 2.80%
County					
Cumberland	9	7 77.80%	1 11.10%	1 11.10%	0 0
Dauphin	8	7 87.50%	0 0	0 0	1 12.50%
Lancaster	9	9 100.00%	0 0	0 0	0 0
Lebanon	6	4 66.70%	2 33.30%	0 0	0 0
Perry	4	4 100.00%	0 0	0 0	0 0

**Respondents who answered NO for question 4 were not asked question 4a.*

- 69.2% of respondents (54 of 78) reported that they were given a choice of at least 2 providers regarding the type of service they were seeking, 16.7% (13) reported that they were not given a choice, and 14.1% (11) were not sure.

	Total	Q5 Were you given a choice of at least two (2) Providers from PerformCare regarding the type of service you were seeking?		
		Yes	No	Not Sure
Total	78	54 69.20%	13 16.70%	11 14.10%
County				
Cumberland	16	16 100.00%	0 0	0 0
Dauphin	22	10 45.50%	4 18.20%	8 36.40%
Lancaster	27	17 63.00%	8 29.60%	2 7.40%
Lebanon	7	6 85.70%	0 0	1 14.30%
Perry	6	5 83.30%	1 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.*

- 83.5% of respondents (66 of 79) reported that they were informed of the time approved for their services, 8.9% of respondents (7) were not informed of the time approved for services, and 7.6% (6) were not sure.

	Total	Q6 Were you informed of the time approved for your services? (Example: IBHS hours, treatment sessions)		
		Yes	No	Not Sure
Total	79	66 83.50%	7 8.90%	6 7.60%
County				
Cumberland	16	16 100.00%	0 0	0 0
Dauphin	23	18 78.30%	2 8.70%	3 13.00%
Lancaster	27	21 77.80%	4 14.80%	2 7.40%
Lebanon	7	6 85.70%	0 0	1 14.30%
Perry	6	5 83.30%	1 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.*

- 93.9% of respondents (62 of the 66) reported when they called PerformCare staff treats them courteously and with respect, 1.5% (1) reported when they called PerformCare staff did not treat them courteously and with respect, and 4.5% (3) were not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	66	62 93.90%	1 1.50%	3 4.50%
County				
Cumberland	15	15 100.00%	0 0	0 0
Dauphin	14	11 78.60%	1 7.10%	2 14.30%
Lancaster	25	24 96.00%	0 0	1 4.00%
Lebanon	6	6 100.00%	0 0	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.*

- 96.1% of respondents (74 of 77) report overall that they are satisfied with their interactions with PerformCare, 1.3% (1) report overall they are not satisfied with their interactions, and 2.6% (2) were not sure.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	77	74 96.10%	1 1.30%	2 2.60%
County				
Cumberland	16	15 93.80%	1 6.30%	0 0
Dauphin	21	19 90.50%	0 0	2 9.50%
Lancaster	27	27 100.00%	0 0	0 0
Lebanon	7	7 100.00%	0 0	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.*

PerformCare Comments:

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

- **I cannot remember if I did.**

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

- **No comments.**

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

- **I would just call member services and ask.**

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

- **I have team meetings monthly with PerformCare. (2)**

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

- **No, we just played phone tag.**

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

- **Yes, after a three week wait.**
- **We chose the first provider to respond to my needs.**
- **I already knew where and to whom I wanted to take her.**
- **I do not remember.**

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

- **We waited 9 months to get in.**

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

- **Absolutely, great services.**
- **I have not called.**
- **I have not had to call.**
- **I have not needed to call.**

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

- **100%**
- **PerformCare was a part of our team meetings, and they were helpful.**
- **Yes and no.**