

**Consumer/Family Satisfaction Team Survey Results
Community Based Mental Health Services
January 2022 through December 2022**

Capital Peer Support 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.
Keystone	20	100%	60%	90%	90%
Recovery Insight	24	100%	83%	88%	96%
Wellspan Philhaven	20	70%	95%	95%	85%

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	46*	65%	93%	98%	91%

**46 surveys for question 1; 45 surveys for questions 2 & 3; 43 surveys for question 4*