

**Consumer/Family Satisfaction Team Survey Results
Community Based Mental Health Services
January 2023 through December 2023**

Capital Targeted Case Management					
Provider	Number of Surveys	Member is able to get an appointment quickly.	The services provided meet the Member's needs.	Staff are respectful/sensitive to the Member's culture and background.	Member is satisfied with Provider.
CMU	54	91%	83%	96%	87%
Community Services Group	52	90%	81%	94%	92%
Holy Spirit Hospital	29	72%	62%	100%	86%
NHS Stevens Center	37	70%	62%	95%	89%
Lancaster County BH/DS	63	92%	78%	100%	98%
Service Access & Management	66	77%	70%	95%	85%

Capital Psych Rehab Services					
Provider	Number of Surveys	Member is able to get an appointment quickly.	The services provided meet the Member's needs.	Staff are respectful/sensitive to the Member's culture and background.	Member is satisfied with Provider.
Community Services Group	50	96%	74%	94%	96%
Merakey Stevens Center	25	88%	80%	86%	92%

Franklin/Fulton Blended Case Management					
Provider	Number of Surveys*	Member is able to get an appointment quickly.	The services provided meet the Member's needs.	Staff are respectful/sensitive to the Member's culture and background.	Member is satisfied with Provider.
Service Access & Management	116	88%	87%	91%	94%

*Service Access & Management had 40 surveys for Question 1; 116 surveys for Question 2; 115 surveys for Question 3; 112 surveys for Question 4.