



Consumer Satisfaction Services, Inc.

Capital Region Annual Report January 2024-December 2024

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 2681 (n=2681) respondents from the Capital Region including 1376 adults (51.3%) and 1305 children/adolescents (48.7%).
- Sample: Of the 1376 adult respondents, 1312 (95.3%) responded for themselves, 50 (3.6%) had a parent/guardian respond for them, and 14 (1.0%) responded for themselves with the additional input of a parent/guardian. Of the 1305 child/adolescent respondents, 11 (0.8%) responded for themselves, 1260 (96.6%) had a parent/guardian respond for them, and 34 (0.8%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 10 treatment levels of care were accessed by the respondents. 1315 (49.0%) Mental Health Outpatient, 573 (21.4%) IBHS, 231 (8.6%) SUD Outpatient, 161 (6.0%) SUD Inpatient, 114 (4.3%) SUD Methadone Maintenance, 103 (3.8%) Family Based, 93 (3.5%) SUD Intensive Outpatient, 46 (1.7%) Peer Support, 32 (1.2%) SUD Halfway House, and 13 (0.5%) ACT.
- Methods: Data was collected by 9 interviewers.
- Treatment Facility: Data was collected pertaining to 97 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 2681 interviews 1333 (49.7%) were face-to-face interviews, and 1348 (50.3%) were conducted by phone.

Services

The survey has 17 questions that ask respondents about their satisfaction with the services they receive. According to survey responses, respondents report a high 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% Program staff respects my ethnic, cultural, and religious background in my recovery/treatment Q21.
- 95.2% I am an important part of the treatment process Q26.
- 95.1% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 95.0% I feel comfortable in asking questions regarding my treatment Q18.
- 94.2% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 93.5% My provider asks my permission before sharing my personal information Q20.
- 91.9% I trust my service provider Q22.
- 91.4% My service provider explained the advantages of my therapy or treatment Q27.
- 90.9% Overall, I am satisfied with the services I am receiving Q29.
- 90.3% My service provider spends adequate time with me Q19.
- 89.5% I have the option to change my service provider should I choose to Q16.
- 86.2% My provider informed me who to call if I have questions about my mental health/crisis or substance use services Q13.
- 86.0% My service provider explained the limitations of my therapy or treatment Q28.

Outcomes of Services

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

Members describe their lives as being better as a result of their services in the majority of cases. In total, 55.9% to 79.4% of respondent's responses reflect how services have improved their lives in each outcome area. Additionally, 15.7% to 27.0% of respondents' responses reflect that no change has resulted from involvement in services. Only 3.2% to 7.0% of respondent's responses reflect how things are worse as a result of services.

We welcome questions, comments and suggestions. Please contact:

**Abby Robinson
Deputy Director
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Harrisburg PA, 17112
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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 order to keep staff and respondents safe during the Covid 19 pandemic, CSS surveyed the majority of individuals over the phone rather than visit in person for face to face interviews. The transition back to in person surveying continues. Although telephone was the preferred method for the majority of this feedback, CSS was able to work in collaboration with some of our Psych Rehab and Drop In Center facilities to conduct surveys with recipients at a physical location. 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 standard satisfaction survey tool consists of 45 questions that cover topics including satisfaction with PerformCare, satisfaction with services being received, and the impact of services on overall life improvement.

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 questions focus on satisfaction with services received and the perceived effects (outcomes) of services.

Each question has 5 possible responses that are included in the Mean Satisfaction Score. The responses range from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better), this is called a Likert Scale. Higher scores represent higher satisfaction. All of these numbers are combined (added up) and that number is divided by the total number of questions in the tool and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score for the standard survey tool is 140 (5*28) and the lowest possible score is 28 (1*28). 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=2681) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.

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 substance use disorder services.

System Focus

The CABHC contract provides for CSS to host the Committee for the Improvement of Member Satisfaction (CIMS). This committee identifies trends utilizing data gathered from CSS surveys and develops action steps for specific improvements. The committee currently consists of 10 members, including representatives from CSS, CABHC, the five counties, providers of SUD services, Single County Authorities, county mental health agencies, and PerformCare.

During this reporting period, members of CIMS discussed ongoing staffing concerns, report findings, and specific questions that consistently reflect low total satisfaction. As a result, Question 13 was revised to better assess whether providers are effectively answering member questions. Discussions regarding these topics will continue into the next reporting year.

The telehealth survey report was completed and discussed with the group during this reporting period. Consequently, a separate report was developed comparing telehealth delivery methods—phone, video, and both. Further discussion of the telehealth report may continue into the upcoming reporting year.

Stakeholder Meetings

CSS participates in the Community Support Program (CSP) within each of the Capital five counties. CSP offers individuals an opportunity to discuss issues they experience when navigating the system, meet others in recovery, engage in ongoing dialogue with county administrators, and learn about resources and services in their community. During this reporting period, CSS has contributed to local CSPs through various efforts, including staff attendance, participation on planning committees, facilitation of meetings, and other forms of support, depending on the location and needs of each CSP.

CSS also participates in the Stakeholder Advisory Committee hosted by PerformCare, sharing information collected from the survey process. Additionally, CSS continues to take part in the Consumer Family Focus Committee meetings, offering input on community activities, recognized trends within data, and member feedback.

Survey results are shared by CSS with the Quality Improvement Utilization Management Committee hosted by PerformCare on a biannual basis. CSS also maintains collaborations with other recovery organizations and coalitions, including PMHCA, PRO-A, Regional CSP, Regional C/FST, and the Statewide Coalition of Satisfaction Teams.

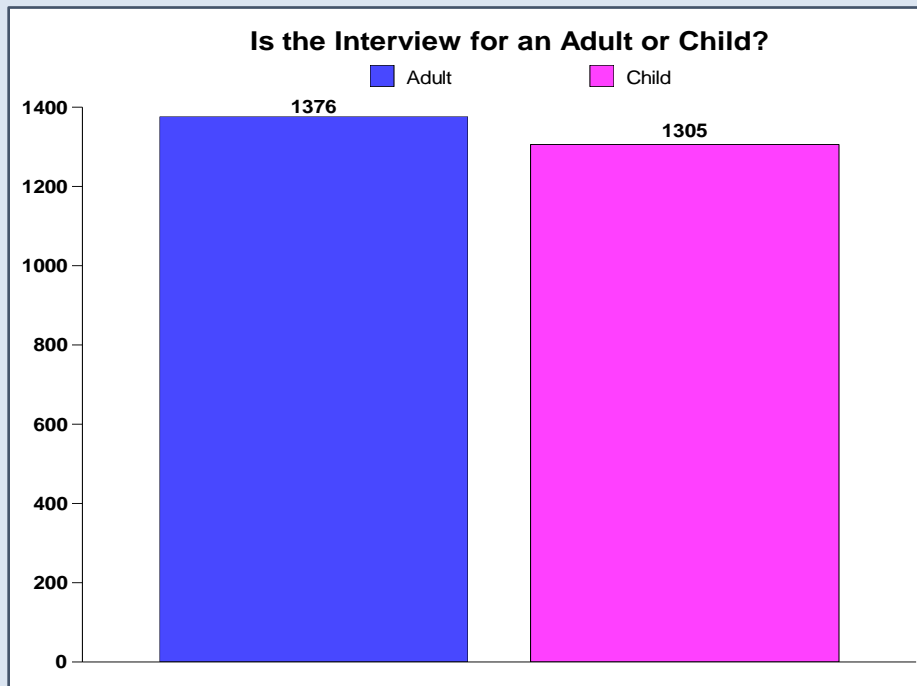
Request for Assistance

During the interview, if a member 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 member 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.

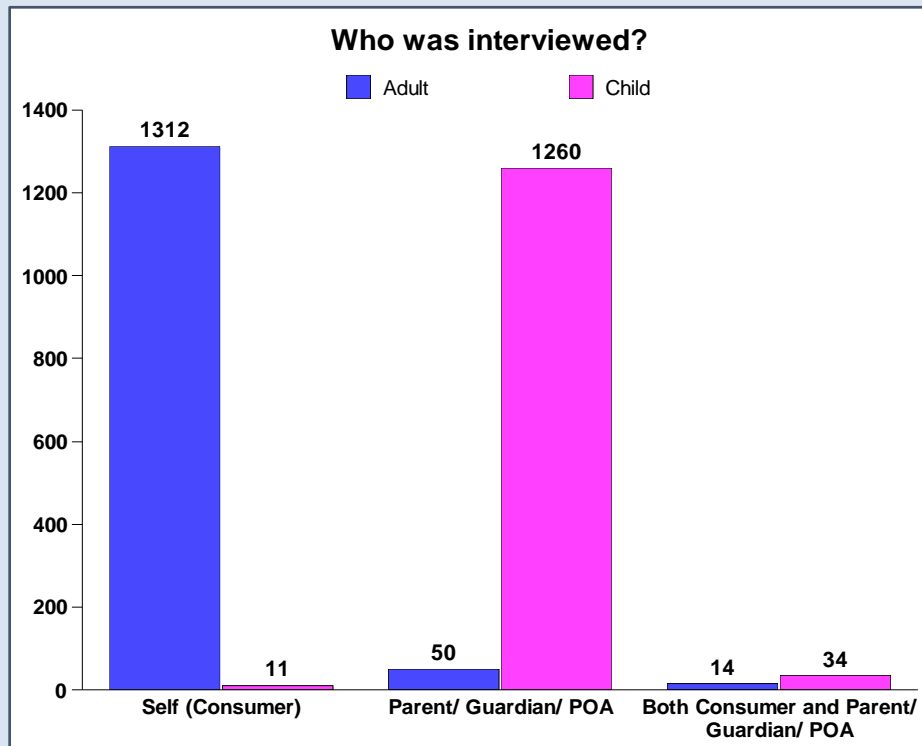
- CSS had three Requests for Assistance during the calendar year 2024.
 - A member reported that they have trouble contacting the provider with regards to changing, cancelling, or scheduling appointments. The provider was contacted and stated that the facility does employ full time front desk staff. The provider offered the solution that moving forward the individual should leave a message. The provider policy is that calls are returned within 48 hours. In the event calls are not returned in a timely manner the provider gave further directions that the individual should contact the assistant director.
 - A member requested an appointment with a new psychiatrist within a specific provider's office. The provider was contacted and offered the member the option to return and receive psychiatric services; however, to date the member has not responded to the numerous attempts made to contact them to discuss this resolution.
 - 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.

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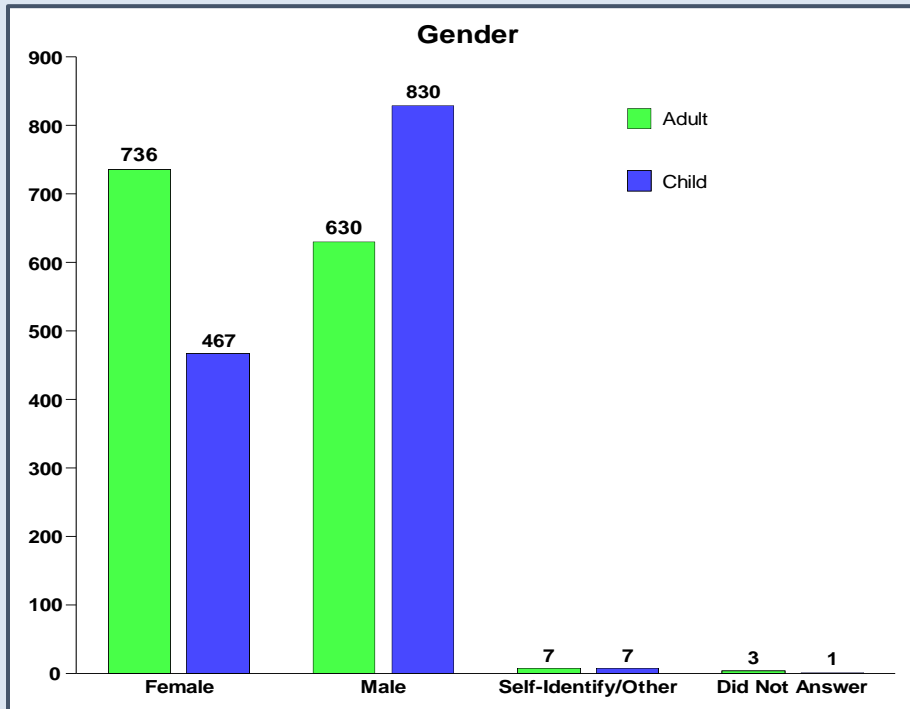
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- Type: Overall, of the 2681 interviews 1333 (49.7%) were face-to-face interviews, and 1348 (50.3%) were conducted by phone.

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

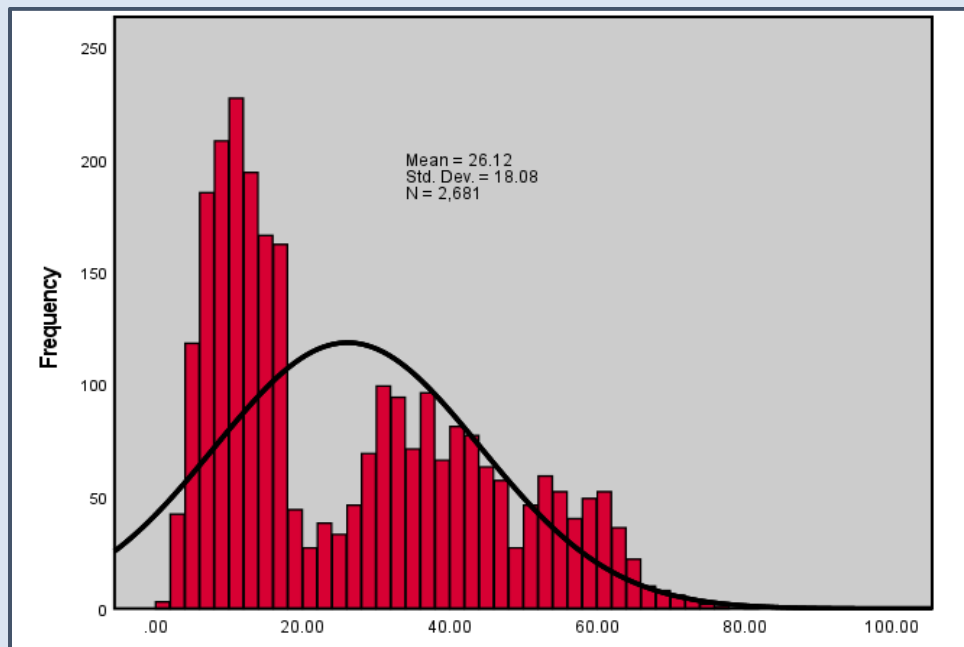
	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	2681	410 15.30%	816 30.40%	947 35.30%	435 16.20%	73 2.70%
Adult						
In Person	782	128 16.40%	281 35.90%	259 33.10%	94 12.00%	20 2.60%
Phone	594	95 16.00%	128 21.50%	218 36.70%	137 23.10%	16 2.70%
Child						
In Person	551	91 16.50%	185 33.60%	197 35.80%	52 9.40%	26 4.70%
Phone	754	96 12.70%	222 29.40%	273 36.20%	152 20.20%	11 1.50%

Demographic Information

Gender: Overall, the sample is 44.9% female (1203), 54.5% male (1460), 0.5% self-identified or identified as other (14), and 0.1% did not answer this question (4). Of the 1376 adult respondents, 53.5% (736) identified as female, 45.8% (630) identified as male, 0.5% self-identified or identified as other (7), and 0.2% did not answer this question (3). Of the 1305 child/adolescent respondents, 35.8% (467) identified as female, and 63.6% (830) identified as male, 0.5% self-identified or identified as other (7), and 0.1% did not answer this question (1).



Age: Age of all respondents ranged from 1-80 years, with a mean age of 26.12 (SD 18.080).



Age of **Adult** respondents ranged from 18-80 years, with a mean age of 41.07 (SD=12.768).

Age of **Child/Adolescent** respondents ranged from 1-17 years, with a mean age of 10.36 (SD=3.927).

County of Residence: The largest number of respondents reported residence in Lancaster County 690 (38.6%). The remaining respondents reported residence in Dauphin 407 (22.8%), Cumberland 360 (20.1%), Lebanon 285 (15.9%), and 46 Perry (2.6%).

	Total	County				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	2681	410 15.30%	816 30.40%	947 35.30%	435 16.20%	73 2.70%
Age Type						
Adult	1376	223 16.20%	409 29.70%	477 34.70%	231 16.80%	36 2.60%
Child	1305	187 14.30%	407 31.20%	470 36.00%	204 15.60%	37 2.80%

Race: 1468 respondents (54.8%) reported their race as White/Caucasian, 547 (20.4%) as Hispanic/Latino, 371 (13.8%) as African American, 218 (8.1%) as Multi-Racial, 37 (1.4%) as Asian/Pacific Islander, 22 (0.8%) as Other, 10 (0.4%) Did Not Answer, and 8 (0.3%) as Native American/American Indian.

	Total	Age Type	
		Adult	Child
Total	2681	1376 51.30%	1305 48.70%
Race			
African American	371	190 51.20%	181 48.80%
Asian/ Pacific Islander	37	13 35.10%	24 64.90%
Did Not Answer	10	4 40.00%	6 60.00%
Hispanic/ Latino	547	227 41.50%	320 58.50%
Multi-Racial	218	69 31.70%	149 68.30%
Native American/ American Indian	8	5 62.50%	3 37.50%
Other	22	8 36.40%	14 63.60%
White/ Caucasian	1468	860 58.60%	608 41.40%

Consumer Satisfaction

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

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

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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, 1192 of the 2681 respondents (44.5%) reported they had been interviewed by their provider within the last year, 1257 (46.7%) reported they had not been interviewed, 232 (8.7%) were not sure, and 5 (0.2%) report that this question did not apply to them.

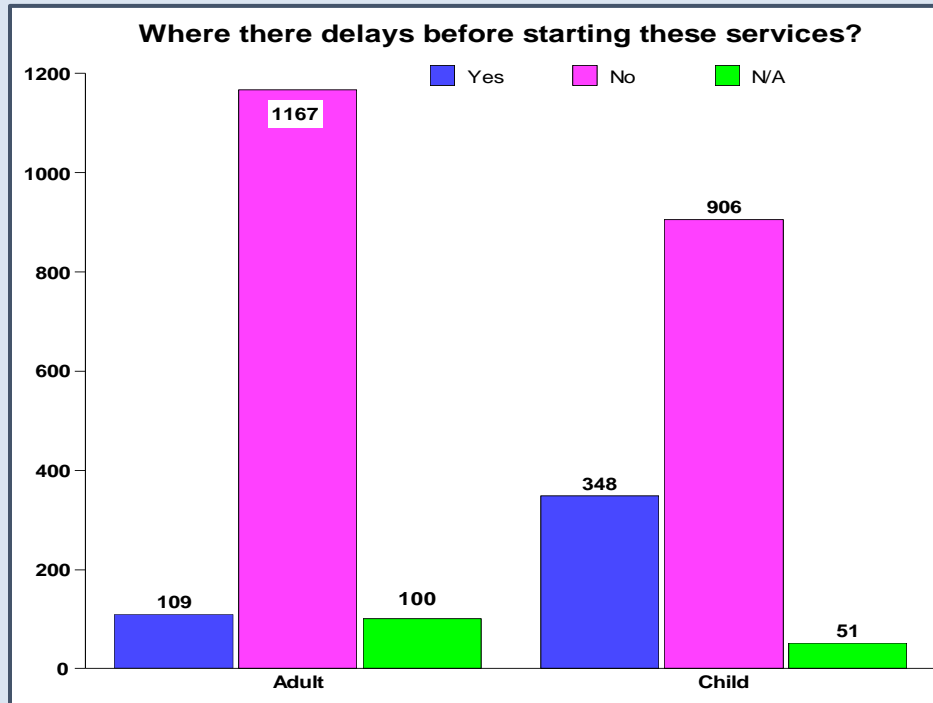
	Total	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	2681	1192 44.50%	1252 46.70%	232 8.70%	5 0.20%
Age Type					
Adult	1376	616 44.80%	638 46.40%	121 8.80%	1 0.10%
Child	1305	576 44.10%	614 47.00%	111 8.50%	4 0.30%

Total Satisfaction Score				
Has your provider interviewed you on your satisfaction level with services during the last year?		N	Mean	Std. Deviation
Adult	Yes	616	117.69	10.89
	No	638	112.08	14.59
	Not sure	121	114.03	10.42
	Total	1375	114.77	12.98
Child	Yes	576	118.16	10.7
	No	614	111.75	12.74
	Not sure	111	114.87	11.3
	Total	1301	114.86	12.14

Our analysis indicates that adult and child/adolescent respondents who were surveyed by their provider in the last year reported significantly higher levels of total satisfaction than those who were not interviewed by their provider or were not sure if they were surveyed by their provider.

- **Service Delay:**

- Of the 1376 adult respondents 109 (7.9%) reported that they experienced some delay before beginning treatment. 1167 respondents (84.8%) reported no delay before beginning treatment, and 100 (7.3%) respondents felt that this question did not apply to them.
- Of the 1305 child/adolescent respondents 348 (26.7%) reported that they experienced some delay before beginning treatment. 906 respondents (69.4%) reported no delay before beginning treatment, and 51 (3.9%) respondents felt that this question did not apply to them.



Total Satisfaction Score				
Q11 Were there delays before starting these services?		N	Mean	Std. Deviation
Adult	Yes	109	112.34	14.01
	No	1167	115.14	12.72
	N/A	100	112.90	14.50
	Total	1376	114.76	12.98
Child	Yes	348	113.32	13.42
	No	906	115.45	11.63
	N/A	51	114.70	10.57
	Total	1305	114.85	12.12

Our analysis indicates that child/adolescent respondents who did not experience a service delay reported significantly higher levels of total satisfaction than those who did experience a service delay.

- **Emergency Treatment:** 142 of the 1376 adult respondents (10.3%) indicated they needed emergency mental health or substance use services during the past year. 98 of the 1305 child/adolescent respondents (38.3%) indicated they needed emergency mental health or substance use services 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 3.67 with standard deviation 1.377.

	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	240	29 12.10%	31 12.90%	12 5.00%	86 35.80%	82 34.20%	0 0
Age Type							
Adult	142	16 11.30%	12 8.50%	8 5.60%	48 33.80%	58 40.80%	0 0
Child	98	13 13.30%	19 19.40%	4 4.10%	38 38.80%	24 24.50%	0 0

Mean Satisfaction of Treatment Facilities

- Data was collected from 97 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.

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
PYRAMID BELLEVILLE	1	134.87	0.00
MALVERN WILLOW GROVE	2	132.00	8.49
CATHOLIC CHARITIES OF THE DIOCESE OF HARRISBURG	11	128.40	10.81
WHITE DEER RUN NEW PERSPECTIVES	3	126.69	10.63
NASR CONSULTANT GROUP	1	126.00	0.00
EAGLEVILLE HOSPITAL	2	124.56	3.54
COMMUNITY CARE AND ADDICTION RECOVERY	2	124.00	2.83
PYRAMID ALTOONA	1	124.00	0.00
HARWOOD HOUSE	1	123.00	0.00
CHESTER COUNTY INTERMEDIATE UNIT	14	122.95	6.23
ASCEND CLINICAL SERVICES - ADULT/TEEN CHALLENGE	12	122.60	11.05
GAUDENZIA INTEGRITY	2	122.45	3.61
WHITE DEER RUN YORK	3	122.35	8.98
DAYSTAR CENTER	14	121.78	7.21
FIRETREE CONEWAGO	8	121.60	8.79
ESPERANZA HOPE FOR THE FUTURE COUNSELING	16	121.46	8.78
SPANISH AMERICAN CIVIC	1	121.00	0.00
EXPRESSIVE PATHWAYS	23	120.90	11.81
ST JOSEPH HEALTH MINISTRIES	17	120.52	9.76
ARS OF EPHRATA	15	120.16	8.56
GAUDENZIA CONCEPT 90	8	120.06	8.48
WHITE DEER RUN LANCASTER	6	120.02	7.95
RECOVERY INSIGHT INC	13	119.86	11.26
VISTA FOUNDATION	20	119.41	15.22
GAUDENZIA W SHORE OUTLET	9	119.32	5.81
PYRAMID HEALTHCARE INC ERIE	1	119.02	0.00
PARAGON BEHAVIORAL HEALTH SERVICES LLC	12	118.60	8.28
MAZZITTI AND SULLIVAN	37	118.55	12.03
FOLIUM INC	7	118.36	12.12
NUESTRA CLINICA OF SACA, INC.	9	118.12	18.79
PYRAMID QUAKERTOWN	4	118.00	4.79
BEHAVIOR THERAPY INTERNATIONAL LLC (BTI)	16	117.95	7.26
HOLCOMB BEHAVIORAL HEALTH SYSTEMS	17	117.70	12.3
PERRY HUMAN SERVICES	3	117.66	10.61
NEW INSIGHTS II INC	16	117.61	8.79
GAUDENZIA HARRISBURG	27	117.50	11.61
NAAMAN CENTER	28	117.32	10.32
BLUEPRINTS FOR ADDICTION RECOVERY INC	59	117.22	12.23
ARS OF LANCASTER LP SA-OP	35	117.04	14.76
CENTER FOR BEHAVIORAL HEALTH HA SA-OP	26	117.04	6.32
FIRETREE SNYDER	3	116.70	12.39

MISSION AUTISM CLINICS LLC	12	116.57	10.96
WHITE DEER RUN ALLENWOOD	9	116.19	9.24
LAUREL LIFE SERVICES	52	116.16	13.01
NEW HORIZONS COUNSELING SERVICES, INC.	11	116.09	11.14
TRUENORTH WELLNESS SERVICES	48	116.08	13.88
BRIGHT BEGINNINGS THERAPEUTIC SERVICES LLC	30	115.99	13.23
GAUDENZIA COMMON GROUND	18	115.95	12.92
HOLY SPIRIT HOSPITAL	34	115.73	9.54
PENNSYLVANIA COUNSELING SERVICES INC	360	115.61	10.98
WELLSPAN PHILHAVEN	324	115.55	12.23
TW PONESSA BEHAVIORAL HEALTH	280	115.41	11.41
DISCOVERY HOUSE CC, LLC SA-OP	10	114.95	16.01
PYRAMID RIDGE MANOR	4	114.75	5.62
MALVERN INSTITUTE	3	114.62	15.45
HELPING HANDS FAMILY PENNSYLVANIA LLC	7	114.47	10.47
PENNSYLVANIA PSYCHIATRIC INSTITUTE	76	114.41	11.7
ALL BRIGHT ABA LLC	6	114.13	11.27
YOUTH ADVOCATE PROGRAMS	97	114.00	12.79
PYRAMID YORK	6	113.98	6.04
PYRAMID HEALTHCARE INC	2	113.89	5.7
YOUTH COUNSELING SERVICES LLC	10	113.88	10.71
SWANK EARLY SKILLS DEVELOPMENT LLC	9	113.29	10.49
MERAKEY STEVENS CENTER	25	113.22	7.12
DIAKON CHILD, FAMILY & COMMUNITY MINISTRIES	32	113.12	14.01
MERAKEY CAPITAL	17	113.05	10.79
COMMONWEALTH CLINICAL GROUP INC	35	112.72	15.28
GATE HOUSE FOR MEN WOMEN INC	6	112.32	8.91
LEBANON TREATMENT CENTER SA-OP	31	112.22	9.56
ROXBURY TREATMENT CENTER	20	112.18	20.67
MERAKEY PENNSYLVANIA	15	112.14	9.99
KEYSTONE SERVICE SYSTEMS	16	112.14	12.93
GATE HOUSE FOR MEN MOUNTVILLE	1	112.00	0.00
PA COMPREHENSIVE BEHAVIORAL HEALTH	39	111.98	10.08
BEHAVIOR INTERVENTIONS	17	111.96	17.04
FRANKLIN FAMILY SERVICES INC	30	111.95	8.4
THE MILTON S HERSHEY MEDICAL CENTER	51	111.93	12.08
COMMUNITY SERVICES GROUP INC	130	111.91	13.36
TEAMCARE BEHAVIORAL HEALTH LLC	169	111.64	12.64
ACHIEVING TRUE SELF	11	110.87	14.87
PYRAMID HILLSIDE	3	110.69	10.77
PYRAMID DALLAS	2	110.05	36.77
ARS OF PENNSYLVANIA, LLC SA-OP	20	110.00	9.61
ACCLAIM AUTISM	8	109.70	9.33
BEHAVIORAL HEALTHCARE CORPORATION	7	109.18	5.76
OTHER	7	108.73	16.33
JEWISH FAMILY SERVICES	7	108.30	21.4
GENESIS HOUSE, INC	3	107.63	25.16
GATE HOUSE FOR MEN	2	107.44	0.62
PEERSTAR LLC	3	107.09	15.5
REHAB AFTER WORK	3	107.02	15.5
WHITE DEER RUN COVE FORGE	12	105.28	16.79
GAUDENZIA VANTAGE	3	101.99	21.65

REDCO GROUP MH-CLINIC	1	101.00	0.00
BOWLING GREEN BRANDYWINE	15	98.33	28.47
PYRAMID PLANK RD	26	95.96	19.27
LIBERTAE, INC.	1	91.00	0.00
Total	2681	114.8	12.57

Adult Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
PYRAMID BELLEVILLE	1	134.87	0.00
MALVERN WILLOW GROVE	2	132.00	8.49
CATHOLIC CHARITIES OF THE DIOCESE OF HARRISBURG	8	130.78	10.81
BEHAVIOR INTERVENTIONS	1	129.06	0.00
WHITE DEER RUN NEW PERSPECTIVES	3	126.69	10.63
NASR CONSULTANT GROUP	1	126.00	0.00
EAGLEVILLE HOSPITAL	2	124.56	3.54
PYRAMID ALTOONA	1	124.00	0.00
COMMUNITY CARE AND ADDICTION RECOVERY	2	124.00	2.83
HARWOOD HOUSE	1	123.00	0.00
ASCEND CLINICAL SERVICES - ADULT/TEEN CHALLENGE	12	122.60	11.05
GAUDENZIA INTEGRITY	2	122.45	3.61
WHITE DEER RUN YORK	3	122.35	8.98
ESPERANZA HOPE FOR THE FUTURE COUNSELING	15	122.06	8.74
DAYSTAR CENTER	14	121.78	7.21
FIRETREE CONEWAGO	8	121.60	8.79
SPANISH AMERICAN CIVIC	1	121.00	0.00
ARS OF EPHRATA	15	120.16	8.56
GAUDENZIA CONCEPT 90	8	120.06	8.48
WHITE DEER RUN LANCASTER	6	120.02	7.95
RECOVERY INSIGHT INC	13	119.86	11.26
GAUDENZIA W SHORE OUTLET	9	119.32	5.81
PYRAMID HEALTHCARE INC ERIE	1	119.02	0.00
TRUENORTH WELLNESS SERVICES	6	118.66	7.21
HOLY SPIRIT HOSPITAL	13	118.65	10.85
MAZZITTI AND SULLIVAN	37	118.55	12.03
NUESTRA CLINICA OF SACA, INC.	9	118.12	18.79
PYRAMID QUAKERTOWN	4	118.00	4.79
PERRY HUMAN SERVICES	3	117.66	10.61
LAUREL LIFE SERVICES	15	117.64	13.95
NEW INSIGHTS II INC	16	117.61	8.79
NAAMAN CENTER	28	117.32	10.32
BLUEPRINTS FOR ADDICTION RECOVERY INC	59	117.22	12.23
PENNSYLVANIA COUNSELING SERVICES INC	140	117.13	11.17
ARS OF LANCASTER LP SA-OP	35	117.04	14.76
CENTER FOR BEHAVIORAL HEALTH HA SA-OP	26	117.04	6.32
GAUDENZIA HARRISBURG	26	116.87	11.36
FIRETREE SNYDER	3	116.70	12.39
WHITE DEER RUN ALLENWOOD	9	116.19	9.24
YOUTH ADVOCATE PROGRAMS	31	116.06	8.08
GAUDENZIA COMMON GROUND	18	115.95	12.92

WELLSPAN PHILHAVEN	154	115.22	12.62
PENNSYLVANIA PSYCHIATRIC INSTITUTE	58	115.13	11.72
DISCOVERY HOUSE CC, LLC SA-OP	10	114.95	16.01
PYRAMID RIDGE MANOR	4	114.75	5.62
TW PONESSA BEHAVIORAL HEALTH	106	114.66	10.52
MALVERN INSTITUTE	3	114.62	15.45
PYRAMID YORK	6	113.98	6.04
PYRAMID HEALTHCARE INC	2	113.89	5.70
NEW HORIZONS COUNSELING SERVICES, INC.	8	113.88	12.49
MERAKEY STEVENS CENTER	21	113.66	6.82
MERAKEY PENNSYLVANIA	7	113.01	12.53
MERAKEY CAPITAL	16	112.61	10.99
DIAKON CHILD, FAMILY & COMMUNITY MINISTRIES	12	112.47	8.82
PA COMPREHENSIVE BEHAVIORAL HEALTH	4	112.40	12.41
GATE HOUSE FOR MEN WOMEN INC	6	112.32	8.91
LEBANON TREATMENT CENTER SA-OP	31	112.22	9.56
ROXBURY TREATMENT CENTER	20	112.18	20.67
KEYSTONE SERVICE SYSTEMS	16	112.14	12.93
COMMONWEALTH CLINICAL GROUP INC	31	112.04	15.38
GATE HOUSE FOR MEN MOUNTVILLE	1	112.00	0.00
TEAMCARE BEHAVIORAL HEALTH LLC	62	111.37	11.05
COMMUNITY SERVICES GROUP INC	43	111.29	16.39
PYRAMID HILLSIDE	3	110.69	10.77
FRANKLIN FAMILY SERVICES INC	19	110.65	9.18
PYRAMID DALLAS	2	110.05	36.77
VISTA FOUNDATION	2	110.04	9.95
ARS OF PENNSYLVANIA, LLC SA-OP	20	110.00	9.61
PARAGON BEHAVIORAL HEALTH SERVICES LLC	1	109.87	0.00
BEHAVIORAL HEALTHCARE CORPORATION	7	109.18	5.76
GENESIS HOUSE, INC	3	107.63	25.16
GATE HOUSE FOR MEN	2	107.44	0.62
PEERSTAR LLC	3	107.09	15.50
REHAB AFTER WORK	3	107.02	15.50
THE MILTON S HERSHEY MEDICAL CENTER	19	106.62	14.13
OTHER	6	105.36	14.97
WHITE DEER RUN COVE FORGE	12	105.28	16.79
GAUDENZIA VANTAGE	3	101.99	21.65
BOWLING GREEN BRANDYWINE	15	98.33	28.47
PYRAMID PLANK RD	26	95.96	19.27
LIBERTAE, INC.	1	91.00	0.00
HOLCOMB BEHAVIORAL HEALTH SYSTEMS	1	87.29	0.00
Total	1376	114.76	12.98

Child/Adolescent Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
GAUDENZIA HARRISBURG	1	134.00	0.00
OTHER	1	129.00	0.00
CHESTER COUNTY INTERMEDIATE UNIT	14	122.95	6.23
CATHOLIC CHARITIES OF THE DIOCESE OF HARRISBURG	3	122.03	9.59

NEW HORIZONS COUNSELING SERVICES, INC.	3	121.98	1.75
EXPRESSIVE PATHWAYS	23	120.90	11.81
ST JOSEPH HEALTH MINISTRIES	17	120.52	9.76
VISTA FOUNDATION	18	120.45	15.54
MERAKEY CAPITAL	1	120.00	0.00
HOLCOMB BEHAVIORAL HEALTH SYSTEMS	16	119.60	9.80
PARAGON BEHAVIORAL HEALTH SERVICES LLC	11	119.39	8.19
FOLIUM INC	7	118.36	12.12
COMMONWEALTH CLINICAL GROUP INC	4	117.96	15.46
BEHAVIOR THERAPY INTERNATIONAL LLC (BTI)	16	117.95	7.26
MISSION AUTISM CLINICS LLC	12	116.57	10.96
BRIGHT BEGINNINGS THERAPEUTIC SERVICES LLC	30	115.99	13.23
TW PONESSA BEHAVIORAL HEALTH	174	115.87	11.92
WELLSPAN PHILHAVEN	170	115.85	11.89
TRUENORTH WELLNESS SERVICES	42	115.71	14.61
LAUREL LIFE SERVICES	37	115.56	12.76
THE MILTON S HERSHEY MEDICAL CENTER	32	115.08	9.58
PENNSYLVANIA COUNSELING SERVICES INC	220	114.64	10.77
HELPING HANDS FAMILY PENNSYLVANIA LLC	7	114.47	10.47
FRANKLIN FAMILY SERVICES INC	11	114.19	6.64
ALL BRIGHT ABA LLC	6	114.13	11.27
HOLY SPIRIT HOSPITAL	21	113.92	8.41
YOUTH COUNSELING SERVICES LLC	10	113.88	10.71
DIAKON CHILD, FAMILY & COMMUNITY MINISTRIES	20	113.51	16.58
SWANK EARLY SKILLS DEVELOPMENT LLC	9	113.29	10.49
YOUTH ADVOCATE PROGRAMS	66	113.04	14.44
ESPERANZA HOPE FOR THE FUTURE COUNSELING	1	112.41	0.00
COMMUNITY SERVICES GROUP INC	87	112.21	11.67
PENNSYLVANIA PSYCHIATRIC INSTITUTE	18	112.11	11.63
PA COMPREHENSIVE BEHAVIORAL HEALTH	35	111.93	10.00
TEAMCARE BEHAVIORAL HEALTH LLC	107	111.79	13.52
MERAKEY PENNSYLVANIA	8	111.39	7.97
MERAKEY STEVENS CENTER	4	110.92	9.31
BEHAVIOR INTERVENTIONS	16	110.89	17.00
ACHIEVING TRUE SELF	11	110.87	14.87
ACCLAIM AUTISM	8	109.70	9.33
JEWISH FAMILY SERVICES	7	108.30	21.40
REDCO GROUP MH-CLINIC	1	101.00	0.00
Total	1305	114.85	12.12

Mean Satisfaction of Level of Care

- Data was collected for 10 Levels of Care. The distribution of respondents is presented below. Mean Satisfaction scores are listed separately for Adult and Child/Adolescent Services for each Level of Care. 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			
Level of Care	N	Mean	Std. Deviation
SUD INTENSIVE OUTPATIENT	93	119.53	10.12
SUD HALFWAY HOUSE	32	117.62	11.99
SUD OUTPATIENT	231	116.63	12.05
IBHS	573	115.56	12.00
METHADONE MAINTENANCE	114	115.44	10.75
PEER SUPPORT	46	114.34	11.76
MENTAL HEALTH OUTPATIENT	1315	114.33	11.79
FAMILY BASED	103	113.59	15.85
ACT	13	112.11	13.97
SUD INPATIENT	161	110.72	18.88
Total	2681	114.80	12.57

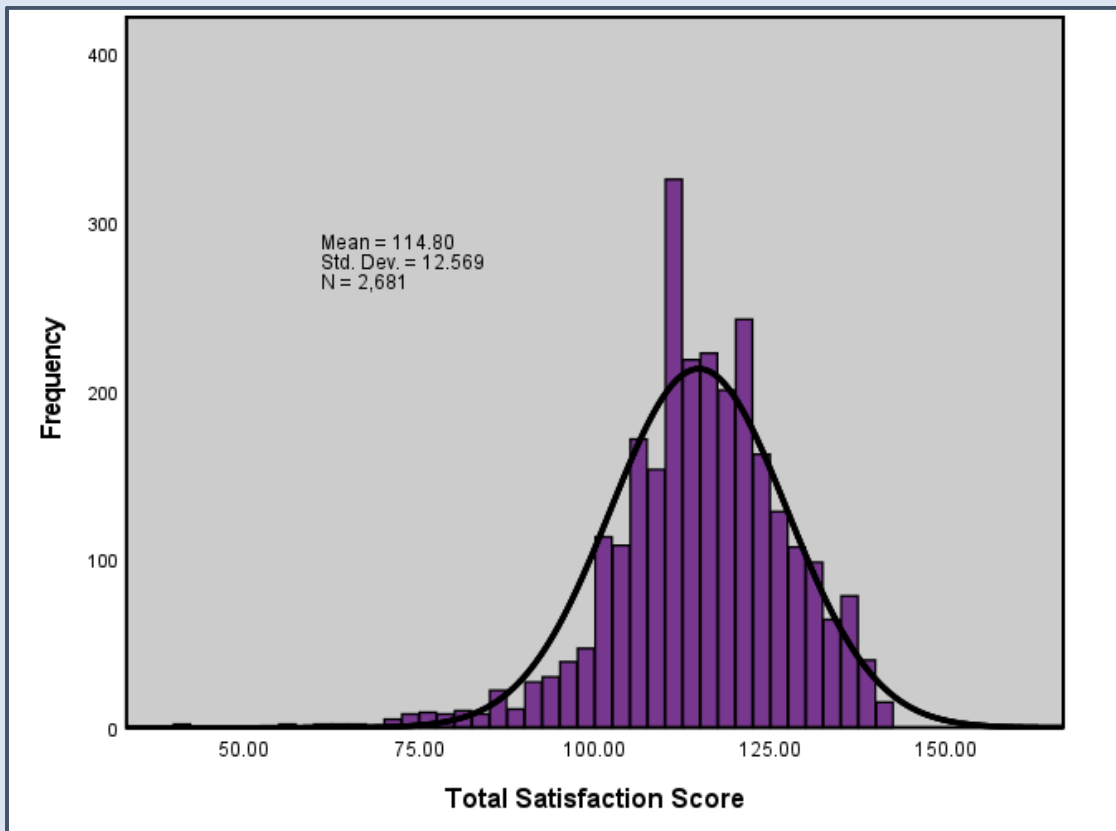
Adult Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
SUD INTENSIVE OUTPATIENT	92	119.37	10.07
SUD HALFWAY HOUSE	32	117.62	11.99
SUD OUTPATIENT	231	116.63	12.05
METHADONE MAINTENANCE	114	115.44	10.75
PEER SUPPORT	45	114.43	11.88
MENTAL HEALTH OUTPATIENT	675	114.40	12.08
ACT	13	112.11	13.97
SUD INPATIENT	160	110.60	18.88
IBHS	12	110.28	11.59
FAMILY BASED	2	105.73	3.44
Total	1376	114.76	12.98

Child/Adolescent Total Satisfaction Score			
Level of Care	N	Mean	Std. Deviation
SUD INTENSIVE OUTPATIENT	1	134.00	0.00
SUD INPATIENT	1	129.00	0.00
IBHS	561	115.67	11.99
MENTAL HEALTH OUTPATIENT	640	114.27	11.49
FAMILY BASED	101	113.74	15.96
PEER SUPPORT	1	110.24	0.00
Total	1305	114.85	12.12

Total Satisfaction

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

- The overall mean for Total Satisfaction Score (TSS) was 114.80 with a standard deviation 12.569 indicating a high level of satisfaction overall. The TSS scores ranged from 40-140. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.

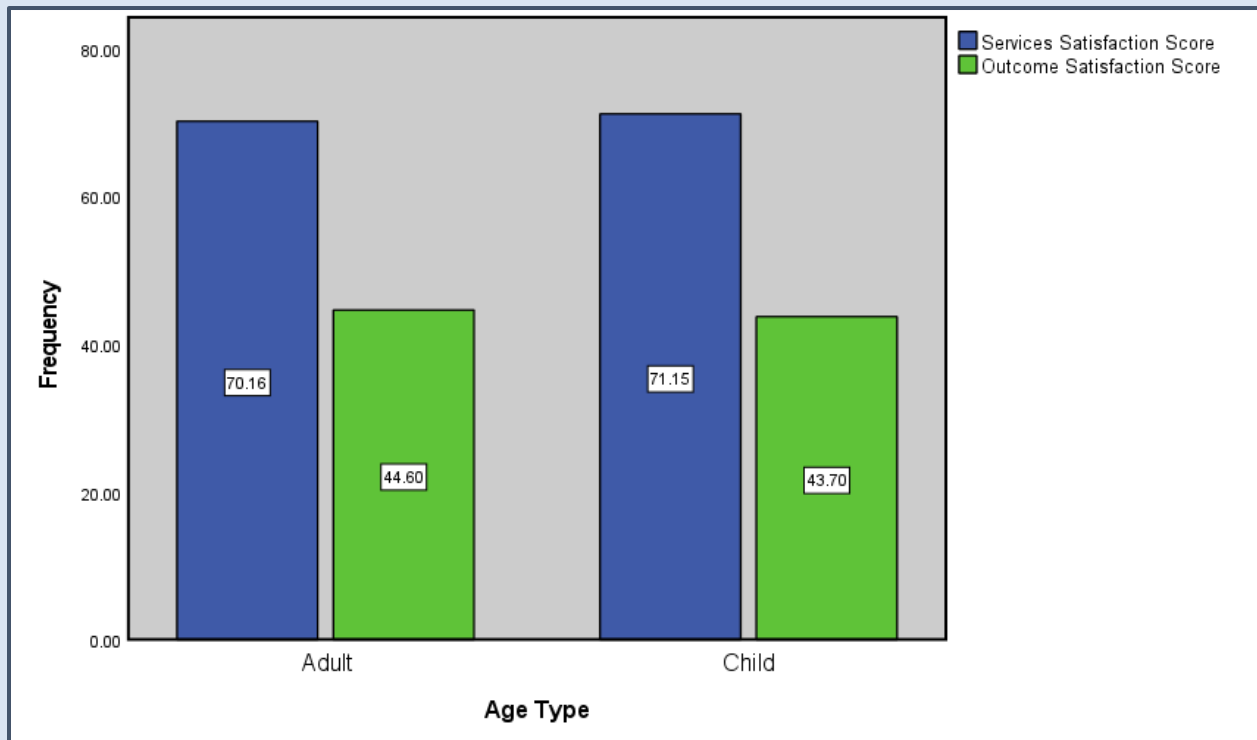


Mean Satisfaction with Services and Outcomes of Services

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 respondents about their satisfaction with the services they receive. According to survey responses, respondents report a high 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% Program staff respects my ethnic, cultural, and religious background in my recovery/treatment Q21.
- 95.2% I am an important part of the treatment process Q26.
- 95.1% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 95.0% I feel comfortable in asking questions regarding my treatment Q18.
- 94.2% I am included in the development of my treatment/recovery plan and goals for recovery Q25.
- 93.5% My provider asks my permission before sharing my personal information Q20.
- 91.9% I trust my service provider Q22.
- 91.4% My service provider explained the advantages of my therapy or treatment Q27.
- 90.9% Overall, I am satisfied with the services I am receiving Q29.
- 90.3% My service provider spends adequate time with me Q19.
- 89.5% I have the option to change my service provider should I choose to Q16.
- 86.2% My provider informed me who to call if I have questions about my mental health/crisis or substance use services Q13.
- 86.0% My service provider explained the limitations of my therapy or treatment Q28.

**As there was such a high proportion of respondents in the does not apply category for Question 23, when the Not Applicable responses are removed, 95.7% of respondents agree or strongly agree they feel safe at the facility, 2.1% reported they neither agree nor disagree, and 2.2% of respondents disagree or strongly disagree. This is a more accurate representation of the data. However, for completeness, the entire table is presented below.*

Summary responses from the Total group of respondents (N=2681) are presented in Table 1.

Summary responses from the Adult group of respondents (N=1376) are presented in Table 2.

Summary responses from the Child/Adolescent group of respondents (N=1305) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions – Total Respondents

N=2681	% Agree or Strongly Agree	% Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance use services.	86.2	8.4	2.8	0.7	1.4
14. I was given information on how to get additional community resources that I needed (example: transportation, childcare, employment training).	76.9	9.2	3.0	1.1	8.5
15. My provider discussed other services that may benefit me in my treatment/recovery.	84.6	9.1	2.8	0.7	2.0
16. I have the option to change my service provider should I choose to.	89.5	5.0	2.9	0.6	1.9
17. I was informed about my rights and responsibilities regarding the treatment I have received.	95.1	2.2	3.0	0.4	0.7
18. I feel comfortable in asking questions regarding my treatment.	95.0	2.3	3.0	0.4	0.7
19. My service provider spends adequate time with me.	90.3	5.3	2.9	0.6	1.1
20. My provider asks my permission before sharing my personal information.	93.5	1.3	3.0	0.6	2.6
21. Program staff respects my ethnic, cultural, and religious background in my recovery/treatment.	96.1	0.8	3.0	0.4	1.6
22. I trust my service provider.	91.9	4.0	2.9	0.5	1.0
23. I feel safe at this facility.	80.0	1.8	3.4	1.2	16.4
24. My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process.	84.6	7.0	2.9	0.8	3.1
25. I am included in the development of my treatment/recovery plan and goals for recovery.	94.2	2.5	3.0	0.5	1.3
26. I am an important part of the treatment process.	95.2	1.8	3.0	0.4	1.1
27. My service provider explained the advantages of my therapy or treatment.	91.4	4.0	2.9	0.5	1.2
28. My service provider explained the limitations of my therapy or treatment.	86.0	6.3	2.9	0.7	1.9
29. Overall, I am satisfied with the services I am receiving.	90.9	5.4	2.9	0.6	0.9

Table 2 – Total Satisfaction – Services Questions – Adult

N=1376	% Agree or Strongly Agree	% Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance use services.	83.8	9.9	2.8	0.7	1.5
14. I was given information on how to get additional community resources that I needed (example: transportation, childcare, employment training).	77.7	10.0	3.0	1.1	7.3
15. My provider discussed other services that may benefit me in my treatment/recovery.	86.3	8.4	2.9	0.7	2.0
16. I have the option to change my service provider should I choose to.	88.2	6.2	2.9	0.6	1.1
17. I was informed about my rights and responsibilities regarding the treatment I have received.	95.0	2.6	2.9	0.4	0.2
18. I feel comfortable in asking questions regarding my treatment.	94.3	3.1	2.9	0.4	0.4
19. My service provider spends adequate time with me.	90.7	6.0	2.9	0.6	0.7
20. My provider asks my permission before sharing my personal information.	94.0	1.9	3.0	0.5	1.4
21. Program staff respects my ethnic, cultural, and religious background in my recovery/treatment.	96.0	1.3	3.0	0.4	1.2
22. I trust my service provider.	91.0	5.0	2.9	0.5	0.5
23. I feel safe at this facility.	87.4	2.7	3.1	0.9	7.4
24. My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process.	81.0	8.9	2.9	0.8	3.4
25. I am included in the development of my treatment/recovery plan and goals for recovery.	94.5	3.1	2.9	0.5	0.9
26. I am an important part of the treatment process.	95.8	2.3	2.9	0.4	0.4
27. My service provider explained the advantages of my therapy or treatment.	91.6	4.5	2.9	0.5	1.1
28. My service provider explained the limitations of my therapy or treatment.	86.2	6.3	2.9	0.7	1.7
29. Overall, I am satisfied with the services I am receiving.	90.7	5.7	2.9	0.5	0.4

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

N=1305	% Agree or Strongly Agree	% Disagree or Strongly Disagree	Mean	Std. Deviation	% Reported Does Not Apply
13. My provider informed me who to call if I have questions about my mental health/crisis or substance use services.	88.7	6.7	2.9	0.6	1.4
14. I was given information on how to get additional community resources that I needed (example: transportation, childcare, employment training).	76.2	8.4	3.1	1.1	9.8
15. My provider discussed other services that may benefit me in my treatment/recovery.	82.8	9.9	2.8	0.8	2.1
16. I have the option to change my service provider should I choose to.	90.9	3.7	3.0	0.6	2.7
17. I was informed about my rights and responsibilities regarding the treatment I have received.	95.2	1.8	3.0	0.4	1.1
18. I feel comfortable in asking questions regarding my treatment.	95.7	1.4	3.0	0.4	1.1
19. My service provider spends adequate time with me.	89.8	4.6	2.9	0.6	1.5
20. My provider asks my permission before sharing my personal information.	93.0	0.6	3.1	0.6	3.8
21. Program staff respects my ethnic, cultural, and religious background in my recovery/treatment.	96.2	0.3	3.0	0.5	2.0
22. I trust my service provider.	92.8	2.8	3.0	0.5	1.5
23. I feel safe at this facility.	72.3	0.9	3.7	1.3	25.9
24. My service provider offered me the opportunity to involve my family, significant others, or friends into my treatment process.	88.3	5.0	2.9	0.7	2.8
25. I am included in the development of my treatment/recovery plan and goals for recovery.	93.9	1.9	3.0	0.5	1.8
26. I am an important part of the treatment process.	94.6	1.3	3.0	0.5	1.8
27. My service provider explained the advantages of my therapy or treatment.	91.1	3.4	2.9	0.5	1.3
28. My service provider explained the limitations of my therapy or treatment.	85.7	6.3	2.9	0.7	2.0
29. Overall, I am satisfied with the services I am receiving.	91.0	5.1	2.9	0.6	1.5

Outcomes of Services

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

Members describe their lives as being better as a result of their services in the majority of cases. In total, 55.9% to 79.4% of respondent's responses reflect how services have improved their lives in each outcome area. Additionally, 15.7% to 27.0% of respondents' responses reflect that no change has resulted from involvement in services. Only 3.2% to 7.0% of respondent's responses reflect how 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, when the Not Applicable responses are removed, 74.0% of respondents reported participation in school or work as better or much better, 22.1% reported no change, and 3.9% reported participation in school or work as worse or much worse. This is a more accurate representation of the data. However, for completeness, the entire table is presented below.*

Summary responses from the Total group of respondents (N=2681) are presented in Table 4.

Summary responses from the Adult group of respondents (N=1376) are presented in Table 5.

Summary responses from the Child/Adolescent group of respondents (N=1305) are presented in Table 6.

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

	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
Total N=2681						
30. Managing daily problems.	77.2	16.3	5.0	2.8	0.7	1.5
31. Feeling in control of my life.	67.9	22.0	5.5	2.8	0.9	4.5
32. Coping with personal crisis.	61.6	24.0	7.0	2.8	1.1	7.3
33. How I feel about myself.	72.4	19.2	5.1	2.8	0.8	3.3
34. Feeling good (hopeful) about the future.	72.2	18.3	3.6	2.9	0.9	5.9
35. Enjoying my free time.	79.4	15.7	3.2	2.8	0.6	1.7
36. Strengthening my social support network.	69.8	23.4	4.6	2.7	0.7	2.3
37. Being involved in community activities.	55.9	27.0	4.1	3.0	1.3	12.9
38. Participating with school or work activities.	56.7	16.9	3.0	3.5	1.5	23.4
39. Interacting with people in social situations.	70.1	23.0	5.0	2.7	0.7	1.9
40. Coping with specific problems or issue that led you to seek services.	76.2	17.1	5.0	2.8	0.7	1.7

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=1376						
30. Managing daily problems.	79.7	15.2	4.1	2.8	0.6	1.0
31. Feeling in control of my life.	74.3	18.9	5.9	2.7	0.7	0.9
32. Coping with personal crisis.	69.4	20.3	7.7	2.7	0.8	2.6
33. How I feel about myself.	76.0	17.7	5.2	2.8	0.7	1.1
34. Feeling good (hopeful) about the future.	78.4	15.9	4.6	2.8	0.6	1.1
35. Enjoying my free time.	77.9	16.4	4.5	2.8	0.6	1.2
36. Strengthening my social support network.	69.0	24.6	5.2	2.7	0.7	1.2
37. Being involved in community activities.	53.7	27.6	5.1	3.0	1.3	13.6
38. Participating with school or work activities.	44.5	12.7	2.3	4.0	1.7	40.6
39. Interacting with people in social situations.	68.8	24.2	5.7	2.7	0.7	1.2
40. Coping with specific problems or issue that led you to seek services.	80.4	14.7	4.1	2.8	0.6	0.9

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=1305						
30. Managing daily problems.	74.6	17.5	5.9	2.8	0.7	1.9
31. Feeling in control of my life.	61.2	25.4	5.1	2.9	1.1	8.3
32. Coping with personal crisis.	53.4	28.0	6.4	3.0	1.3	12.3
33. How I feel about myself.	68.5	20.9	4.9	2.9	0.9	5.7
34. Feeling good (hopeful) about the future.	65.7	20.8	2.5	3.1	1.1	10.9
35. Enjoying my free time.	81.0	14.9	1.9	2.9	0.6	2.1
36. Strengthening my social support network.	70.6	22.1	3.9	2.8	0.8	3.4
37. Being involved in community activities.	58.2	26.4	3.1	3.0	1.2	12.2
38. Participating with school or work activities.	69.5	21.4	3.8	2.9	0.9	5.3
39. Interacting with people in social situations.	71.5	21.8	4.2	2.8	0.8	2.5
40. Coping with specific problems or issue that led you to seek services.	71.9	19.7	5.9	2.8	0.8	2.5

Satisfaction with the Managed Care Organization

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

- 49.1% of respondents (1317 of the 2681) reported that they had received a copy of the PerformCare member handbook. 30.4% (816) reported that they had not received a member handbook, 20.1% (538) were not sure, and 0.4% (10) reported that this question did not apply.

	Total	Q1 Have you received a copy of the Member Handbook from PerformCare?			
		Yes	No	Not Sure	Does Not Apply
Total	2681	1317 49.10%	816 30.40%	538 20.10%	10 0.40%
Adult					
Cumberland	223	126 56.50%	48 21.50%	48 21.50%	1 0.40%
Dauphin	409	172 42.10%	160 39.10%	76 18.60%	1 0.20%
Lancaster	477	139 29.10%	235 49.30%	103 21.60%	0 0
Lebanon	231	84 36.40%	92 39.80%	54 23.40%	1 0.40%
Perry	36	22 61.10%	4 11.10%	10 27.80%	0 0
Child					
Cumberland	187	123 65.80%	34 18.20%	29 15.50%	1 0.50%
Dauphin	407	228 56.00%	88 21.60%	87 21.40%	4 1.00%
Lancaster	470	286 60.90%	97 20.60%	86 18.30%	1 0.20%
Lebanon	204	109 53.40%	54 26.50%	40 19.60%	1 0.50%
Perry	37	28 75.70%	4 10.80%	5 13.50%	0 0

- 85.3% of respondents (2288 of the 2681) reported that they were aware of their right to file a complaint or grievance. 8.7% (234) were not aware of their right to file a complaint or grievance, 4.3% (115) were not sure, and 1.6% (44) 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	2681	2288 85.30%	234 8.70%	115 4.30%	44 1.60%
Adult					
Cumberland	223	209 93.70%	9 4.00%	5 2.20%	0 0
Dauphin	409	330 80.70%	47 11.50%	27 6.60%	5 1.20%
Lancaster	477	396 83.00%	62 13.00%	12 2.50%	7 1.50%
Lebanon	231	190 82.30%	29 12.60%	10 4.30%	2 0.90%
Perry	36	33 91.70%	1 2.80%	2 5.60%	0 0
Child					
Cumberland	187	171 91.40%	5 2.70%	7 3.70%	4 2.10%
Dauphin	407	332 81.60%	31 7.60%	25 6.10%	19 4.70%
Lancaster	470	428 91.10%	26 5.50%	14 3.00%	2 0.40%
Lebanon	204	164 80.40%	23 11.30%	12 5.90%	5 2.50%
Perry	37	35 94.60%	1 2.70%	1 2.70%	0 0

- 57.7% of respondents (1547 of the 2681) reported that they did know who to call to file a complaint or grievance. 35.8% (959) reported that they did not know who to call, 5.0% (133) were not sure, and 1.6% (42) 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	2681	1547 57.70%	959 35.80%	133 5.00%	42 1.60%
Adult					
Cumberland	223	125 56.10%	93 41.70%	5 2.20%	0 0
Dauphin	409	176 43.00%	197 48.20%	26 6.40%	10 2.40%
Lancaster	477	229 48.00%	222 46.50%	20 4.20%	6 1.30%
Lebanon	231	104 45.00%	109 47.20%	14 6.10%	4 1.70%
Perry	36	14 38.90%	20 55.60%	2 5.60%	0 0
Child					
Cumberland	187	143 76.50%	37 19.80%	5 2.70%	2 1.10%
Dauphin	407	273 67.10%	101 24.80%	20 4.90%	13 3.20%
Lancaster	470	331 70.40%	114 24.30%	23 4.90%	2 0.40%
Lebanon	204	129 63.20%	54 26.50%	16 7.80%	5 2.50%
Perry	37	23 62.20%	12 32.40%	2 5.40%	0 0

- 17.3% of respondents (464 of the 2681) reported that they had called PerformCare in the last twelve months for information. 69.8% (1871) had not called PerformCare within the last twelve months, 4.7% (127) were not sure, and 8.2% (219) 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	2681	464 17.30%	1871 69.80%	127 4.70%	219 8.20%
Adult					
Cumberland	223	45 20.20%	167 74.90%	3 1.30%	8 3.60%
Dauphin	409	52 12.70%	305 74.60%	23 5.60%	29 7.10%
Lancaster	477	68 14.30%	356 74.60%	11 2.30%	42 8.80%
Lebanon	231	24 10.40%	185 80.10%	10 4.30%	12 5.20%
Perry	36	4 11.10%	29 80.60%	3 8.30%	0 0
Child					
Cumberland	187	38 20.30%	123 65.80%	11 5.90%	15 8.00%
Dauphin	407	90 22.10%	216 53.10%	31 7.60%	70 17.20%
Lancaster	470	94 20.00%	330 70.20%	22 4.70%	24 5.10%
Lebanon	204	33 16.20%	140 68.60%	13 6.40%	18 8.80%
Perry	37	16 43.20%	20 54.10%	0 0	1 2.70%

- 86.9% of those that requested information from PerformCare (403 of the 464) reported that they were able to obtain information on treatment and/or services from PerformCare without unnecessary delays. 6.7% (31) reported that they were not able to obtain information without delays, 4.1% (19) was not sure, and 2.4% (11) reported that 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	464	403 86.90%	31 6.70%	19 4.10%	11 2.40%
Adult					
Cumberland	45	43 95.60%	1 2.20%	0 0	1 2.20%
Dauphin	52	46 88.50%	5 9.60%	1 1.90%	0 0
Lancaster	68	61 89.70%	4 5.90%	2 2.90%	1 1.50%
Lebanon	24	20 83.30%	2 8.30%	0 0	2 8.30%
Perry	4	4 100.00%	0 0	0 0	0 0
Child					
Cumberland	38	31 81.60%	4 10.50%	2 5.30%	1 2.60%
Dauphin	90	72 80.00%	6 6.70%	8 8.90%	4 4.40%
Lancaster	94	83 88.30%	6 6.40%	4 4.30%	1 1.10%
Lebanon	33	28 84.80%	3 9.10%	1 3.00%	1 3.00%
Perry	16	15 93.80%	0 0	1 6.30%	0 0

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

- 55.2% of respondents (1258 of 2278) reported that they were given a choice of at least 2 providers regarding the type of service they were seeking. 28.6% of respondents (652) reported that they were not given a choice, and 16.2% (368) 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	2278	1258 55.20%	652 28.60%	368 16.20%
Adult				
Cumberland	211	122 57.80%	70 33.20%	19 9.00%
Dauphin	378	200 52.90%	115 30.40%	63 16.70%
Lancaster	324	168 51.90%	113 34.90%	43 13.30%
Lebanon	216	116 53.70%	62 28.70%	38 17.60%
Perry	33	22 66.70%	5 15.20%	6 18.20%
Child				
Cumberland	167	91 54.50%	45 26.90%	31 18.60%
Dauphin	346	190 54.90%	72 20.80%	84 24.30%
Lancaster	389	221 56.80%	110 28.30%	58 14.90%
Lebanon	180	104 57.80%	51 28.30%	25 13.90%
Perry	34	24 70.60%	9 26.50%	1 2.90%

**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.*

- 61.7% of respondents (1653 of 2681) reported that they were informed of the time approved for their services. 15.1% of respondents (405) reported that they were not informed of the time approved for services, 12.2% (326) were not sure, and 11.1% (297) reported that this question did not apply.

	Total	Q6 Were you informed of the time approved for your services? (Example: IBHS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	2681	1653 61.70%	405 15.10%	326 12.20%	297 11.10%
Adult					
Cumberland	223	177 79.40%	25 11.20%	15 6.70%	6 2.70%
Dauphin	409	265 64.80%	80 19.60%	48 11.70%	16 3.90%
Lancaster	477	188 39.40%	106 22.20%	68 14.30%	115 24.10%
Lebanon	231	144 62.30%	38 16.50%	37 16.00%	12 5.20%
Perry	36	30 83.30%	4 11.10%	1 2.80%	1 2.80%
Child					
Cumberland	187	142 75.90%	18 9.60%	15 8.00%	12 6.40%
Dauphin	407	263 64.60%	37 9.10%	60 14.70%	47 11.50%
Lancaster	470	279 59.40%	75 16.00%	46 9.80%	70 14.90%
Lebanon	204	133 65.20%	18 8.80%	35 17.20%	18 8.80%
Perry	37	32 86.50%	4 10.80%	1 2.70%	0 0

- 86.4% of respondents (1123 of the 1300) reported that when they call PerformCare staff treats them courteously and with respect. 6.5% (84) reported that PerformCare staff did not treat them courteously and with respect, and 7.2% (93) were not sure.

	Total	Q7 When you call PerformCare, do staff treat you courteously and with respect?		
		Yes	No	Not Sure
Total	1300	1123 86.40%	84 6.50%	93 7.20%
Adult				
Cumberland	146	132 90.40%	11 7.50%	3 2.10%
Dauphin	217	171 78.80%	29 13.40%	17 7.80%
Lancaster	182	172 94.50%	9 4.90%	1 0.50%
Lebanon	69	57 82.60%	4 5.80%	8 11.60%
Perry	26	22 84.60%	3 11.50%	1 3.80%
Child				
Cumberland	118	108 91.50%	3 2.50%	7 5.90%
Dauphin	184	141 76.60%	10 5.40%	33 17.90%
Lancaster	263	247 93.90%	4 1.50%	12 4.60%
Lebanon	67	47 70.10%	9 13.40%	11 16.40%
Perry	28	26 92.90%	2 7.10%	0 0

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

- 93.9% of respondents (1910 of 2033) reported overall they were satisfied with their interactions with PerformCare. 2.3% of respondents (46) reported overall they were not satisfied with their interactions with PerformCare, and 3.8% (77) were not sure.

	Total	Q8 Overall, are you satisfied with the interactions you have had with PerformCare?		
		Yes	No	Not Sure
Total	2033	1910 93.90%	46 2.30%	77 3.80%
Adult				
Cumberland	173	169 97.70%	4 2.30%	0 0
Dauphin	305	278 91.10%	11 3.60%	16 5.20%
Lancaster	314	307 97.80%	5 1.60%	2 0.60%
Lebanon	208	197 94.70%	4 1.90%	7 3.40%
Perry	31	29 93.50%	1 3.20%	1 3.20%
Child				
Cumberland	128	117 91.40%	5 3.90%	6 4.70%
Dauphin	308	275 89.30%	5 1.60%	28 9.10%
Lancaster	366	354 96.70%	4 1.10%	8 2.20%
Lebanon	166	152 91.60%	5 3.00%	9 5.40%
Perry	34	32 94.10%	2 5.90%	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.*