



# **Consumer Satisfaction Services, Inc.**

## **Capital Region 4<sup>th</sup> Quarter Report April-June 2015**

**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

## Capital Region 4<sup>th</sup> Quarter Report April-June 2015

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

- The survey represents 556 (n=556) respondents from the Capital Region including 256 Adults (46.0%) and 300 Children (54.0%). Of the 256 adult consumers, 255 (99.6%) responded for themselves and a parent/guardian responded for the remaining 1 (0.4%). Of the 300 child consumers, 22 (7.3%) responded for themselves and a parent/guardian responded for the remaining 278 (92.7%). Our analysis found no significant differences in total satisfaction based on who was interviewed.
- Data was collected by 6 interviewers from 17 treatment facilities in the Capital Region.
- Overall, of the 556 interviews 523 (94.1%) were face-to-face interviews, 33 (5.9%) were conducted by phone.
  - Of the 256 adult interviews, 242 (94.5%) were face-to-face interviews and 14 (5.5%) were conducted by phone.
  - Of the 300 child interviews, 281 (93.7%) were face-to-face interviews and 19 (6.3%) were conducted by phone.
- Gender: Overall, the sample is 52.5% female (292) and 47.5% male (264). Of the 256 adult consumers, 160 were female and 96 were male. Of the 300 child consumers, 104 were female and 196 were male.
- Level of Care: In all, 4 types of treatment were accessed by the respondents. 258 (46.4%) received Inpatient Hospitalization, 126 (22.7%) received Partial Hospitalization, 90 (16.2%) received STAP BHRS, and 82 (14.7%) received ASP BHRS.

## **Implementation**

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

- 93.5% I was informed about my rights and responsibilities regarding the treatment I have received Q18.
- 92.4% My provider asks my permission before sharing my personal information Q21.
- 90.8% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q22.
- 89.6% I am included in the development of my treatment/recovery plan and goals for recovery Q26.
- 87.4% I am an important part of the treatment process Q27.
- 85.4% I feel safe at this facility Q24.

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

- 26.3% I had a choice when selecting my service provider Q16.
- 21.0% I have the option to change my service provider should I choose to Q17.
- 20.1% I was given information on how to get other services that I needed Q14.
- 16.5% Overall, I am satisfied with the services I am receiving Q30.
- 16.4% My service provider explained the limitations of my therapy or treatment Q29.
- 15.1% When I came to this program I was given information on all the services that were available to me Q15.

## **Outcomes**

Consumers also describe their lives as being better as a result of their services in a number of cases. In total, 44.2% to 69.6% of consumers believe services have improved their lives in each outcome area. Additionally 21.4% to 35.3% of consumers believe that no change has resulted from their services, and 12.0% to 13.7% believes that things are worse as a result of services.

**We welcome questions, comments and suggestions. Please contact:**

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

## **Request for Assistance**

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

- CSS had no Requests for Assistance for the 4<sup>th</sup> Quarter 14-15

## Capital Region 4<sup>th</sup> Quarter Report April-June 2015

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

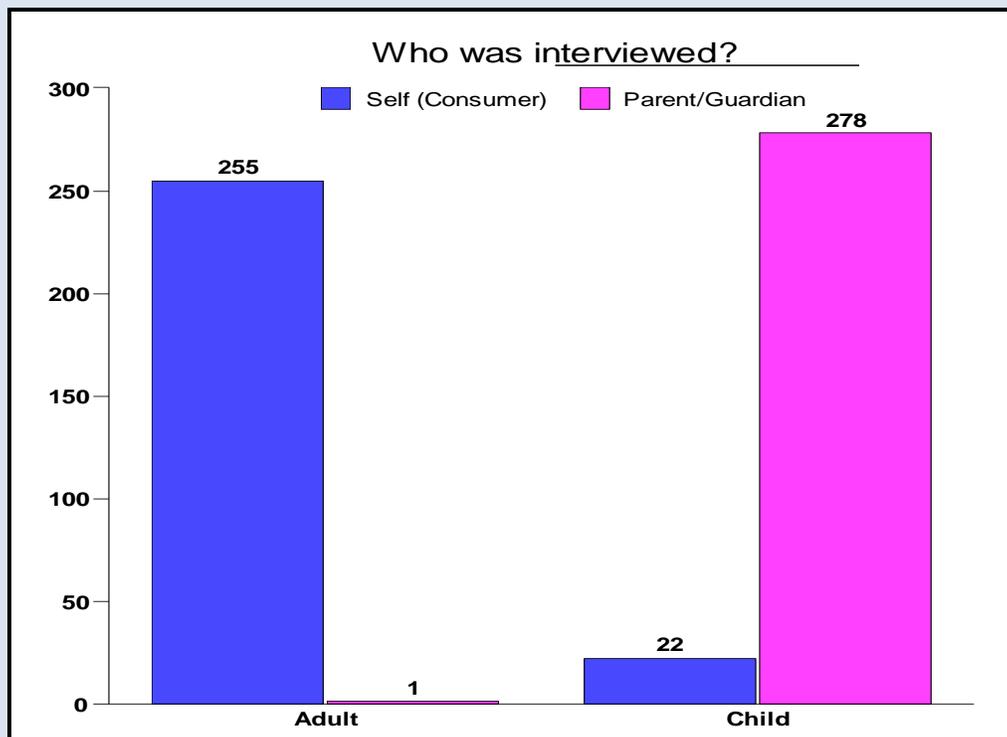
### Demographic and Survey Information

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

*Frequencies may not sum to total (n=556) as individuals may have chosen not to respond to certain questions.*

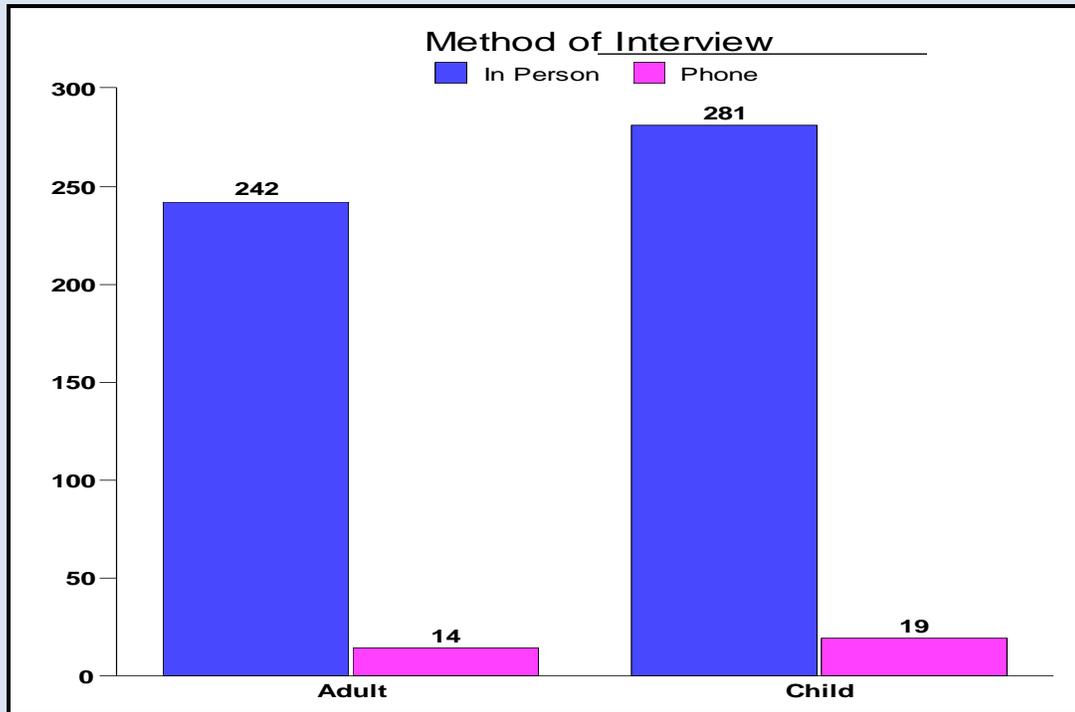
*Percentages may not sum to 100.0% due to rounding.*

- The survey represents 556 (n=556) respondents from the Capital Region including 256 Adults (46.0%) and 300 Children (54.0%). Of the 256 adult consumers, 255 (99.6%) responded for themselves and a parent/guardian responded for the remaining 1 (0.4%). Of the 300 child consumers, 22 (7.3%) responded for themselves and a parent/guardian responded for the remaining 278 (92.7%). Our analysis found no significant differences in total satisfaction based on who was interviewed.

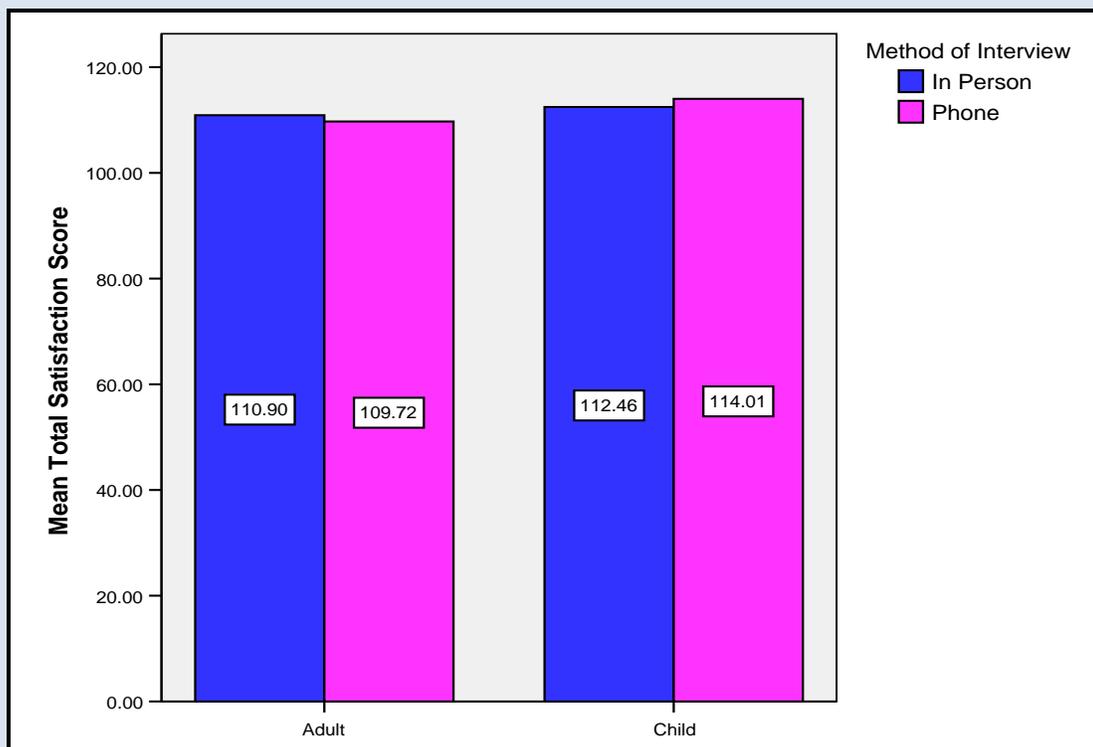


- Data was collected by 6 interviewers from 17 treatment facilities in the Capital Region.
- Overall, of the 556 interviews 523 (94.1%) were face-to-face interviews, 33 (5.9%) were conducted by phone.

- Of the 256 adult interviews, 242 (94.5%) were face-to-face interviews and 14 (5.5%) were conducted by phone.
- Of the 300 child interviews, 281 (93.7%) were face-to-face interviews and 19 (6.3%) were conducted by phone.



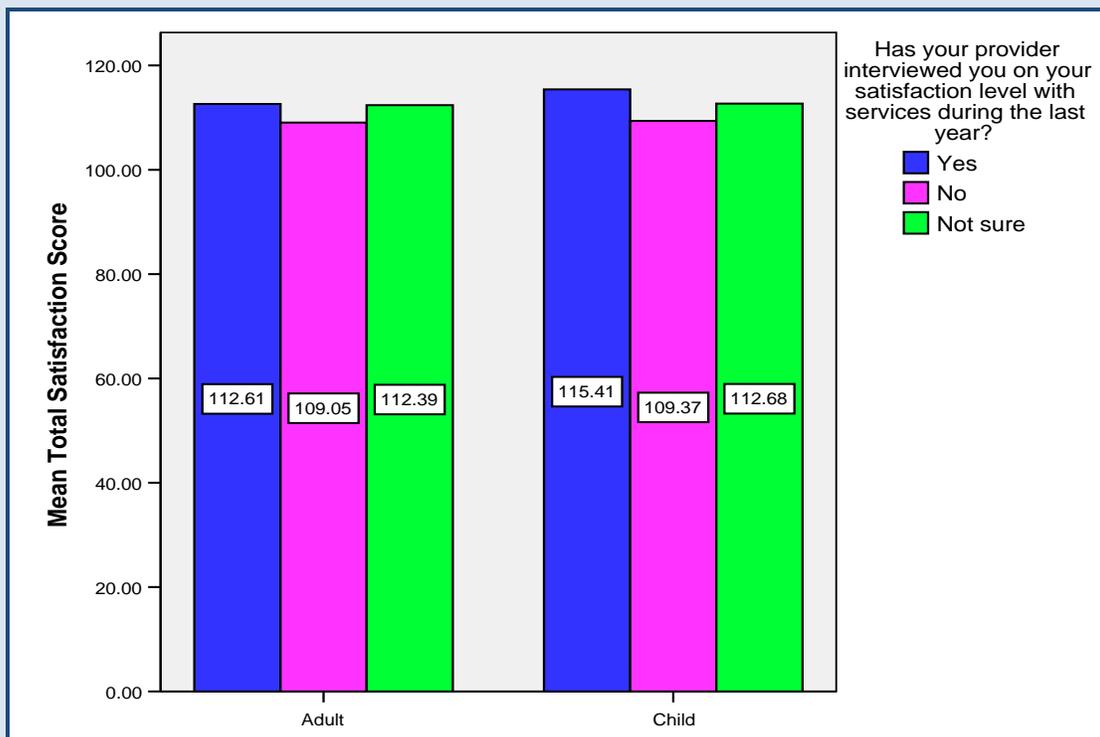
Our analysis found no significant differences in total satisfaction based on method of interview.



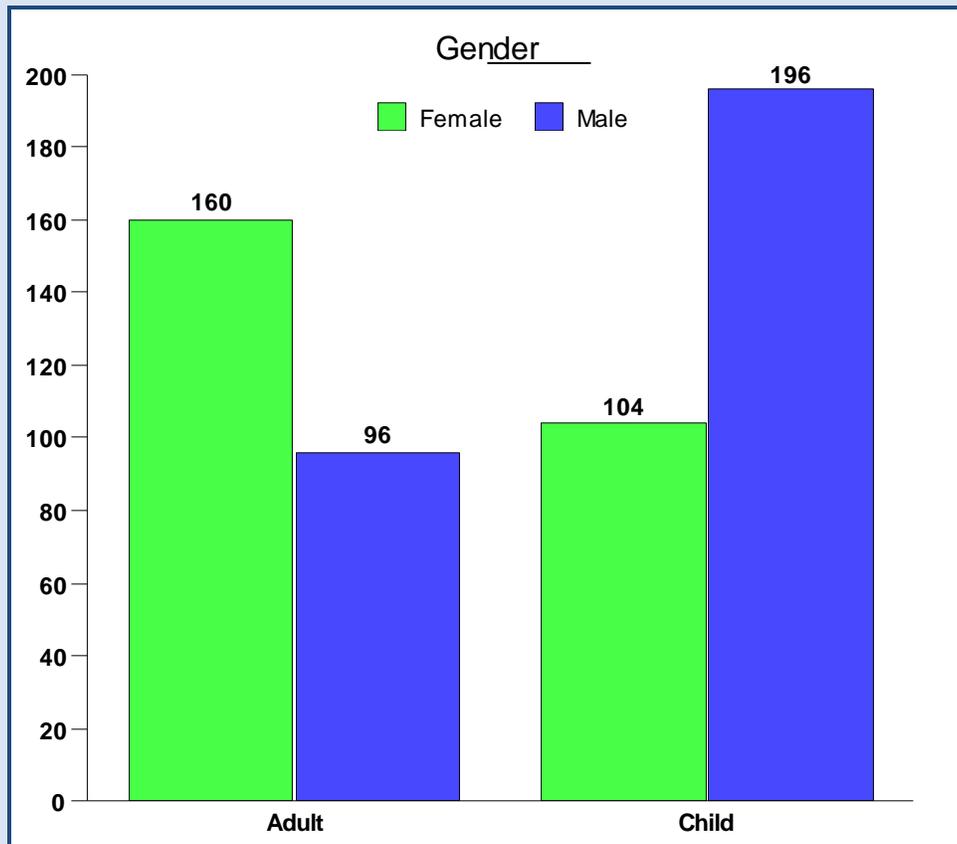
- Overall, 242 of the 556 interviews (43.5%) reported they had been previously interviewed, 252 (45.3%) reported they had not been interviewed, 62 (11.2%) were not sure.

	Base	Has your provider interviewed you on your satisfaction level with services during the last year?			
		Yes	No	Not sure	N/A
Total	556	242 43.50%	252 45.30%	62 11.20%	0 0
Adult	256	102 39.80%	126 49.20%	28 10.90%	0 0
Child	300	140 46.70%	126 42.00%	34 11.30%	0 0

Our analysis indicated a significant difference in total satisfaction based on provider interview. Consumers of child services who were surveyed by their provider in the last year reported significantly higher satisfaction than those who were not previously interviewed.



- Gender: Overall, the sample is 52.5% female (292) and 47.5% male (264). Of the 256 adult consumers, 160 were female and 96 were male. Of the 300 child consumers, 104 were female and 196 were male.

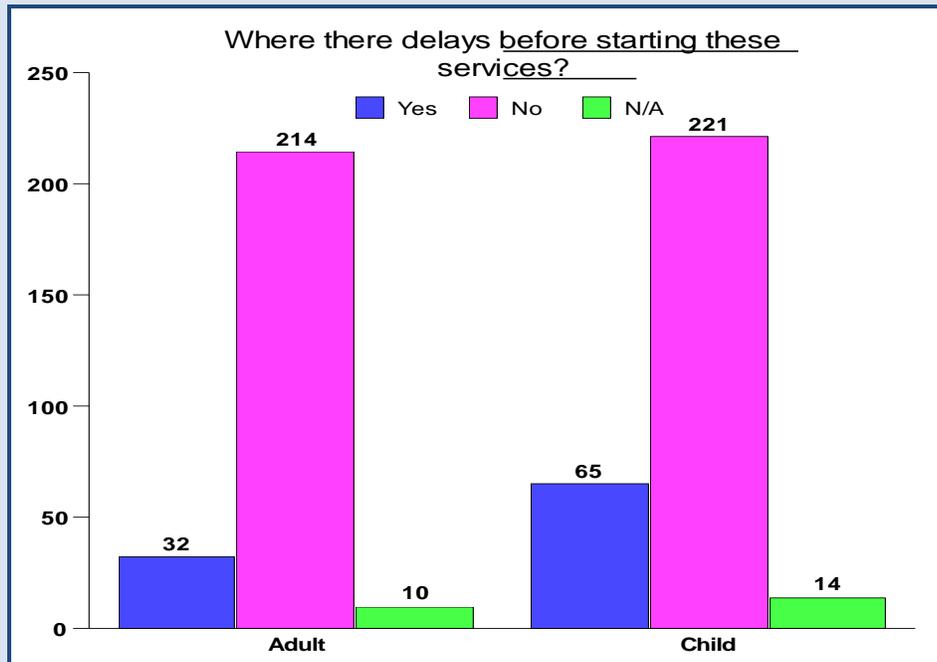


Adult male consumers reported significantly higher satisfaction than adult women. There was no difference in total satisfaction based on child responses.

### Mean Satisfaction Levels of Respondents

Total Satisfaction Score				
Is the interview for an ADULT or CHILD		Gender		
		Female	Male	Total
Adult	N	160	96	256
	Mean	108.50	114.73	110.83
	Std. Deviation	20.25	16.56	19.16
Child	N	104	196	300
	Mean	112.32	112.69	112.56
	Std. Deviation	15.84	16.95	16.55

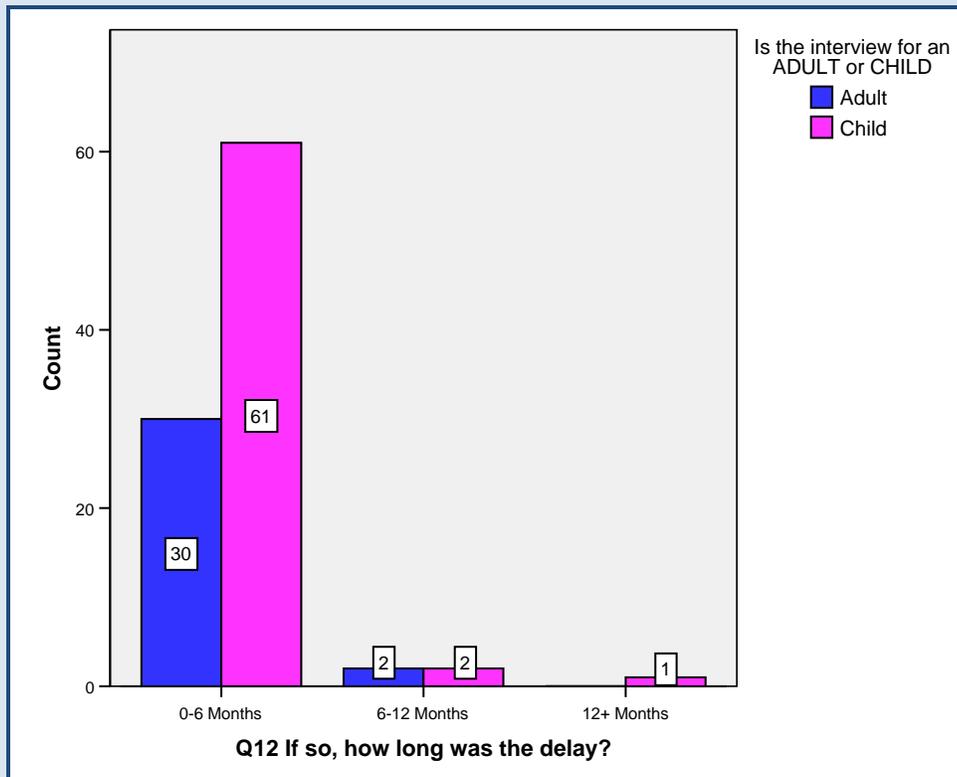
- Service Delay: 97 consumers (17.4%) reported that they experienced some delay before beginning treatment. 435 consumers (78.2%) reported no delay before beginning treatment and 24 consumers (4.3%) reported that this question does not apply to them.



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

Total Satisfaction Score		Q11 Were there delays before starting these services?			
Is the interview for an ADULT or CHILD		Yes	No	N/A	Total
Adult	N	32	214	10	256
	Mean	106.12	111.27	116.58	110.83
	Std. Deviation	18.12	19.39	15.71	19.16
Child	N	65	221	14	300
	Mean	109.05	114.04	105.50	112.56
	Std. Deviation	16.32	16.10	21.13	16.55

- Service Delay Time Frame: 91 consumers (94.8%) reported that they experienced a 0-6 month delay before beginning treatment. 4 consumers (4.2%) reported that they experienced a 6-12 month delay before beginning treatment and 1 consumer (1.0%) reported that they experienced a 12+ month delay before beginning treatment.

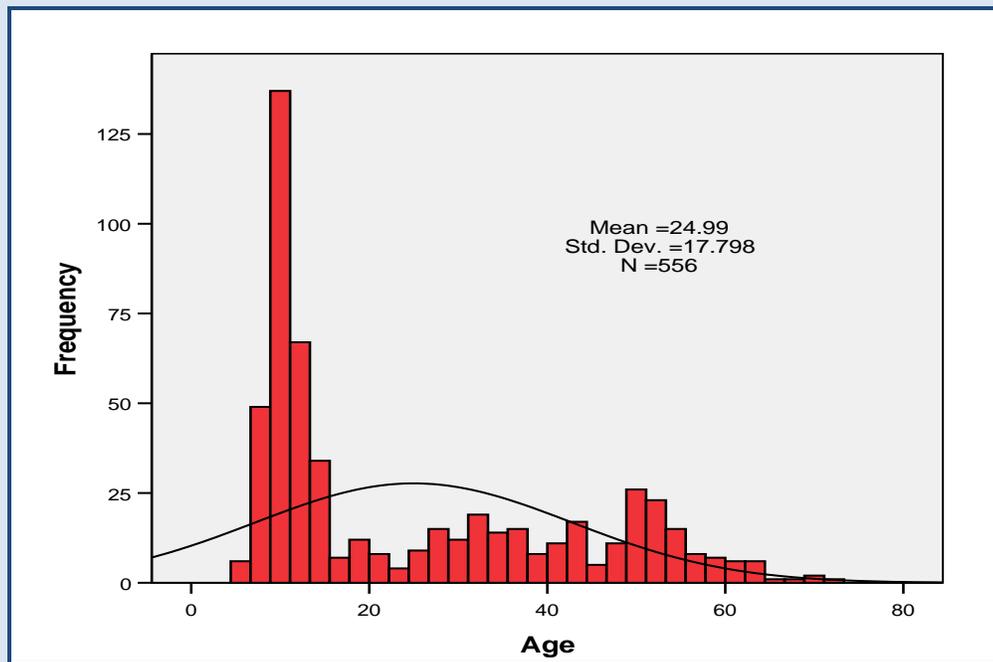


Our analysis found no significant differences in total satisfaction based on length of service delay.

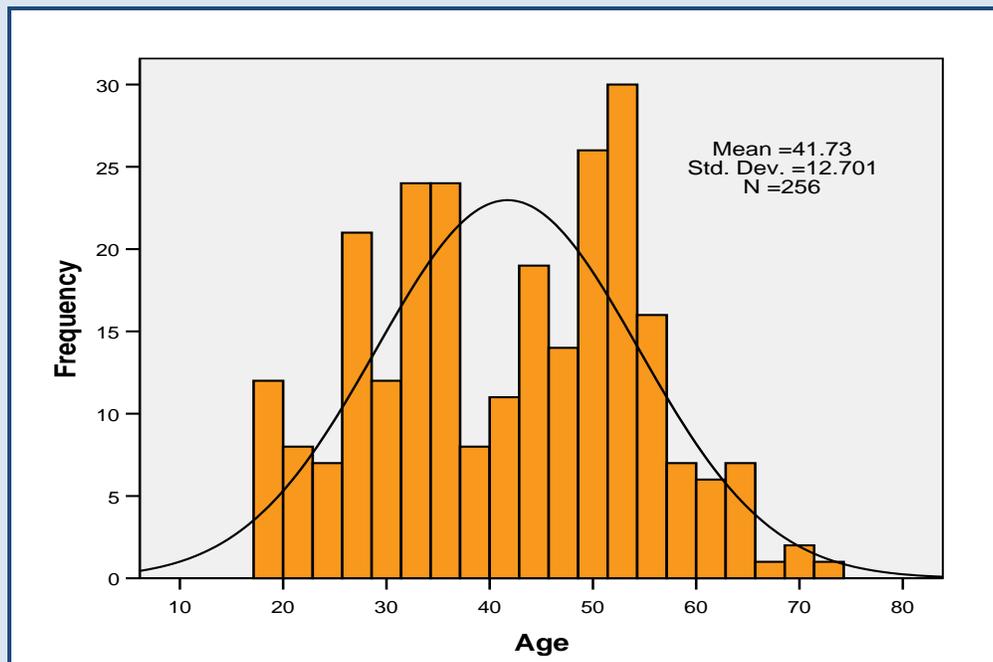
Is the interview for an ADULT or CHILD		Q12 If so, how long was the delay ?			
		0-6 Months	6-12 Months	12+ Months	Total
Adult	N	30	2		32
	Mean	105.53	114.88		106.12
	Std. Deviation	18.39	14.31		18.12
Child	N	61	2	1	64
	Mean	108.96	108.00	116.00	109.04
	Std. Deviation	16.30	32.53	.	16.45

- Age: Age of all respondents ranged from 6-72 years, with a mean age of 24.99 (SD 17.798). Our analysis did not indicate significant differences in total satisfaction based on the respondent's age.

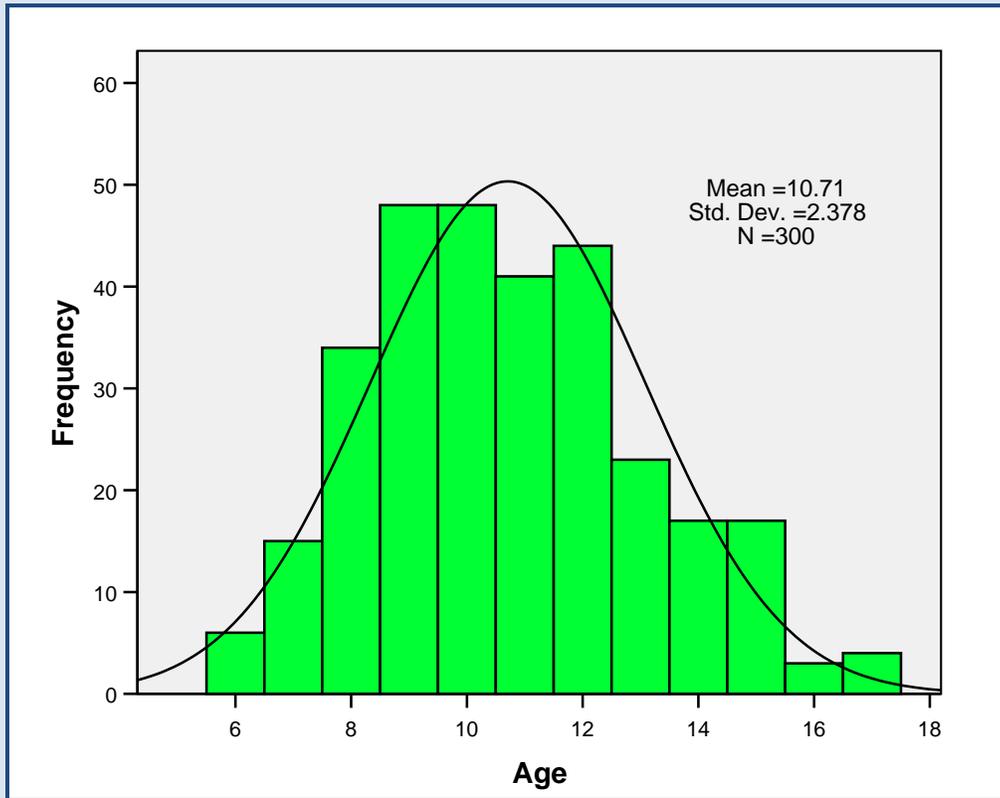
**Age of All Adult and Child Respondents**



Age of **Adult** respondents ranged from 18-72 years, with a mean age of 41.73 (SD= 12.701). Our analysis did not indicate significant differences in total satisfaction based on the respondent's age.



Age of **Child** respondents ranged from 6-17 years, with a mean age of 10.71 (SD= 2.378). Our analysis did not indicate significant differences in total satisfaction based on the respondent's age.



County of Residence:

The table below shows the county of residence in alphabetical order. The largest number of respondents report residence in Dauphin (40.8%). The remaining respondents reported residence in, Lancaster County (18.7%), Cumberland (18.7%), Lebanon (18.5%), and Perry (3.2%).

	Base	County of Residence				
		Cumberland	Dauphin	Lancaster	Lebanon	Perry
Total	556	104 18.70%	227 40.80%	104 18.70%	103 18.50%	18 3.20%
<b>Adult</b>	256	64 25.00%	108 42.20%	43 16.80%	33 12.90%	8 3.10%
<b>Child</b>	300	40 13.30%	119 39.70%	61 20.30%	70 23.30%	10 3.30%

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

### Mean Satisfaction Score by County of Residence

		County of Residence					
		Cumberland	Dauphin	Lancaster	Lebanon	Perry	Total
Adult	N	64	108	43	33	8	256
	Mean	112.17	111.07	111.00	106.33	114.72	110.83
	Std. Deviation	24.11	17.15	15.35	17.03	27.83	19.16
Child	N	40	119	61	70	10	300
	Mean	111.54	112.29	112.27	112.86	119.55	112.56
	Std. Deviation	16.35	17.41	13.72	17.49	17.43	16.55

- Race: 325 respondents (58.5%) reported their race as White/Caucasian, 98 (17.6%) African American, 59 (10.6%) Hispanic/Latino, 54 (9.7%) Multi-Racial, 12 (2.2%) Did Not Answer, 3 (0.5%) Native American/American Indian, 3 (0.5%) Other, and 2 (1.4%) Asian/Pacific Islander. Our analysis indicated no significant differences in total satisfaction with regard to race for either adult or child services.

	Base	Race							
		African American	Asian/Pacific Islander	Hispanic/Latino	Native American / American Indian	White / Caucasian	Multi-Racial	Other	Did not answer
Total	556	98 17.60%	2 0.40%	59 10.60%	3 0.50%	325 58.50%	54 9.70%	3 0.50%	12 2.20%
Adult	256	47 18.40%	1 0.40%	15 5.90%	3 1.20%	173 67.60%	11 4.30%	1 0.40%	5 2.00%
Child	300	51 17.00%	1 0.30%	44 14.70%	0 0	152 50.70%	43 14.30%	2 0.70%	7 2.30%

- Treatment Facility: Data was collected from 17 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. Mean Satisfaction scores are listed separately for Adult and Child Services for each facility. To help with interpretation, scores 116-145 indicate a high level of satisfaction, scores 87-115 indicate some level of satisfaction and scores below 87 indicate some level of dissatisfaction.

### Mean Satisfaction of Treatment Facilities Adult

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
NHS	18	115.06	17.38
Philhaven	54	111.61	16.03
Stevens Center	16	116.76	13.89
Kidspeace	1	89.00	.
Roxbury	40	112.67	26.13
Fairmount	13	99.22	23.01
Lancaster Region Medical Center	16	112.38	14.93
Holy Spirit	22	111.03	23.90
Lancaster General Hospital	18	109.62	15.73
Haven Behavioral Hospital Of Eastern Pennsylvania	10	100.70	18.32
PA Psychiatric Institute	41	110.74	15.85
The Meadows Psychiatric Center	6	106.88	19.04
Universal Comm Behav Health	1	119.00	.
Total	256	110.83	19.16

### Mean Satisfaction of Treatment Facilities Child

Total Satisfaction Score			
Name of Treatment Facility	N	Mean	Std. Deviation
NHS	27	113.78	16.25
Philhaven	180	112.04	15.97
TeamCare	11	113.73	13.26
TrueNorth	13	121.27	14.09
Kidspeace	10	106.18	21.89
Fairmount	2	124.36	3.34
PA Psychiatric Institute	39	111.18	18.27
The Meadows Psychiatric Center	5	96.80	13.14
New Story	9	123.49	16.39
Capital Area Intermediate Unit	4	115.00	19.48
Total	300	112.56	16.55

- Level of Care: In all, 4 types of treatment were accessed by the respondents. 258 (46.4%) received Inpatient Hospitalization, 126 (22.7%) received Partial Hospitalization, 90 (16.2%) received STAP BHRS, and 82 (14.7%) received ASP BHRS.

	Total	Level of Care			
		Inpatient Hospitalization	STAP BHRS	ASP BHRS	Partial Hospitalization
Base	556	258 46.40%	90 16.20%	82 14.70%	126 22.70%
Adult	256	189 73.80%	0 0	0 0	67 26.20%
Child	300	69 23.00%	90 30.00%	82 27.30%	59 19.70%

Our analysis indicated significant differences in total satisfaction with regard to level of care for adult and child consumers. Adult consumers who received Inpatient Hospitalization services were significantly less satisfied than those who received Partial Hospitalization services. Child consumers who received Inpatient Hospitalization services were significantly less satisfied than those who received STAP BHRS services.

Total Satisfaction Score						
Is the interview for an ADULT or CHILD		Level of Care				
		Inpatient Hospitalization	STAP BHRS	ASP BHRS	Partial Hospitalization	Total
Adult	N	189			67	256
	Mean	109.2366			115.3436	110.8349
	Std. Deviation	20.05026			15.65394	19.15840
Child	N	69	90	82	59	300
	Mean	109.4760	115.6116	114.4250	108.9246	112.5610
	Std. Deviation	18.10734	16.50597	13.79573	17.29206	16.54644

## Questions Regarding Perform Care

- 55.0% of respondents (306 of the 556) reported that they had received a copy of the Perform Care member handbook. 25.9% (144) did not feel this was the case, 18.3% (102) were not sure, and 0.7% (4) did not feel that this question applied.

	Base	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	556	306 55.00%	144 25.90%	102 18.30%	4 0.70%
<b>Adult</b>	256	104 40.60%	91 35.50%	58 22.70%	3 1.20%
<b>Child</b>	300	202 67.30%	53 17.70%	44 14.70%	1 0.30%

	Base	Q1 I have received a copy of the Member Handbook from Perform Care?			
		Yes	No	Not Sure	Does Not Apply
Total	556	306 55.00%	144 25.90%	102 18.30%	4 0.70%
<b>Adult</b>					
<b>Cumberland</b>	64	24 37.50%	30 46.90%	9 14.10%	1 1.60%
<b>Dauphin</b>	108	40 37.00%	35 32.40%	32 29.60%	1 0.90%
<b>Lancaster</b>	43	20 46.50%	14 32.60%	9 20.90%	0 0
<b>Lebanon</b>	33	18 54.50%	7 21.20%	7 21.20%	1 3.00%
<b>Perry</b>	8	2 25.00%	5 62.50%	1 12.50%	0 0
<b>Child</b>					
<b>Cumberland</b>	40	26 65.00%	6 15.00%	8 20.00%	0 0
<b>Dauphin</b>	119	84 70.60%	18 15.10%	17 14.30%	0 0
<b>Lancaster</b>	61	37 60.70%	10 16.40%	14 23.00%	0 0
<b>Lebanon</b>	70	49 70.00%	17 24.30%	3 4.30%	1 1.40%
<b>Perry</b>	10	6 60.00%	2 20.00%	2 20.00%	0 0

- 89.9% of respondents (500 of the 556) reported that they were aware of their right to file a complaint or grievance. 8.3% (46) did not feel this was the case, 0.5% (3) were not sure, and 1.3% (7) did not feel that this question applied.

	Base	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	556	500 89.90%	46 8.30%	3 0.50%	7 1.30%
Adult	256	218 85.20%	31 12.10%	1 0.40%	6 2.30%
Child	300	282 94.00%	15 5.00%	2 0.70%	1 0.30%

	Base	Q2 I am aware of my right to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	556	500 89.90%	46 8.30%	3 0.50%	7 1.30%
<b>Adult</b>					
Cumberland	64	52 81.30%	9 14.10%	0 0	3 4.70%
Dauphin	108	97 89.80%	10 9.30%	0 0	1 0.90%
Lancaster	43	34 79.10%	8 18.60%	0 0	1 2.30%
Lebanon	33	29 87.90%	2 6.10%	1 3.00%	1 3.00%
Perry	8	6 75.00%	2 25.00%	0 0	0 0
<b>Child</b>					
Cumberland	40	38 95.00%	1 2.50%	1 2.50%	0 0
Dauphin	119	112 94.10%	7 5.90%	0 0	0 0
Lancaster	61	58 95.10%	3 4.90%	0 0	0 0
Lebanon	70	64 91.40%	4 5.70%	1 1.40%	1 1.40%
Perry	10	10 100.00%	0 0	0 0	0 0

- 65.8% of respondents (366 of the 556) reported that they knew who to call to file a complaint or grievance. 31.1% (173) did not feel this was the case, 1.8% (10) were not sure, and 1.3% (7) did not feel that this question applied.

	Base	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	556	366 65.80%	173 31.10%	10 1.80%	7 1.30%
<b>Adult</b>	256	141 55.10%	103 40.20%	6 2.30%	6 2.30%
<b>Child</b>	300	225 75.00%	70 23.30%	4 1.30%	1 0.30%

	Base	Q3 I know whom to call to file a complaint or grievance.			
		Yes	No	Not Sure	Does Not Apply
Total	556	366 65.80%	173 31.10%	10 1.80%	7 1.30%
<b>Adult</b>					
<b>Cumberland</b>	64	38 59.40%	21 32.80%	2 3.10%	3 4.70%
<b>Dauphin</b>	108	52 48.10%	52 48.10%	3 2.80%	1 0.90%
<b>Lancaster</b>	43	25 58.10%	17 39.50%	0 0	1 2.30%
<b>Lebanon</b>	33	24 72.70%	7 21.20%	1 3.00%	1 3.00%
<b>Perry</b>	8	2 25.00%	6 75.00%	0 0	0 0
<b>Child</b>					
<b>Cumberland</b>	40	38 95.00%	2 5.00%	0 0	0 0
<b>Dauphin</b>	119	85 71.40%	33 27.70%	1 0.80%	0 0
<b>Lancaster</b>	61	42 68.90%	17 27.90%	2 3.30%	0 0
<b>Lebanon</b>	70	51 72.90%	17 24.30%	1 1.40%	1 1.40%
<b>Perry</b>	10	9 90.00%	1 10.00%	0 0	0 0

- 16.4% of respondents (91 of the 556) reported that they had called Perform Care in the last twelve months for information. 79.5% (442) did not call Perform Care within the last twelve months, 1.8% (10) were not sure, and 2.3% (13) did not feel that this question applied.

	Base	Q4 In the last twelve months, did you call member services at Perform Care to get information? (example: help for counseling, treatment or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	556	91 16.40%	442 79.50%	10 1.80%	13 2.30%
Adult	256	26 10.20%	220 85.90%	4 1.60%	6 2.30%
Child	300	65 21.70%	222 74.00%	6 2.00%	7 2.30%

	Base	Q4 In the last twelve months, did you call member services at Perform Care to get information? (example: help for counseling, treatment or other services)			
		Yes	No	Not Sure	Does Not Apply
Total	556	91 16.40%	442 79.50%	10 1.80%	13 2.30%
<b>Adult</b>					
Cumberland	64	9 14.10%	51 79.70%	1 1.60%	3 4.70%
Dauphin	108	7 6.50%	98 90.70%	2 1.90%	1 0.90%
Lancaster	43	3 7.00%	39 90.70%	0 0	1 2.30%
Lebanon	33	7 21.20%	24 72.70%	1 3.00%	1 3.00%
Perry	8	0 0	8 100.00%	0 0	0 0
<b>Child</b>					
Cumberland	40	13 32.50%	26 65.00%	1 2.50%	0 0
Dauphin	119	26 21.80%	88 73.90%	1 0.80%	4 3.40%
Lancaster	61	8 13.10%	53 86.90%	0 0	0 0
Lebanon	70	18 25.70%	48 68.60%	1 1.40%	3 4.30%
Perry	10	0 0	7 70.00%	3 30.00%	0 0

- 72.2% of those that requested information from Perform Care (96 of the 133) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 21.8% respondents (29) did not feel this was the case, 6.0% (8) were not sure. As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented.

	Base	Q4A I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.			
		Yes	No	Not Sure	Does Not Apply
Total	556	96 17.30%	29 5.20%	8 1.40%	423 76.10%
<b>Adult</b>	256	26 10.20%	12 4.70%	5 2.00%	213 83.20%
<b>Child</b>	300	70 23.30%	17 5.70%	3 1.00%	210 70.00%

	Base	Q4A I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.			
		Yes	No	Not Sure	Does Not Apply
Total	556	96 17.30%	29 5.20%	8 1.40%	423 76.10%
<b>Adult</b>					
<b>Cumberland</b>	64	10 15.60%	1 1.60%	0 0	53 82.80%
<b>Dauphin</b>	108	8 7.40%	2 1.90%	2 1.90%	96 88.90%
<b>Lancaster</b>	43	2 4.70%	0 0	2 4.70%	39 90.70%
<b>Lebanon</b>	33	6 18.20%	9 27.30%	1 3.00%	17 51.50%
<b>Perry</b>	8	0 0	0 0	0 0	8 100.00%
<b>Child</b>					
<b>Cumberland</b>	40	12 30.00%	1 2.50%	2 5.00%	25 62.50%
<b>Dauphin</b>	119	23 19.30%	3 2.50%	1 0.80%	92 77.30%
<b>Lancaster</b>	61	8 13.10%	0 0	0 0	53 86.90%
<b>Lebanon</b>	70	27 38.60%	13 18.60%	0 0	30 42.90%
<b>Perry</b>	10	0 0	0 0	0 0	10 100.00%

- 61.0% of respondents (339 of 556) felt they were given a choice of at least 2 providers regarding the type of service they were seeking. 29.5% of respondents (164) did not feel this was the case, and 6.1% (34) were not sure, and 3.4% (19) consumers felt that this question did not apply.

	Base	Q5 I was given a choice of at least two (2) Providers from Perform Care regarding the type of service I am seeking.			
		Yes	No	Not Sure	Does Not Apply
Total	556	339 61.00%	164 29.50%	34 6.10%	19 3.40%
Adult	256	124 48.40%	94 36.70%	25 9.80%	13 5.10%
Child	300	215 71.70%	70 23.30%	9 3.00%	6 2.00%

	Base	Q5 I was given a choice of at least two (2) Providers from Perform Care regarding the type of service I am seeking.			
		Yes	No	Not Sure	Does Not Apply
Total	556	339 61.00%	164 29.50%	34 6.10%	19 3.40%
Adult					
Cumberland	64	29 45.30%	29 45.30%	2 3.10%	4 6.30%
Dauphin	108	46 42.60%	42 38.90%	18 16.70%	2 1.90%
Lancaster	43	27 62.80%	12 27.90%	2 4.70%	2 4.70%
Lebanon	33	20 60.60%	8 24.20%	3 9.10%	2 6.10%
Perry	8	2 25.00%	3 37.50%	0 0	3 37.50%
Child					
Cumberland	40	27 67.50%	12 30.00%	1 2.50%	0 0
Dauphin	119	90 75.60%	24 20.20%	4 3.40%	1 0.80%
Lancaster	61	39 63.90%	19 31.10%	2 3.30%	1 1.60%
Lebanon	70	51 72.90%	14 20.00%	2 2.90%	3 4.30%
Perry	10	8 80.00%	1 10.00%	0 0	1 10.00%

- 71.8% of respondents who had called Perform Care staff (399 of 556) felt they were informed of the time approved for their services. 21.6% of respondents (120) did not feel this was the case, 4.1% (23) were not sure, and 2.5% (14) consumers felt that this question did not apply.

	Base	Q6 I was informed of the time approved for my services. (Example: BHRS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	556	399 71.80%	120 21.60%	23 4.10%	14 2.50%
Adult	256	147 57.40%	82 32.00%	15 5.90%	12 4.70%
Child	300	252 84.00%	38 12.70%	8 2.70%	2 0.70%

	Base	Q6 I was informed of the time approved for my services. (Example: BHRS hours, treatment sessions)			
		Yes	No	Not Sure	Does Not Apply
Total	556	399 71.80%	120 21.60%	23 4.10%	14 2.50%
<b>Adult</b>					
Cumberland	64	33 51.60%	23 35.90%	4 6.30%	4 6.30%
Dauphin	108	63 58.30%	35 32.40%	7 6.50%	3 2.80%
Lancaster	43	29 67.40%	12 27.90%	1 2.30%	1 2.30%
Lebanon	33	21 63.60%	8 24.20%	3 9.10%	1 3.00%
Perry	8	1 12.50%	4 50.00%	0 0	3 37.50%
<b>Child</b>					
Cumberland	40	34 85.00%	4 10.00%	2 5.00%	0 0
Dauphin	119	105 88.20%	12 10.10%	2 1.70%	0 0
Lancaster	61	48 78.70%	9 14.80%	4 6.60%	0 0
Lebanon	70	56 80.00%	12 17.10%	0 0	2 2.90%
Perry	10	9 90.00%	1 10.00%	0 0	0 0

- 90.2% of respondents (211 of the 234) report when they call Perform Care staff treats them courteously and with respect. 8.1% respondents (19) did not feel this was the case, 1.7% (4) were not sure. As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data. However, for completeness, the entire table is presented.

	Base	Q7 When I call Perform Care staff treats me courteously and with respect.			
		Yes	No	Not Sure	Does Not Apply
Total	556	211 37.90%	19 3.40%	4 0.70%	322 57.90%
<b>Adult</b>	256	58 22.70%	9 3.50%	1 0.40%	188 73.40%
<b>Child</b>	300	153 51.00%	10 3.30%	3 1.00%	134 44.70%

	Base	Q7 When I call Perform Care staff treats me courteously and with respect.			
		Yes	No	Not Sure	Does Not Apply
Total	556	211 37.90%	19 3.40%	4 0.70%	322 57.90%
<b>Adult</b>					
<b>Cumberland</b>	64	12 18.80%	3 4.70%	0 0	49 76.60%
<b>Dauphin</b>	108	30 27.80%	1 0.90%	0 0	77 71.30%
<b>Lancaster</b>	43	4 9.30%	1 2.30%	0 0	38 88.40%
<b>Lebanon</b>	33	11 33.30%	4 12.10%	1 3.00%	17 51.50%
<b>Perry</b>	8	1 12.50%	0 0	0 0	7 87.50%
<b>Child</b>					
<b>Cumberland</b>	40	20 50.00%	2 5.00%	0 0	18 45.00%
<b>Dauphin</b>	119	73 61.30%	2 1.70%	1 0.80%	43 36.10%
<b>Lancaster</b>	61	21 34.40%	0 0	1 1.60%	39 63.90%
<b>Lebanon</b>	70	35 50.00%	6 8.60%	1 1.40%	28 40.00%
<b>Perry</b>	10	4 40.00%	0 0	0 0	6 60.00%

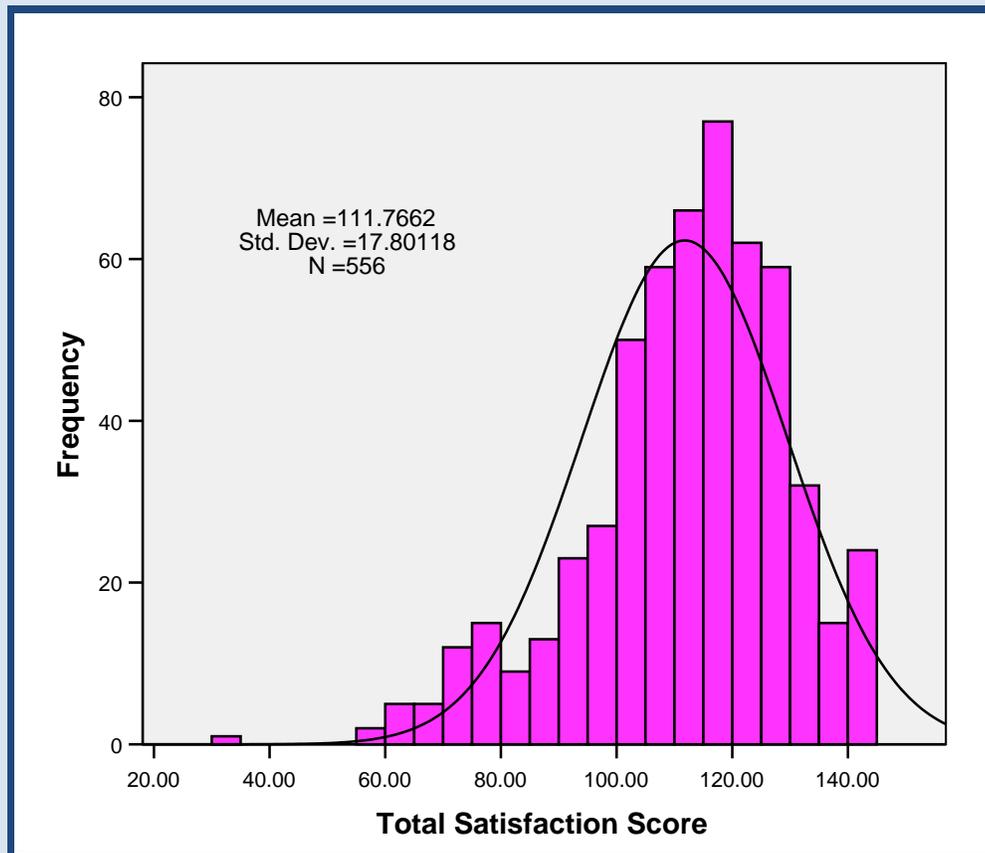
- 82.0% of respondents (456 of 556) report they are satisfied with their interactions with Perform Care. 3.4% of respondents (19) did not feel this was the case, and 1.3% (7) were not sure, and 13.3% (74) consumers felt that this question did not apply.

	Base	Q8 Overall, I am satisfied with the interactions I have had with Perform Care.			
		Yes	No	Not Sure	Does Not Apply
Total	556	456 82.00%	19 3.40%	7 1.30%	74 13.30%
Adult	256	196 76.60%	10 3.90%	5 2.00%	45 17.60%
Child	300	260 86.70%	9 3.00%	2 0.70%	29 9.70%

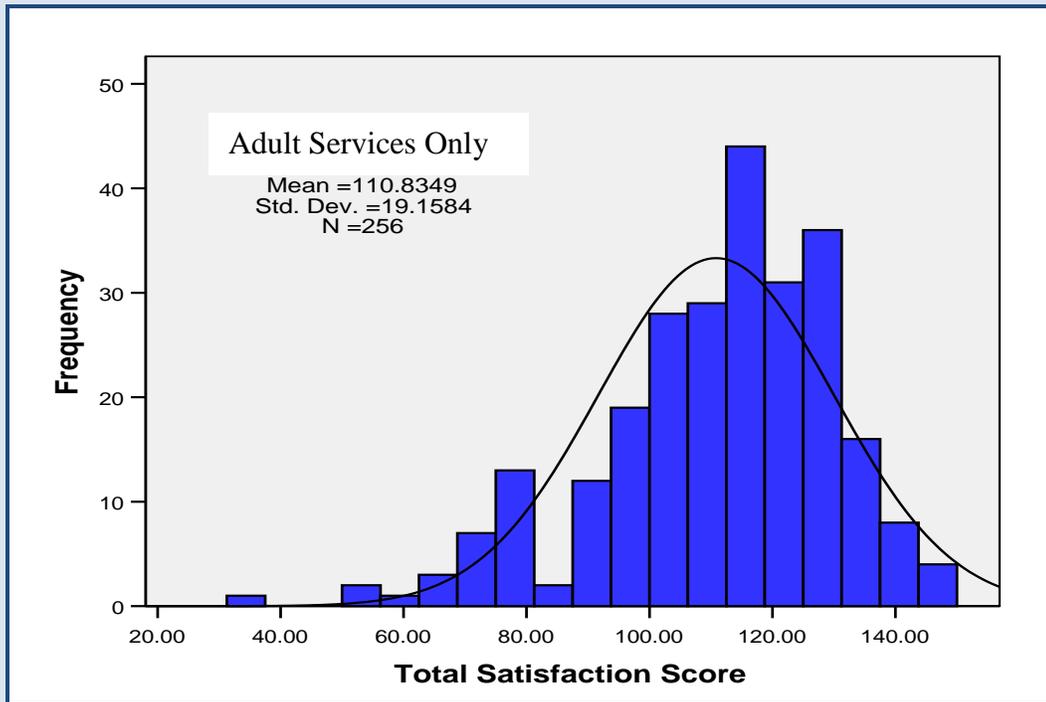
	Base	Q8 Overall, I am satisfied with the interactions I have had with Perform Care.			
		Yes	No	Not Sure	Does Not Apply
Total	556	456 82.00%	19 3.40%	7 1.30%	74 13.30%
<b>Adult</b>					
Cumberland	64	42 65.60%	2 3.10%	1 1.60%	19 29.70%
Dauphin	108	93 86.10%	3 2.80%	2 1.90%	10 9.30%
Lancaster	43	34 79.10%	2 4.70%	0 0	7 16.30%
Lebanon	33	26 78.80%	3 9.10%	2 6.10%	2 6.10%
Perry	8	1 12.50%	0 0	0 0	7 87.50%
<b>Child</b>					
Cumberland	40	36 90.00%	4 10.00%	0 0	0 0
Dauphin	119	116 97.50%	1 0.80%	0 0	2 1.70%
Lancaster	61	47 77.00%	0 0	0 0	14 23.00%
Lebanon	70	56 80.00%	4 5.70%	2 2.90%	8 11.40%
Perry	10	5 50.00%	0 0	0 0	5 50.00%

## Satisfaction

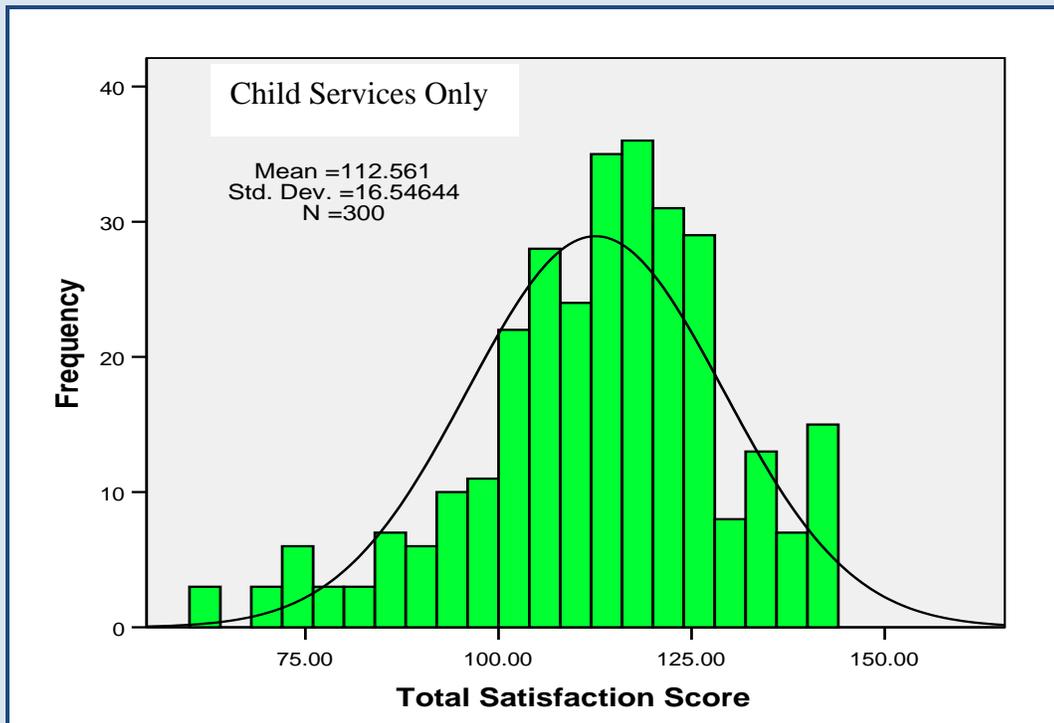
- **Overall Satisfaction:** All CSS satisfaction items were added to form a Total Satisfaction Score (TSS). The scale contained 29 items that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Higher scores on questions represent higher satisfaction. The scale had a possible range of 29 - 145. Scores 116 -145 indicate a high level of satisfaction, scores 87-115 indicate some level of satisfaction and scores below 87 indicate some level of dissatisfaction.
  - The overall mean for all respondents for Total Satisfaction Score (TSS) was 111.7662 with a standard deviation 17.80118. The TSS scores ranged from 31.76 – 145. As can be seen in the histogram below, the distribution of Total Satisfaction Scores is concentrated in the positive direction.
  - According to survey responses, consumers report some level of satisfaction with their services. This is reflected in a 77.1% satisfaction rate (Mean Satisfaction Level/Highest Possible Score).



- The overall mean for Total Satisfaction Score (TSS) for respondents who received adult services was 110.8349 with a standard deviation 19.1584. The TSS scores ranged from 31.76 – 145. Again, with a 5 point scale and 29 questions, scores above TSS= 87 (29\*3) indicate satisfaction on some level.



- The overall mean for Total Satisfaction Score (TSS) for respondents who received child services was 112.561 with a standard deviation 16.54644. The TSS scores ranged from 60 – 144. Again, with a 5 point scale and 29 questions, scores above TSS= 87 (29\*3) indicate satisfaction on some level.



## Implementation

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

- 93.5% I was informed about my rights and responsibilities regarding the treatment I have received Q18.
- 92.4% My provider asks my permission before sharing my personal information Q21.
- 90.8% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q22.
- 89.6% I am included in the development of my treatment/recovery plan and goals for recovery Q26.
- 87.4% I am an important part of the treatment process Q27.
- 85.4% I feel safe at this facility Q24.

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

- 26.3% I had a choice when selecting my service provider Q16.
- 21.0% I have the option to change my service provider should I choose to Q17.
- 20.1% I was given information on how to get other services that I needed Q14.
- 16.5% Overall, I am satisfied with the services I am receiving Q30.
- 16.4% My service provider explained the limitations of my therapy or treatment Q29.
- 15.1% When I came to this program I was given information on all the services that were available to me Q15.

*Summary responses from the Total group of respondents from this quarter (N=556) are presented in Table 1. Summary responses from just the respondents who received Adult services (N=256) are presented in Table 2. Summary responses from the respondents who received Child services (N=300) are presented in Table 3.*

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

N=556	% 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.	81.7	14.6	2.7	0.8	0.7
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	70.3	20.1	2.7	1.1	4.7
15. When I came to this program I was given information on all the services that were available to me.	81.5	15.1	2.7	0.8	0.4
16. I had a choice when selecting my service provider.	67.6	26.3	2.5	1.0	1.3
17. I have the option to change my service provider should I choose to.	73.7	21.0	2.5	0.8	0.5
18. I was informed about my rights and responsibilities regarding the treatment I have received.	93.5	3.4	2.9	0.4	0.4
19. I feel comfortable in asking questions regarding my treatment.	88.8	8.5	2.8	0.6	0.2
20. My service provider spends adequate time with me.	82.2	13.7	2.7	0.7	0.4
21. My provider asks my permission before sharing my personal information.	92.4	3.2	3.0	0.5	1.6
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	90.8	4.0	3.0	0.7	2.9
23. I trust my service provider.	82.7	13.3	2.7	0.7	0.0
24. I feel safe at this facility.	85.4	11.5	2.7	0.7	0.2
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	82.4	12.1	2.7	0.7	1.1
26. I am included in the development of my treatment/recovery plan and goals for recovery.	89.6	7.4	2.8	0.6	0.4
27. I am an important part of the treatment process.	87.4	10.1	2.8	0.6	0.0
28. My service provider explained the advantages of my therapy or treatment.	83.1	11.2	2.7	0.7	0.2
29. My service provider explained the limitations of my therapy or treatment.	76.3	16.4	2.6	0.8	0.9
30. Overall, I am satisfied with the services I am receiving.	79.7	16.5	2.6	0.8	0.0

**Table 2 – Total Satisfaction – Implementation Adult Services**

N=256	% 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.	72.3	23.0	2.5	0.8	0.0
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	67.2	21.1	2.7	1.2	5.9
15. When I came to this program I was given information on all the services that were available to me.	75.4	19.1	2.6	0.8	0.4
16. I had a choice when selecting my service provider.	59.4	33.2	2.3	1.0	0.8
17. I have the option to change my service provider should I choose to.	66.4	28.5	2.4	0.9	0.4
18. I was informed about my rights and responsibilities regarding the treatment I have received.	91.8	5.1	2.9	0.5	0.4
19. I feel comfortable in asking questions regarding my treatment.	84.0	12.5	2.7	0.7	0.4
20. My service provider spends adequate time with me.	77.7	18.0	2.6	0.8	0.4
21. My provider asks my permission before sharing my personal information.	90.2	4.7	2.9	0.7	2.3
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	89.5	5.5	3.0	0.7	3.1
23. I trust my service provider. (Facility as a whole)	76.6	17.6	2.6	0.8	0.0
24. I feel safe at this facility.	79.3	17.6	2.6	0.8	0.4
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	79.7	14.1	2.7	0.8	1.6
26. I am included in the development of my treatment/recovery plan and goals for recovery.	85.5	10.9	2.7	0.6	0.0
27. I am an important part of the treatment process.	82.0	14.1	2.7	0.7	0.0
28. My service provider explained the advantages of my therapy or treatment.	78.5	14.5	2.7	0.8	0.4
29. My service provider explained the limitations of my therapy or treatment.	71.1	18.8	2.6	0.9	2.0
30. Overall, I am satisfied with the services I am receiving.	77.3	19.1	2.6	0.8	0.0

**Table 3 – Total Satisfaction – Implementation Child Services**

N=300	% 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.	89.7	7.3	2.9	0.6	1.3
14. I was given information on how to get other services that I needed (example: transportation, child care, employment training).	67.2	21.1	2.7	1.0	3.7
15. When I came to this program I was given information on all the services that were available to me.	86.7	11.7	2.8	0.7	0.3
16. I had a choice when selecting my service provider.	74.7	20.3	2.6	0.9	1.7
17. I have the option to change my service provider should I choose to.	80.0	14.7	2.7	0.8	0.7
18. I was informed about my rights and responsibilities regarding the treatment I have received.	95.0	2.0	2.9	0.4	0.3
19. I feel comfortable in asking questions regarding my treatment.	93.0	5.0	2.9	0.5	0.0
20. My service provider spends adequate time with me.	86.0	10.0	2.8	0.6	0.3
21. My provider asks my permission before sharing my personal information.	94.3	2.0	3.0	0.4	1.0
22. Program staff respects my ethnic, cultural and religious background in my recovery/treatment.	92.0	2.7	3.0	0.6	2.7
23. I trust my service provider. (Facility as a whole)	88.0	9.7	2.8	0.6	0.0
24. I feel safe at this facility.	90.7	6.3	2.8	0.5	0.0
25. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process.	84.7	10.3	2.8	0.7	0.7
26. I am included in the development of my treatment/recovery plan and goals for recovery.	93.0	4.3	2.9	0.5	0.7
27. I am an important part of the treatment process.	92.0	6.7	2.9	0.5	0.0
28. My service provider explained the advantages of my therapy or treatment.	87.0	8.3	2.8	0.6	0.0
29. My service provider explained the limitations of my therapy or treatment.	80.7	14.3	2.7	0.7	0.0
30. Overall, I am satisfied with the services I am receiving.	81.7	14.3	2.7	0.7	0.0

## Outcomes

Consumers also describe their lives as being better as a result of their services in a number of cases. In total, 44.2% to 69.6% of consumers believe services have improved their lives in each outcome area. Additionally 21.4% to 35.3% of consumers believe that no change has resulted from their services, and 12.0% to 13.7% believes that things are worse as a result of services.

*Summary responses from the Total group of respondents from this quarter (N=556) are presented in Table 4. Summary responses from just the consumers who received Adult services (N=256) are presented in Table 5. Summary responses from the consumers who received Child services (N=300) are presented in Table 6.*

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

Total N=556	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
31. Managing daily problems.	67.4	20.9	11.7	2.6	0.7	0.0
32. Feeling in control of my life.	59.2	27.2	13.7	2.5	0.7	0.0
33. Coping with personal crisis.	55.0	28.4	12.9	2.6	1.0	3.6
34. How I feel about myself.	60.1	27.3	12.1	2.5	0.7	0.5
35. Feeling good (hopeful) about the future.	64.9	24.5	9.5	2.6	0.7	1.1
36. Enjoying my free time.	69.6	21.4	7.6	2.7	0.7	1.4
37. Strengthening my social support network.	61.9	28.4	8.8	2.6	0.7	0.9
38. Being involved in community activities.	49.8	35.3	9.9	2.6	1.0	5.0
39. Participating with school or work activities.	44.2	23.4	7.0	3.4	1.6	25.4
40. Interacting with people in social situations.	60.1	27.9	11.2	2.5	0.8	0.9
41. Coping with specific problems or issue that led to seek services.	65.5	23.2	11.2	2.6	0.7	0.2

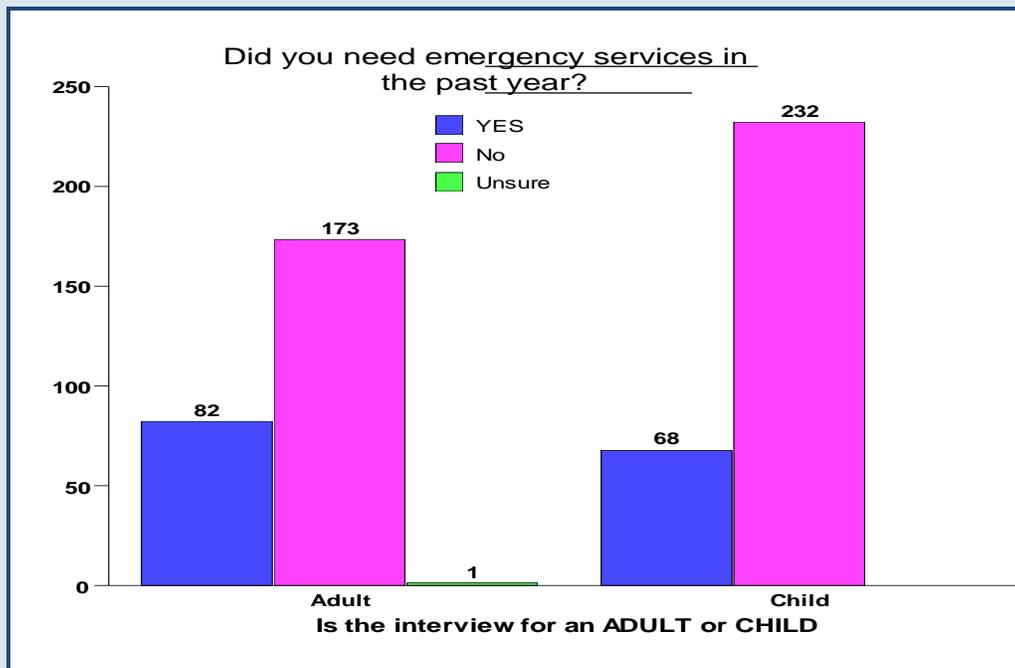
**Table 5 – Total Satisfaction – Outcome Questions Adult Services**

Total N=256	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
31. Managing daily problems.	74.2	18.0	7.8	2.7	0.6	0.0
32. Feeling in control of my life.	62.9	25.0	12.1	2.5	0.7	0.0
33. Coping with personal crisis.	62.1	28.1	8.2	2.6	0.8	1.6
34. How I feel about myself.	62.8	25.8	10.9	2.5	0.8	0.8
35. Feeling good (hopeful) about the future.	69.5	18.8	10.2	2.7	0.8	1.6
36. Enjoying my free time.	69.5	19.5	8.6	2.7	0.8	2.3
37. Strengthening my social support network.	61.7	26.6	10.2	2.6	0.8	1.6
38. Being involved in community activities.	52.0	31.6	10.2	2.7	1.1	6.3
39. Participating with school or work activities.	25.8	18.0	5.1	4.3	1.9	51.2
40. Interacting with people in social situations.	62.5	25.4	10.2	2.6	0.8	2.0
41. Coping with specific problems or issue that led to seek services.	71.9	19.5	8.6	2.6	0.6	0.0

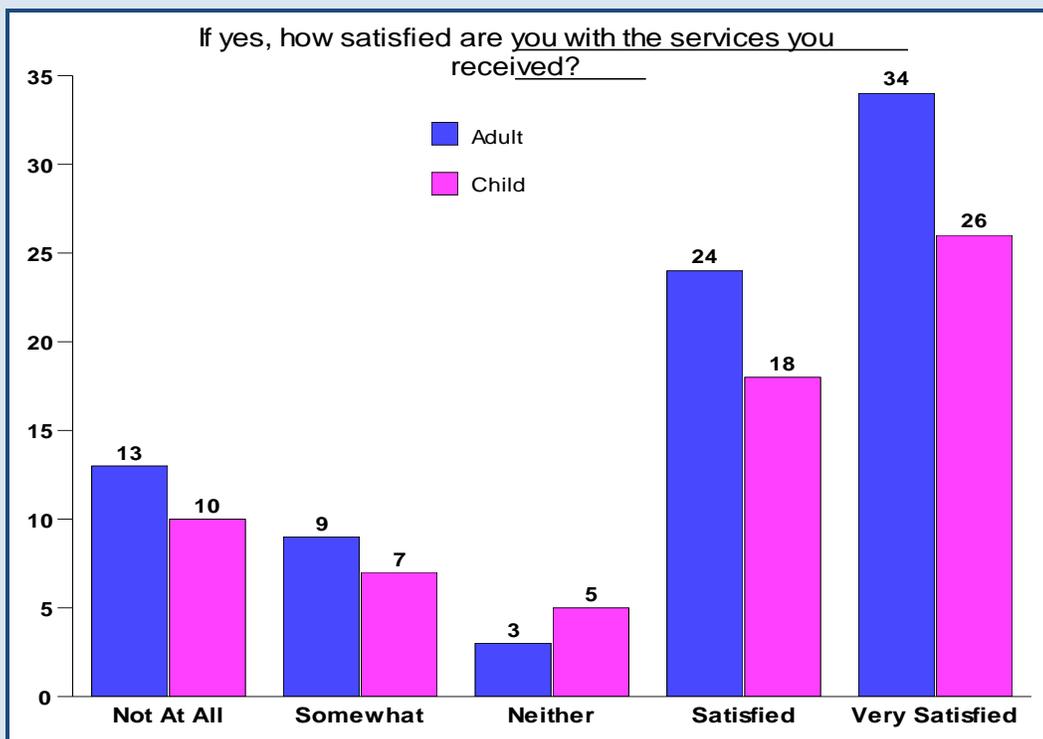
**Table 6 – Total Satisfaction – Outcome Questions Child Services**

Total N=300	% Better or Much Better	% About the Same	% Worse or Much Worse	Mean	Std. Deviation	% Reported Does Not Apply
31. Managing daily problems.	61.7	23.3	15.0	2.5	0.7	0.0
32. Feeling in control of my life.	56.0	29.0	15.0	2.4	0.7	0.0
33. Coping with personal crisis.	49.0	28.7	17.0	2.5	1.1	5.3
34. How I feel about myself.	58.0	28.7	13.0	2.5	0.7	0.3
35. Feeling good (hopeful) about the future.	61.0	29.3	9.0	2.5	0.7	0.7
36. Enjoying my free time.	69.7	23.0	6.7	2.7	0.7	0.7
37. Strengthening my social support network.	62.0	30.0	7.7	2.6	0.7	0.3
38. Being involved in community activities.	48.0	38.3	9.7	2.5	1.0	0.4
39. Participating with school or work activities.	60.0	28.0	8.7	2.6	0.9	3.3
40. Interacting with people in social situations.	58.0	30.0	12.0	2.5	0.7	0.0
41. Coping with specific problems or issue that led to seek services.	60.0	26.3	13.3	2.5	0.7	0.3

Emergency Treatment: 150 of the 556 respondents (27.0%) indicated they needed emergency mental health or substance abuse service during the past year. 405 (72.8%) consumers reported they did not need emergency service during the past year, and 1 (0.2%) were unsure.



Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.67 with standard deviation 1.477. Of the consumers who felt that this question pertained to them 68.5% (102 of the 149) reported they were either Very Satisfied, or Satisfied, 26.7% (39 of 149), reported Somewhat or Not at all Satisfied. 1 consumer chose not to answer this question.



## Questions Regarding Treatment Environment

Comfort of Facility: 76.6% of all respondents rated the comfort of their treatment facility as Excellent or Good. 22.2% of all respondents rated the comfort of their treatment facility as Fair or Poor. 1.3% of consumers felt this question did not apply to them.

	Base	Q42A Rate: Comfort of Facility.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	556	42 7.60%	81 14.60%	259 46.60%	167 30.00%	7 1.30%
Adult	256	31 12.10%	43 16.80%	107 41.80%	75 29.30%	0 0
Child	300	11 3.70%	38 12.70%	152 50.70%	92 30.70%	7 2.30%

Cleanliness of Facility: 86.7% of all respondents reported the cleanliness of their treatment facility as Excellent or Good. 11.8% of respondents reported the cleanliness of their treatment facility as Fair or Poor. 1.4% of consumers felt that this question did not apply to them.

	Base	Q42B Rate: Cleanliness of Facility.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	556	23 4.10%	43 7.70%	269 48.40%	213 38.30%	8 1.40%
Adult	256	16 6.30%	27 10.50%	115 44.90%	97 37.90%	1 0.40%
Child	300	7 2.30%	16 5.30%	154 51.30%	116 38.70%	7 2.30%

Friendliness of Staff: 86.7% of all respondents reported the friendliness of staff at their treatment facility as Excellent or Good. 12.5% of respondents reported the friendliness of staff at their treatment facility as Fair or Poor. 0.9% of consumers felt that this question did not apply to them.

	Base	Q42C Rate: Friendliness of Staff.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	556	22 4.00%	47 8.50%	210 37.80%	272 48.90%	5 0.90%
Adult	256	14 5.50%	28 10.90%	94 36.70%	120 46.90%	0 0
Child	300	8 2.70%	19 6.30%	116 38.70%	152 50.70%	5 1.70%

Attentiveness of Staff: 82.2% of all respondents reported the attentiveness of the staff at their treatment facility as Excellent or Good. 17.3% of respondents reported the attentiveness of the staff at their treatment facility as Fair or Poor. 0.5% of consumers felt that this question did not apply to them.

	Base	Q42D Rate: Attentiveness of Staff.				
		Poor	Fair	Good	Excellent	Does Not Apply
Total	556	34 6.10%	62 11.20%	207 37.20%	250 45.00%	3 0.50%
Adult	256	20 7.80%	32 12.50%	100 39.10%	104 40.60%	0 0
Child	300	14 4.70%	30 10.00%	107 35.70%	146 48.70%	3 1.00%

## Survey Tables by County of Residence and Age Group

The following tables show the Cross tabulation of the 29 questions by Age Group and County of residence for all respondents (N=556).

	Base	Q13 I know whom to call if I have questions about MH or SA services.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
<b>Total</b>	556	20 3.60%	61 11.00%	17 3.10%	321 57.70%	133 23.90%	4 0.70%
<b>Adult</b>							
<b>Cumberland</b>	64	7 10.90%	11 17.20%	2 3.10%	24 37.50%	20 31.30%	0 0
<b>Dauphin</b>	108	5 4.60%	21 19.40%	4 3.70%	61 56.50%	17 15.70%	0 0
<b>Lancaster</b>	43	0 0	5 11.60%	3 7.00%	27 62.80%	8 18.60%	0 0
<b>Lebanon</b>	33	4 12.10%	4 12.10%	2 6.10%	20 60.60%	3 9.10%	0 0
<b>Perry</b>	8	1 12.50%	1 12.50%	1 12.50%	1 12.50%	4 50.00%	0 0
<b>Child</b>							
<b>Cumberland</b>	40	1 2.50%	1 2.50%	2 5.00%	21 52.50%	15 37.50%	0 0
<b>Dauphin</b>	119	0 0	7 5.90%	1 0.80%	78 65.50%	32 26.90%	1 0.80%
<b>Lancaster</b>	61	1 1.60%	6 9.80%	1 1.60%	33 54.10%	20 32.80%	0 0
<b>Lebanon</b>	70	1 1.40%	4 5.70%	1 1.40%	51 72.90%	10 14.30%	3 4.30%
<b>Perry</b>	10	0 0	1 10.00%	0 0	5 50.00%	4 40.00%	0 0

	Base	Q14 I was given information on how to get other services that I needed (example: transportation, child care, employment training).					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	556	12 2.20%	100 18.00%	27 4.90%	276 49.60%	115 20.70%	26 4.70%
<b>Adult</b>							
Cumberland	64	6 9.40%	6 9.40%	3 4.70%	24 37.50%	24 37.50%	1 1.60%
Dauphin	108	1 0.90%	27 25.00%	3 2.80%	51 47.20%	17 15.70%	9 8.30%
Lancaster	43	0 0	7 16.30%	6 14.00%	24 55.80%	4 9.30%	2 4.70%
Lebanon	33	1 3.00%	4 12.10%	3 9.10%	22 66.70%	2 6.10%	1 3.00%
Perry	8	1 12.50%	1 12.50%	0 0	0 0	4 50.00%	2 25.00%
<b>Child</b>							
Cumberland	40	1 2.50%	7 17.50%	6 15.00%	15 37.50%	9 22.50%	2 5.00%
Dauphin	119	1 0.80%	25 21.00%	1 0.80%	59 49.60%	29 24.40%	4 3.40%
Lancaster	61	0 0	12 19.70%	1 1.60%	36 59.00%	12 19.70%	0 0
Lebanon	70	1 1.40%	11 15.70%	4 5.70%	41 58.60%	10 14.30%	3 4.30%
Perry	10	0 0	0 0	0 0	4 40.00%	4 40.00%	2 20.00%

	Base	Q15 When I came to this program I was given information on all the services that were available to me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	556	9 1.60%	75 13.50%	17 3.10%	337 60.60%	116 20.90%	2 0.40%
<b>Adult</b>							
Cumberland	64	4 6.30%	10 15.60%	3 4.70%	25 39.10%	22 34.40%	0 0
Dauphin	108	1 0.90%	19 17.60%	7 6.50%	68 63.00%	13 12.00%	0 0
Lancaster	43	0 0	9 20.90%	2 4.70%	25 58.10%	7 16.30%	0 0
Lebanon	33	0 0	4 12.10%	1 3.00%	22 66.70%	5 15.20%	1 3.00%
Perry	8	0 0	2 25.00%	0 0	3 37.50%	3 37.50%	0 0
<b>Child</b>							
Cumberland	40	1 2.50%	4 10.00%	1 2.50%	21 52.50%	13 32.50%	0 0
Dauphin	119	2 1.70%	18 15.10%	1 0.80%	75 63.00%	23 19.30%	0 0
Lancaster	61	0 0	3 4.90%	1 1.60%	43 70.50%	14 23.00%	0 0
Lebanon	70	1 1.40%	6 8.60%	0 0	51 72.90%	11 15.70%	1 1.40%
Perry	10	0 0	0 0	1 10.00%	4 40.00%	5 50.00%	0 0

	Base	Q16 I had a choice when selecting my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	556	13 2.30%	133 23.90%	27 4.90%	286 51.40%	90 16.20%	7 1.30%
<b>Adult</b>							
Cumberland	64	5 7.80%	16 25.00%	7 10.90%	19 29.70%	17 26.60%	0 0
Dauphin	108	4 3.70%	31 28.70%	5 4.60%	53 49.10%	13 12.00%	2 1.90%
Lancaster	43	0 0	17 39.50%	2 4.70%	18 41.90%	6 14.00%	0 0
Lebanon	33	1 3.00%	7 21.20%	3 9.10%	20 60.60%	2 6.10%	0 0
Perry	8	0 0	4 50.00%	0 0	0 0	4 50.00%	0 0
<b>Child</b>							
Cumberland	40	2 5.00%	10 25.00%	5 12.50%	20 50.00%	3 7.50%	0 0
Dauphin	119	1 0.80%	29 24.40%	1 0.80%	70 58.80%	18 15.10%	0 0
Lancaster	61	0 0	13 21.30%	2 3.30%	32 52.50%	13 21.30%	1 1.60%
Lebanon	70	0 0	6 8.60%	2 2.90%	49 70.00%	10 14.30%	3 4.30%
Perry	10	0 0	0 0	0 0	5 50.00%	4 40.00%	1 10.00%

	Base	Q17 I have the option to change my service provider should I choose to.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	556	12 2.20%	105 18.90%	26 4.70%	315 56.70%	95 17.10%	3 0.50%
<b>Adult</b>							
Cumberland	64	5 7.80%	13 20.30%	5 7.80%	25 39.10%	16 25.00%	0 0
Dauphin	108	3 2.80%	28 25.90%	5 4.60%	60 55.60%	11 10.20%	1 0.90%
Lancaster	43	0 0	13 30.20%	2 4.70%	23 53.50%	5 11.60%	0 0
Lebanon	33	1 3.00%	7 21.20%	0 0	23 69.70%	2 6.10%	0 0
Perry	8	0 0	3 37.50%	0 0	1 12.50%	4 50.00%	0 0
<b>Child</b>							
Cumberland	40	2 5.00%	5 12.50%	5 12.50%	22 55.00%	6 15.00%	0 0
Dauphin	119	1 0.80%	21 17.60%	3 2.50%	74 62.20%	20 16.80%	0 0
Lancaster	61	0 0	7 11.50%	5 8.20%	33 54.10%	16 26.20%	0 0
Lebanon	70	0 0	8 11.40%	0 0	50 71.40%	10 14.30%	2 2.90%
Perry	10	0 0	0 0	1 10.00%	4 40.00%	5 50.00%	0 0

	Base	Q18 I was informed about my rights and responsibilities regarding treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	556	3 0.50%	16 2.90%	15 2.70%	398 71.60%	122 21.90%	2 0.40%
<b>Adult</b>							
Cumberland	64	1 1.60%	5 7.80%	2 3.10%	30 46.90%	26 40.60%	0 0
Dauphin	108	2 1.90%	2 1.90%	3 2.80%	83 76.90%	17 15.70%	1 0.90%
Lancaster	43	0 0	2 4.70%	1 2.30%	32 74.40%	8 18.60%	0 0
Lebanon	33	0 0	0 0	0 0	30 90.90%	3 9.10%	0 0
Perry	8	0 0	1 12.50%	1 12.50%	1 12.50%	5 62.50%	0 0
<b>Child</b>							
Cumberland	40	0 0	0 0	2 5.00%	30 75.00%	8 20.00%	0 0
Dauphin	119	0 0	2 1.70%	2 1.70%	91 76.50%	24 20.20%	0 0
Lancaster	61	0 0	3 4.90%	3 4.90%	40 65.60%	15 24.60%	0 0
Lebanon	70	0 0	1 1.40%	0 0	57 81.40%	11 15.70%	1 1.40%
Perry	10	0 0	0 0	1 10.00%	4 40.00%	5 50.00%	0 0

	Base	Q19 I feel comfortable in asking questions regarding my treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	556	12 2.20%	35 6.30%	14 2.50%	348 62.60%	146 26.30%	1 0.20%
<b>Adult</b>							
Cumberland	64	5 7.80%	2 3.10%	1 1.60%	30 46.90%	25 39.10%	1 1.60%
Dauphin	108	3 2.80%	13 12.00%	5 4.60%	66 61.10%	21 19.40%	0 0
Lancaster	43	0 0	3 7.00%	1 2.30%	30 69.80%	9 20.90%	0 0
Lebanon	33	2 6.10%	2 6.10%	1 3.00%	23 69.70%	5 15.20%	0 0
Perry	8	0 0	2 25.00%	0 0	1 12.50%	5 62.50%	0 0
<b>Child</b>							
Cumberland	40	1 2.50%	1 2.50%	0 0	28 70.00%	10 25.00%	0 0
Dauphin	119	0 0	5 4.20%	2 1.70%	80 67.20%	32 26.90%	0 0
Lancaster	61	0 0	2 3.30%	1 1.60%	41 67.20%	17 27.90%	0 0
Lebanon	70	0 0	5 7.10%	2 2.90%	45 64.30%	18 25.70%	0 0
Perry	10	1 10.00%	0 0	1 10.00%	4 40.00%	4 40.00%	0 0

	Base	Q20 My service provider spends adequate time with me.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	556	16 2.90%	60 10.80%	21 3.80%	333 59.90%	124 22.30%	2 0.40%
<b>Adult</b>							
<b>Cumberland</b>	64	4 6.30%	8 12.50%	1 1.60%	26 40.60%	24 37.50%	1 1.60%
<b>Dauphin</b>	108	7 6.50%	13 12.00%	4 3.70%	63 58.30%	21 19.40%	0 0
<b>Lancaster</b>	43	0 0	6 14.00%	4 9.30%	26 60.50%	7 16.30%	0 0
<b>Lebanon</b>	33	1 3.00%	4 12.10%	1 3.00%	25 75.80%	2 6.10%	0 0
<b>Perry</b>	8	1 12.50%	2 25.00%	0 0	1 12.50%	4 50.00%	0 0
<b>Child</b>							
<b>Cumberland</b>	40	1 2.50%	3 7.50%	1 2.50%	26 65.00%	9 22.50%	0 0
<b>Dauphin</b>	119	0 0	12 10.10%	7 5.90%	73 61.30%	27 22.70%	0 0
<b>Lancaster</b>	61	0 0	7 11.50%	2 3.30%	42 68.90%	9 14.80%	1 1.60%
<b>Lebanon</b>	70	1 1.40%	5 7.10%	1 1.40%	46 65.70%	17 24.30%	0 0
<b>Perry</b>	10	1 10.00%	0 0	0 0	5 50.00%	4 40.00%	0 0

	Base	Q21 My provider does not share my personal MH and/or SA information with others without my permission.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	556	4 0.70%	14 2.50%	15 2.70%	385 69.20%	129 23.20%	9 1.60%
<b>Adult</b>							
<b>Cumberland</b>	64	2 3.10%	1 1.60%	2 3.10%	40 62.50%	18 28.10%	1 1.60%
<b>Dauphin</b>	108	1 0.90%	5 4.60%	4 3.70%	74 68.50%	23 21.30%	1 0.90%
<b>Lancaster</b>	43	0 0	2 4.70%	0 0	29 67.40%	10 23.30%	2 4.70%
<b>Lebanon</b>	33	0 0	1 3.00%	1 3.00%	25 75.80%	4 12.10%	2 6.10%
<b>Perry</b>	8	0 0	0 0	0 0	4 50.00%	4 50.00%	0 0
<b>Child</b>							
<b>Cumberland</b>	40	0 0	1 2.50%	2 5.00%	29 72.50%	8 20.00%	0 0
<b>Dauphin</b>	119	1 0.80%	2 1.70%	5 4.20%	81 68.10%	28 23.50%	2 1.70%
<b>Lancaster</b>	61	0 0	0 0	1 1.60%	49 80.30%	11 18.00%	0 0
<b>Lebanon</b>	70	0 0	2 2.90%	0 0	50 71.40%	17 24.30%	1 1.40%
<b>Perry</b>	10	0 0	0 0	0 0	4 40.00%	6 60.00%	0 0

	Base	Q22 Program staff respects the role of my ethnic, cultural, religious background.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	556	4 0.70%	18 3.20%	13 2.30%	376 67.60%	129 23.20%	16 2.90%
<b>Adult</b>							
Cumberland	64	3 4.70%	3 4.70%	0 0	33 51.60%	21 32.80%	4 6.30%
Dauphin	108	0 0	5 4.60%	5 4.60%	69 63.90%	28 25.90%	1 0.90%
Lancaster	43	0 0	2 4.70%	0 0	32 74.40%	7 16.30%	2 4.70%
Lebanon	33	0 0	1 3.00%	0 0	27 81.80%	4 12.10%	1 3.00%
Perry	8	0 0	0 0	0 0	3 37.50%	5 62.50%	0 0
<b>Child</b>							
Cumberland	40	0 0	0 0	2 5.00%	29 72.50%	9 22.50%	0 0
Dauphin	119	1 0.80%	2 1.70%	5 4.20%	81 68.10%	24 20.20%	6 5.00%
Lancaster	61	0 0	0 0	1 1.60%	48 78.70%	11 18.00%	1 1.60%
Lebanon	70	0 0	5 7.10%	0 0	50 71.40%	15 21.40%	0 0
Perry	10	0 0	0 0	0 0	4 40.00%	5 50.00%	1 10.00%

	Base	Q23 I trust my service provider.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	556	22 4.00%	52 9.40%	22 4.00%	326 58.60%	134 24.10%	0 0
<b>Adult</b>							
Cumberland	64	7 10.90%	6 9.40%	5 7.80%	24 37.50%	22 34.40%	0 0
Dauphin	108	6 5.60%	15 13.90%	3 2.80%	60 55.60%	24 22.20%	0 0
Lancaster	43	1 2.30%	5 11.60%	3 7.00%	26 60.50%	8 18.60%	0 0
Lebanon	33	1 3.00%	2 6.10%	3 9.10%	25 75.80%	2 6.10%	0 0
Perry	8	0 0	2 25.00%	1 12.50%	1 12.50%	4 50.00%	0 0
<b>Child</b>							
Cumberland	40	1 2.50%	2 5.00%	1 2.50%	27 67.50%	9 22.50%	0 0
Dauphin	119	4 3.40%	10 8.40%	0 0	76 63.90%	29 24.40%	0 0
Lancaster	61	1 1.60%	4 6.60%	4 6.60%	37 60.70%	15 24.60%	0 0
Lebanon	70	1 1.40%	5 7.10%	1 1.40%	48 68.60%	15 21.40%	0 0
Perry	10	0 0	1 10.00%	1 10.00%	2 20.00%	6 60.00%	0 0

	Base	Q24 I feel safe at this facility.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	556	20 3.60%	44 7.90%	16 2.90%	343 61.70%	132 23.70%	1 0.20%
<b>Adult</b>							
Cumberland	64	4 6.30%	7 10.90%	4 6.30%	28 43.80%	21 32.80%	0 0
Dauphin	108	5 4.60%	15 13.90%	0 0	67 62.00%	20 18.50%	1 0.90%
Lancaster	43	1 2.30%	5 11.60%	2 4.70%	26 60.50%	9 20.90%	0 0
Lebanon	33	3 9.10%	3 9.10%	1 3.00%	23 69.70%	3 9.10%	0 0
Perry	8	0 0	2 25.00%	0 0	1 12.50%	5 62.50%	0 0
<b>Child</b>							
Cumberland	40	0 0	1 2.50%	1 2.50%	27 67.50%	11 27.50%	0 0
Dauphin	119	5 4.20%	5 4.20%	2 1.70%	78 65.50%	29 24.40%	0 0
Lancaster	61	0 0	3 4.90%	2 3.30%	42 68.90%	14 23.00%	0 0
Lebanon	70	2 2.90%	3 4.30%	3 4.30%	47 67.10%	15 21.40%	0 0
Perry	10	0 0	0 0	1 10.00%	4 40.00%	5 50.00%	0 0

	Base	Q25 My service provider offered me the opportunity to involve my family, significant others and friends.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	556	9 1.60%	58 10.40%	25 4.50%	337 60.60%	121 21.80%	6 1.10%
<b>Adult</b>							
Cumberland	64	3 4.70%	5 7.80%	3 4.70%	28 43.80%	25 39.10%	0 0
Dauphin	108	1 0.90%	13 12.00%	9 8.30%	67 62.00%	14 13.00%	4 3.70%
Lancaster	43	0 0	6 14.00%	0 0	27 62.80%	10 23.30%	0 0
Lebanon	33	0 0	5 15.20%	0 0	25 75.80%	3 9.10%	0 0
Perry	8	2 25.00%	1 12.50%	0 0	1 12.50%	4 50.00%	0 0
<b>Child</b>							
Cumberland	40	1 2.50%	3 7.50%	4 10.00%	24 60.00%	8 20.00%	0 0
Dauphin	119	0 0	15 12.60%	4 3.40%	73 61.30%	25 21.00%	2 1.70%
Lancaster	61	0 0	8 13.10%	4 6.60%	39 63.90%	10 16.40%	0 0
Lebanon	70	2 2.90%	2 2.90%	0 0	50 71.40%	16 22.90%	0 0
Perry	10	0 0	0 0	1 10.00%	3 30.00%	6 60.00%	0 0

	Base	Q26 I am included in all meetings regarding my treatment plan & goals for recovery.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	556	10 1.80%	31 5.60%	15 2.70%	368 66.20%	130 23.40%	2 0.40%
<b>Adult</b>							
<b>Cumberland</b>	64	4 6.30%	4 6.30%	2 3.10%	29 45.30%	25 39.10%	0 0
<b>Dauphin</b>	108	2 1.90%	10 9.30%	2 1.90%	76 70.40%	18 16.70%	0 0
<b>Lancaster</b>	43	1 2.30%	4 9.30%	4 9.30%	28 65.10%	6 14.00%	0 0
<b>Lebanon</b>	33	0 0	3 9.10%	1 3.00%	27 81.80%	2 6.10%	0 0
<b>Perry</b>	8	0 0	0 0	0 0	3 37.50%	5 62.50%	0 0
<b>Child</b>							
<b>Cumberland</b>	40	1 2.50%	1 2.50%	0 0	27 67.50%	11 27.50%	0 0
<b>Dauphin</b>	119	1 0.80%	6 5.00%	3 2.50%	81 68.10%	27 22.70%	1 0.80%
<b>Lancaster</b>	61	0 0	2 3.30%	2 3.30%	43 70.50%	14 23.00%	0 0
<b>Lebanon</b>	70	1 1.40%	1 1.40%	1 1.40%	50 71.40%	17 24.30%	0 0
<b>Perry</b>	10	0 0	0 0	0 0	4 40.00%	5 50.00%	1 10.00%

	Base	Q27 I am an important part of the treatment process.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	556	12 2.20%	44 7.90%	14 2.50%	347 62.40%	139 25.00%	0 0
<b>Adult</b>							
<b>Cumberland</b>	64	4 6.30%	6 9.40%	4 6.30%	27 42.20%	23 35.90%	0 0
<b>Dauphin</b>	108	3 2.80%	12 11.10%	3 2.80%	69 63.90%	21 19.40%	0 0
<b>Lancaster</b>	43	0 0	5 11.60%	2 4.70%	30 69.80%	6 14.00%	0 0
<b>Lebanon</b>	33	0 0	5 15.20%	1 3.00%	25 75.80%	2 6.10%	0 0
<b>Perry</b>	8	0 0	1 12.50%	0 0	3 37.50%	4 50.00%	0 0
<b>Child</b>							
<b>Cumberland</b>	40	0 0	2 5.00%	1 2.50%	25 62.50%	12 30.00%	0 0
<b>Dauphin</b>	119	2 1.70%	4 3.40%	3 2.50%	75 63.00%	35 29.40%	0 0
<b>Lancaster</b>	61	0 0	7 11.50%	0 0	40 65.60%	14 23.00%	0 0
<b>Lebanon</b>	70	3 4.30%	1 1.40%	0 0	49 70.00%	17 24.30%	0 0
<b>Perry</b>	10	0 0	1 10.00%	0 0	4 40.00%	5 50.00%	0 0

	Base	Q28 My service provider explained the advantages of my therapy or treatment.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	556	8 1.40%	54 9.70%	31 5.60%	357 64.20%	105 18.90%	1 0.20%
<b>Adult</b>							
Cumberland	64	3 4.70%	13 20.30%	4 6.30%	23 35.90%	20 31.30%	1 1.60%
Dauphin	108	3 2.80%	5 4.60%	6 5.60%	78 72.20%	16 14.80%	0 0
Lancaster	43	0 0	6 14.00%	5 11.60%	27 62.80%	5 11.60%	0 0
Lebanon	33	0 0	5 15.20%	2 6.10%	26 78.80%	0 0	0 0
Perry	8	0 0	2 25.00%	0 0	2 25.00%	4 50.00%	0 0
<b>Child</b>							
Cumberland	40	0 0	3 7.50%	2 5.00%	25 62.50%	10 25.00%	0 0
Dauphin	119	2 1.70%	12 10.10%	8 6.70%	76 63.90%	21 17.60%	0 0
Lancaster	61	0 0	5 8.20%	2 3.30%	44 72.10%	10 16.40%	0 0
Lebanon	70	0 0	3 4.30%	1 1.40%	52 74.30%	14 20.00%	0 0
Perry	10	0 0	0 0	1 10.00%	4 40.00%	5 50.00%	0 0

	Base	Q30 Overall, I am satisfied with the services I am receiving.					
		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Does Not Apply
Total	556	40 7.20%	52 9.40%	21 3.80%	285 51.30%	158 28.40%	0 0
<b>Adult</b>							
Cumberland	64	8 12.50%	6 9.40%	2 3.10%	20 31.30%	28 43.80%	0 0
Dauphin	108	8 7.40%	14 13.00%	5 4.60%	53 49.10%	28 25.90%	0 0
Lancaster	43	3 7.00%	1 2.30%	2 4.70%	31 72.10%	6 14.00%	0 0
Lebanon	33	3 9.10%	3 9.10%	0 0	22 66.70%	5 15.20%	0 0
Perry	8	2 25.00%	1 12.50%	0 0	1 12.50%	4 50.00%	0 0
<b>Child</b>							
Cumberland	40	3 7.50%	3 7.50%	1 2.50%	21 52.50%	12 30.00%	0 0
Dauphin	119	6 5.00%	12 10.10%	7 5.90%	55 46.20%	39 32.80%	0 0
Lancaster	61	1 1.60%	7 11.50%	3 4.90%	36 59.00%	14 23.00%	0 0
Lebanon	70	5 7.10%	4 5.70%	1 1.40%	44 62.90%	16 22.90%	0 0
Perry	10	1 10.00%	1 10.00%	0 0	2 20.00%	6 60.00%	0 0

	Base	Q31 Managing daily problems.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	556	29 5.20%	36 6.50%	116 20.90%	188 33.80%	187 33.60%	0 0
<b>Adult</b>							
Cumberland	64	2 3.10%	3 4.70%	12 18.80%	15 23.40%	32 50.00%	0 0
Dauphin	108	2 1.90%	5 4.60%	20 18.50%	33 30.60%	48 44.40%	0 0
Lancaster	43	0 0	4 9.30%	8 18.60%	13 30.20%	18 41.90%	0 0
Lebanon	33	3 9.10%	1 3.00%	4 12.10%	16 48.50%	9 27.30%	0 0
Perry	8	0 0	0 0	2 25.00%	2 25.00%	4 50.00%	0 0
<b>Child</b>							
Cumberland	40	1 2.50%	4 10.00%	10 25.00%	16 40.00%	9 22.50%	0 0
Dauphin	119	9 7.60%	9 7.60%	28 23.50%	43 36.10%	30 25.20%	0 0
Lancaster	61	2 3.30%	5 8.20%	17 27.90%	23 37.70%	14 23.00%	0 0
Lebanon	70	9 12.90%	5 7.10%	10 14.30%	24 34.30%	22 31.40%	0 0
Perry	10	1 10.00%	0 0	5 50.00%	3 30.00%	1 10.00%	0 0

	Base	Q32 Feeling in control of my life.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	556	35 6.30%	41 7.40%	151 27.20%	175 31.50%	154 27.70%	0 0
<b>Adult</b>							
Cumberland	64	3 4.70%	6 9.40%	16 25.00%	22 34.40%	17 26.60%	0 0
Dauphin	108	8 7.40%	4 3.70%	19 17.60%	32 29.60%	45 41.70%	0 0
Lancaster	43	0 0	5 11.60%	14 32.60%	8 18.60%	16 37.20%	0 0
Lebanon	33	3 9.10%	2 6.10%	13 39.40%	9 27.30%	6 18.20%	0 0
Perry	8	0 0	0 0	2 25.00%	1 12.50%	5 62.50%	0 0
<b>Child</b>							
Cumberland	40	2 5.00%	6 15.00%	11 27.50%	13 32.50%	8 20.00%	0 0
Dauphin	119	7 5.90%	10 8.40%	37 31.10%	40 33.60%	25 21.00%	0 0
Lancaster	61	5 8.20%	3 4.90%	18 29.50%	21 34.40%	14 23.00%	0 0
Lebanon	70	6 8.60%	5 7.10%	17 24.30%	26 37.10%	16 22.90%	0 0
Perry	10	1 10.00%	0 0	4 40.00%	3 30.00%	2 20.00%	0 0

	Base	Q33 Coping with personal crisis (example: relapse, serious health problems, death or illness of a loved one or friend, job loss, accident, etc.)					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	556	28 5.00%	44 7.90%	158 28.40%	167 30.00%	139 25.00%	20 3.60%
<b>Adult</b>							
Cumberland	64	2 3.10%	5 7.80%	16 25.00%	17 26.60%	24 37.50%	0 0
Dauphin	108	2 1.90%	3 2.80%	32 29.60%	30 27.80%	37 34.30%	4 3.70%
Lancaster	43	2 4.70%	1 2.30%	9 20.90%	16 37.20%	15 34.90%	0 0
Lebanon	33	3 9.10%	3 9.10%	13 39.40%	6 18.20%	8 24.20%	0 0
Perry	8	0 0	0 0	2 25.00%	1 12.50%	5 62.50%	0 0
<b>Child</b>							
Cumberland	40	1 2.50%	6 15.00%	11 27.50%	16 40.00%	6 15.00%	0 0
Dauphin	119	5 4.20%	11 9.20%	39 32.80%	31 26.10%	20 16.80%	13 10.90%
Lancaster	61	4 6.60%	4 6.60%	22 36.10%	22 36.10%	8 13.10%	1 1.60%
Lebanon	70	9 12.90%	10 14.30%	13 18.60%	25 35.70%	13 18.60%	0 0
Perry	10	0 0	1 10.00%	1 10.00%	3 30.00%	3 30.00%	2 20.00%

	Base	Q34 How I feel about myself.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	556	30 5.40%	37 6.70%	152 27.30%	163 29.30%	171 30.80%	3 0.50%
<b>Adult</b>							
Cumberland	64	5 7.80%	2 3.10%	15 23.40%	16 25.00%	25 39.10%	1 1.60%
Dauphin	108	7 6.50%	5 4.60%	25 23.10%	30 27.80%	40 37.00%	1 0.90%
Lancaster	43	0 0	4 9.30%	10 23.30%	16 37.20%	13 30.20%	0 0
Lebanon	33	3 9.10%	1 3.00%	14 42.40%	9 27.30%	6 18.20%	0 0
Perry	8	0 0	1 12.50%	2 25.00%	2 25.00%	3 37.50%	0 0
<b>Child</b>							
Cumberland	40	1 2.50%	5 12.50%	9 22.50%	17 42.50%	8 20.00%	0 0
Dauphin	119	5 4.20%	10 8.40%	35 29.40%	35 29.40%	33 27.70%	1 0.80%
Lancaster	61	3 4.90%	2 3.30%	20 32.80%	17 27.90%	19 31.10%	0 0
Lebanon	70	5 7.10%	6 8.60%	18 25.70%	19 27.10%	22 31.40%	0 0
Perry	10	1 10.00%	1 10.00%	4 40.00%	2 20.00%	2 20.00%	0 0

	Base	Q35 Feeling good (hopeful) about the future.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	556	27 4.90%	26 4.70%	136 24.50%	186 33.50%	175 31.50%	6 1.10%
<b>Adult</b>							
Cumberland	64	5 7.80%	4 6.30%	10 15.60%	20 31.30%	24 37.50%	1 1.60%
Dauphin	108	3 2.80%	5 4.60%	19 17.60%	38 35.20%	42 38.90%	1 0.90%
Lancaster	43	1 2.30%	3 7.00%	8 18.60%	15 34.90%	15 34.90%	1 2.30%
Lebanon	33	3 9.10%	2 6.10%	9 27.30%	9 27.30%	9 27.30%	1 3.00%
Perry	8	0 0	0 0	2 25.00%	3 37.50%	3 37.50%	0 0
<b>Child</b>							
Cumberland	40	2 5.00%	1 2.50%	13 32.50%	16 40.00%	8 20.00%	0 0
Dauphin	119	7 5.90%	4 3.40%	37 31.10%	33 27.70%	37 31.10%	1 0.80%
Lancaster	61	2 3.30%	3 4.90%	21 34.40%	22 36.10%	13 21.30%	0 0
Lebanon	70	3 4.30%	3 4.30%	16 22.90%	27 38.60%	20 28.60%	1 1.40%
Perry	10	1 10.00%	1 10.00%	1 10.00%	3 30.00%	4 40.00%	0 0

	Base	Q36 Enjoying my free time.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	556	23 4.10%	19 3.40%	119 21.40%	148 26.60%	239 43.00%	8 1.40%
<b>Adult</b>							
Cumberland	64	5 7.80%	1 1.60%	15 23.40%	13 20.30%	29 45.30%	1 1.60%
Dauphin	108	6 5.60%	5 4.60%	16 14.80%	28 25.90%	50 46.30%	3 2.80%
Lancaster	43	0 0	2 4.70%	6 14.00%	14 32.60%	19 44.20%	2 4.70%
Lebanon	33	2 6.10%	1 3.00%	10 30.30%	9 27.30%	11 33.30%	0 0
Perry	8	0 0	0 0	3 37.50%	3 37.50%	2 25.00%	0 0
<b>Child</b>							
Cumberland	40	2 5.00%	2 5.00%	9 22.50%	12 30.00%	15 37.50%	0 0
Dauphin	119	3 2.50%	2 1.70%	29 24.40%	31 26.10%	53 44.50%	1 0.80%
Lancaster	61	1 1.60%	0 0	18 29.50%	15 24.60%	27 44.30%	0 0
Lebanon	70	4 5.70%	5 7.10%	11 15.70%	21 30.00%	29 41.40%	0 0
Perry	10	0 0	1 10.00%	2 20.00%	2 20.00%	4 40.00%	1 10.00%

	Base	Q37 Strengthening my social support network.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	556	20 3.60%	29 5.20%	158 28.40%	171 30.80%	173 31.10%	5 0.90%
<b>Adult</b>							
<b>Cumberland</b>	64	2 3.10%	3 4.70%	18 28.10%	17 26.60%	24 37.50%	0 0
<b>Dauphin</b>	108	5 4.60%	4 3.70%	29 26.90%	30 27.80%	37 34.30%	3 2.80%
<b>Lancaster</b>	43	1 2.30%	6 14.00%	6 14.00%	12 27.90%	17 39.50%	1 2.30%
<b>Lebanon</b>	33	2 6.10%	2 6.10%	13 39.40%	11 33.30%	5 15.20%	0 0
<b>Perry</b>	8	0 0	1 12.50%	2 25.00%	2 25.00%	3 37.50%	0 0
<b>Child</b>							
<b>Cumberland</b>	40	3 7.50%	3 7.50%	10 25.00%	13 32.50%	11 27.50%	0 0
<b>Dauphin</b>	119	3 2.50%	1 0.80%	38 31.90%	41 34.50%	36 30.30%	0 0
<b>Lancaster</b>	61	1 1.60%	4 6.60%	23 37.70%	21 34.40%	12 19.70%	0 0
<b>Lebanon</b>	70	3 4.30%	5 7.10%	16 22.90%	22 31.40%	24 34.30%	0 0
<b>Perry</b>	10	0 0	0 0	3 30.00%	2 20.00%	4 40.00%	1 10.00%

	Base	Q38 Being involved in the community or in organizations outside of MH or SA activities.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	556	26 4.70%	29 5.20%	196 35.30%	142 25.50%	135 24.30%	28 5.00%
<b>Adult</b>							
Cumberland	64	2 3.10%	0 0	21 32.80%	23 35.90%	16 25.00%	2 3.10%
Dauphin	108	3 2.80%	11 10.20%	28 25.90%	33 30.60%	26 24.10%	7 6.50%
Lancaster	43	3 7.00%	4 9.30%	10 23.30%	14 32.60%	7 16.30%	5 11.60%
Lebanon	33	2 6.10%	0 0	18 54.50%	4 12.10%	7 21.20%	2 6.10%
Perry	8	0 0	1 12.50%	4 50.00%	0 0	3 37.50%	0 0
<b>Child</b>							
Cumberland	40	3 7.50%	3 7.50%	20 50.00%	5 12.50%	9 22.50%	0 0
Dauphin	119	3 2.50%	3 2.50%	48 40.30%	29 24.40%	31 26.10%	5 4.20%
Lancaster	61	2 3.30%	2 3.30%	29 47.50%	16 26.20%	10 16.40%	2 3.30%
Lebanon	70	7 10.00%	5 7.10%	15 21.40%	16 22.90%	24 34.30%	3 4.30%
Perry	10	1 10.00%	0 0	3 30.00%	2 20.00%	2 20.00%	2 20.00%

	Base	Q39 Participation in school and/or work activities.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	556	17 3.10%	22 4.00%	130 23.40%	120 21.60%	126 22.70%	141 25.40%
<b>Adult</b>							
Cumberland	64	0 0	1 1.60%	11 17.20%	10 15.60%	11 17.20%	31 48.40%
Dauphin	108	3 2.80%	2 1.90%	23 21.30%	6 5.60%	21 19.40%	53 49.10%
Lancaster	43	2 4.70%	2 4.70%	4 9.30%	8 18.60%	4 9.30%	23 53.50%
Lebanon	33	1 3.00%	2 6.10%	7 21.20%	4 12.10%	1 3.00%	18 54.50%
Perry	8	0 0	0 0	1 12.50%	1 12.50%	0 0	6 75.00%
<b>Child</b>							
Cumberland	40	2 5.00%	1 2.50%	15 37.50%	14 35.00%	8 20.00%	0 0
Dauphin	119	6 5.00%	7 5.90%	33 27.70%	34 28.60%	33 27.70%	6 5.00%
Lancaster	61	1 1.60%	1 1.60%	18 29.50%	19 31.10%	19 31.10%	3 4.90%
Lebanon	70	2 2.90%	5 7.10%	16 22.90%	20 28.60%	26 37.10%	1 1.40%
Perry	10	0 0	1 10.00%	2 20.00%	4 40.00%	3 30.00%	0 0

	Base	Q40 Interacting with people in social situations.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	556	25 4.50%	37 6.70%	155 27.90%	176 31.70%	158 28.40%	5 0.90%
<b>Adult</b>							
Cumberland	64	3 4.70%	2 3.10%	14 21.90%	24 37.50%	20 31.30%	1 1.60%
Dauphin	108	4 3.70%	6 5.60%	27 25.00%	30 27.80%	39 36.10%	2 1.90%
Lancaster	43	2 4.70%	5 11.60%	8 18.60%	16 37.20%	11 25.60%	1 2.30%
Lebanon	33	2 6.10%	1 3.00%	12 36.40%	10 30.30%	8 24.20%	0 0
Perry	8	0 0	1 12.50%	4 50.00%	0 0	2 25.00%	1 12.50%
<b>Child</b>							
Cumberland	40	2 5.00%	3 7.50%	12 30.00%	13 32.50%	10 25.00%	0 0
Dauphin	119	3 2.50%	8 6.70%	38 31.90%	40 33.60%	30 25.20%	0 0
Lancaster	61	3 4.90%	4 6.60%	25 41.00%	13 21.30%	16 26.20%	0 0
Lebanon	70	6 8.60%	7 10.00%	12 17.10%	27 38.60%	18 25.70%	0 0
Perry	10	0 0	0 0	3 30.00%	3 30.00%	4 40.00%	0 0

	Base	Q41 Dealing with specific problems or issues that led me to seek services.					
		Much Worse	A Little Worse	About the Same	A Little Better	Much Better	Does Not Apply
Total	556	33 5.90%	29 5.20%	129 23.20%	187 33.60%	177 31.80%	1 0.20%
<b>Adult</b>							
<b>Cumberland</b>	64	4 6.30%	3 4.70%	10 15.60%	18 28.10%	29 45.30%	0 0
<b>Dauphin</b>	108	3 2.80%	3 2.80%	22 20.40%	37 34.30%	43 39.80%	0 0
<b>Lancaster</b>	43	1 2.30%	4 9.30%	7 16.30%	16 37.20%	15 34.90%	0 0
<b>Lebanon</b>	33	2 6.10%	2 6.10%	8 24.20%	14 42.40%	7 21.20%	0 0
<b>Perry</b>	8	0 0	0 0	3 37.50%	1 12.50%	4 50.00%	0 0
<b>Child</b>							
<b>Cumberland</b>	40	4 10.00%	2 5.00%	10 25.00%	11 27.50%	13 32.50%	0 0
<b>Dauphin</b>	119	8 6.70%	6 5.00%	31 26.10%	42 35.30%	32 26.90%	0 0
<b>Lancaster</b>	61	4 6.60%	5 8.20%	19 31.10%	17 27.90%	15 24.60%	1 1.60%
<b>Lebanon</b>	70	7 10.00%	4 5.70%	17 24.30%	29 41.40%	13 18.60%	0 0
<b>Perry</b>	10	0 0	0 0	2 20.00%	2 20.00%	6 60.00%	0 0

## Perform Care Comments

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

- Unaware of this insurance. I have Aetna.
- Place I live deals with my insurance.
- Not familiar with Perform Care at all.
- I do not have Perform Care.
- Can't remember probably when it was CBHNP.

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

- I had to file a complaint with PPI.
- I did with Philhaven director of customer services.
- I filed complaint on Roxbury.

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

- I'd call his BSC first.

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

- Yes they called and I returned their call.
- I use case manager.
- I use my ICM.
- They have called me.
- One of the nurses helps.
- Never.
- I had to file grievance.
- Caseworker was very helpful.
- Case manager made calls.
- All facilities took care of it.
- Agencies did it for me.

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

- We were impressed how quickly we had help.
- Wasn't able to get through to them was bounced around.
- Some delay.
- I'm approved but there's money & transportation issues where we live in Perry county.
- Hard to get hold of. Often don't get back to me.
- Had to wait 3 weeks for information. It makes the situation even worse!
- Family Based.
- I requested Philhaven.
- A few delays.

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

- With caseworker.
- When she was discharged from inpatient without services we were kicked off the list because they couldn't get ahold of me.
- Went directly to Philhaven.
- We knew there were choices. We keep Keystone, it works for us.
- We already had Philhaven for family based and continued with ASP.

- We were referred to program because we were already receiving different care from Philhaven.
- They never asked they just put me inpatient.
- They gave my mom a list.
- We found on our own.
- They called me.
- They automatically do Perform Care.
- There wasn't any other place accepting patients.
- The school did that.
- Picked facility on my own.
- Philhaven was the only option.
- Outpatient then referred to go inpatient.
- It is the only provider that has services for this age range.
- Only one available.
- No one else would take her.
- I was referred to Philhaven.
- It's been years and I'm stuck with them.
- It was the only place with a bed open.
- If I had known I would have chosen PPI.
- I went in and they gave me 2 options.
- I was recommended thru the school and someone called me.
- I was really sick then.
- I told them I wanted to go there.
- I just use LGH.
- I had one picked out but was told I could go with them.
- I got stuff in the mail from Philhaven.
- I chose them when my son died in 08.
- Given 3.
- Gave at least 3.
- I only go to Philhaven because it's the closest.
- We already knew where we wanted to go.
- Case worker deals with all of this.
- Because I'm diabetic I had to go there.

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

- Wanted to stay longer.
- Waiting for information. Now been over two weeks.
- TSS informed.
- Thought it was ongoing.
- They said if the 72 hours was up they would evaluate. After all that happened they almost overdosed me giving me multiple substances at one time I was a zombie. Xanax, oxycodone and Seroquel.
- They prepared me for 6 to 9 months.
- There's a need for services close to us.
- I was evaluated after some sessions.
- Perform Care just ended suddenly with a week's notice as soon as medical assistance kicked in.
- Not yet. Only week and 1/2 ago.
- No time it was an emergency.
- No time frame given.

- It was always up in the air. They knew approximately. A couple weeks then she would be evaluated.
- I pulled him out of ASP class because he came home singing a song "I am a lesbian." My child is autistic and confused enough I felt this was inappropriate. I teach him diversity.
- I get things in the mail about what the insurance pays and when to renew.
- Did not complete.
- Case manager takes care of for him.
- Assumed that as long as I need meds I would go there.
- Always received a written plan.
- After the fact yes but it differed from Philhaven.
- 3 months.
- 2 weeks.
- 2 weeks.

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

- When I called in I was suicidal and felt the staff member I spoke to took it lightly. Totally ignorant to me.
- They show courtesy and respect in their voices.
- They are great.
- Their staff was not rude but was not helpful either.
- Sometimes.
- I do not call.
- Not so much.
- Never called (3).
- Most of them.
- First time hearing of Perform Care.
- Did not call.
- Case manager takes care of for me.

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

- While incarcerated they didn't help me get address.
- We lost our house phone and they can't call us.
- We've had phone conferences.
- Very concerned. About reduction/cutback in hours.
- Somewhat.
- Seeing positive changes because of services.
- Not really.
- No communication with Perform Care.
- Have had difficulties with payments being made.
- First time hearing about it.
- I want to get rid of Perform Care.

**Additional Perform Care Comments**

- I wasn't aware of Perform Care.
- More services needed in Lebanon County. More support groups or parenting groups for children with mental health challenges.