

Consumer Satisfaction Services

Quarterly Report

October 1 – December 31st, 2003



PREPARED FOR:

CAPITAL AREA BEHAVIORAL HEALTH COLLABORATIVE

PREPARED BY:

**CONSUMER SATISFACTION SERVICES, INC.
SERVING CUMBERLAND, DAUPHIN, HUNTINGDON, JUNIATA, LANCASTER, LEBANON,
MIFFLIN AND PERRY COUNTIES
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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.

A copy of our most recent Annual Audit, as conducted by the independent accounting firm of Smith, Elliott, Kearns & Company, is available for inspection at our office during normal business hours.



**Consumer Satisfaction Services
4811 Jonestown Road
Suite 228
Harrisburg, PA 17109
(717) 651-1070**

January 31, 2004

Dear Friends and Colleagues:

The following report represents the findings of Consumer Satisfaction Services for the period of October 1st through December 31st 2003.

This report is laid out in two parts: Part I represents our findings of consumers receiving treatment in Cumberland, Dauphin, Lancaster, Lebanon and Perry counties under HealthChoices. In Part II we present our findings of those receiving services through the BSUs and BHRS/Wraparound of Huntingdon, Mifflin and Juniata counties through the Juniata Valley Tri-County MH/MR.

Based on a particular individual or organizational need, some of you may be receiving the part of the report pertaining directly to your interest and concerns as opposed to the entire report. Should this be the case, and you wish to receive the entire document, please notify our office immediately.

As always, primary responsibility for the integrity and objectivity of the survey process including its findings rests with the CSS Board of Directors, staff and community based C/FST team members. This process is prepared and executed in such manner as to provide reasonable assurance that the results accurately reflect the true findings of the CSS Team Associates who have been out in the field conducting the surveys, as well as to safeguard the process through clear and accessible written policies and procedures, employee training, and appropriate delegation of authority and responsibilities.

The process of gauging and reporting upon the impact of behavioral health services within the counties who have contracted with CSS to do so is ongoing; as we speak, teams of C/FST members are out in the community conducting the next round of surveys the results of which will be published on or about May 1st of this year.

We invite you to read the following findings and encourage you to contact us with any questions or concerns that you may have. As part of our contractual obligations, CSS is mandated to bring together, on a quarterly basis, a group of stakeholders from within our reporting region, to review, analyze and comment upon our reporting process – from the actual survey instrument that is used up to and including the issuance of our findings. Should you wish to be invited to our scheduled gathering, please call or write CSS to let us know of your interest. Our address and telephone number are listed on the top of this page as well as the front cover of the report.

Finally, we wish to thank the many consumers, family members, friends, treatment centers and other providers and care givers who have allowed us into their homes

and facilities during this past reporting period. We sincerely apologize for any inconvenience that may have occurred; we want you to know how much we appreciated your willingness to share with us information which we hope will go far in improving the quality of life of those we seek to serve.

Thank you,

**Annette L. Strite
Chair, Board of Directors
Consumer Satisfaction Services**

**Lewis E. Silverman
Executive Director
Consumer Satisfaction Services**

PART ONE:

HEALTHCHOICES

CUMBERLAND, DAUPHIN, LANCASTER, LEBANON & PERRY COUNTIES

Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties Survey

This survey covers the period October 1st through December 31st, 2003. During that time, teams of trained C/FST team members were assigned names of consumers who had been identified as having received behavioral health treatment within the geographical region of Cumberland, Dauphin, Lancaster, Lebanon and Perry counties

Based on approximately 9,000 claims submitted during this reporting period, CSS selected 800 names at random to be contacted from a list provided to us by Capital Area Behavioral Health Collaborative. A letter was mailed to each consumer informing them that they had been selected to participate in the survey, what the survey was all about and, most importantly, that the process itself was strictly voluntary and confidential. They were further informed that whether they chose to participate or not would have no effect on the services being provided to them.

Out of the 800 names, CSS C/FST team members were able to get 245 completed surveys, a return rate of 31%.

In addition, CSS identified and trained an individual, Jay Cowden, who was assigned the task of conducting a similar survey of consumers receiving treatment under the substance abuse component of HealthChoices. Under current guidelines, CSS is not permitted to ask for or receive any information that could identify a consumer in a treatment program. The process for conducting these surveys involved making advance contact with a treatment facility and arranging a time when Mr. Cowden could appear and ask for voluntary participation in the survey process.

Through persistence and diligence to the task at hand, CSS is pleased to report that for this quarter, we were able to obtain 115 completed surveys, which is 15 more than completed in the previous year.

This report is based on a combined total of 360 completed surveys.

In the past, CSS has used a "benchmark" of a 40% negative response as one which resulted in red flags being raised. In reviewing this number, we believe the bar was set too high. To allow it to get to that level would unfortunately allow a situation to reach a stage that could cause undue hardship and aggravation amongst consumers. When one thinks of the total number of consumers who could potentially have claims filed on their behalf under HealthChoices in the Capital Region alone, to allow an unsatisfactory rate to reach 40% would be truly irresponsible on our part.

After careful consideration, and in speaking with other C/FSTs from around the Commonwealth, we have decided to lower the "bar" to 30%. Quite frankly, there are those who would argue for an even higher standard – in other words, lowering the number even more in order for a red flag to kick in. This very well could be true; for now, however, we are comfortable in working with this percentage in the hope that there be continuing recognition that we should never be satisfied with any level of dissatisfaction. While perfection, especially in what we are trying to accomplish under

HealthChoices, would be too much to expect, we certainly can and should expect an all out effort to assure a program built on quality, integrity and unfettered access.

We are pleased to report an improvement in virtually every area when we compare our current findings to the data presented in our most recent findings, that being our Annual Report which was released on December 1st 2003.

Based on the 30% "line in the sand," we find only one question which stands out when looking at the cumulative results (all five counties with the target audiences of adults, children/adolescents and substance abuse consumers rolled into one).

Question 17. If I want to change providers, I know how to do it.

Response		<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q17a	-	130	85	36	41	68
	-	36.1%	23.6%	10.0%	11.4%	18.9%

30.3% of all respondents Disagreed / Strongly Disagreed. In round numbers, that percentage translates into 110 respondents who were not aware of the process necessary in order to make this happen. Although still high, we do wish to point out that this stands as an improvement of 7.6% from our last report.

Another question that we found in our research comes very close to the 30% threshold.

Question 16. When I was referred for treatment I was given the choice of more than one behavioral health care provider.

Response		<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q16a	-	134	94	29	36	67
	-	37.2%	26.1%	8.1%	10.0%	18.6%

As you can see, 28.6% of those survey Disagree / Strongly Disagreed with this statement. While this number is still significantly high, it does represent an improvement of 7% from our last report. While we applaud CBHNP on their continuing efforts for improvement in this area, we would hasten to remind everyone that a lot remains to be done in this area.

The other critical area that was identified last year as needing vast improvement was that involving grievances and complaints. In our survey we have two questions which directly relate to this:

21. I fully understand the grievance/complaint policy.

Response		<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q21a	-	128	103	38	45	46
	-	35.6%	28.6%	10.6%	12.5%	12.8%

This represents an improvement of 7.8% from our last reporting period.

22. I know how to file a grievance/complaint if I ever need to.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q22a	125	99	40	46	50
	34.7%	27.5%	11.1%	12.8%	13.9%

This represents an improvement of 8.4% from our last reporting period.

Although the numbers on both questions are higher than where we would like to see them, we find that hard work and efforts are beginning to pay off. We applaud the combined efforts of CBHNP and OMHSAS to educate consumers on the policy and procedures.

Late last fall, through a collaborative effort which also involved consumers, a Power Point presentation traveled throughout the Commonwealth educating interested parties on this topic. While we found fault in some of the materials presented, i.e., we felt at times the information presented was too technical and was geared more to the professional; it has obviously had some positive effect. We also applaud Tony House of CBHNP for becoming somewhat evangelical in his passion to get the word out on a consistent basis so as to educate consumers, in simple language, the nuts and bolts of filing a complaint and/or grievance.

While the findings certainly show a vast improvement, we caution you to take a look at individual county results for each question. While the numbers may be good overall, much remains to be done in certain areas throughout the five counties.

Chart 1: Summary Results - Five County Cumulative Totals – Mental Health & Substance Abuse

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

1. I feel included in the decision making process.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q1a	173	102	15	26	44
	48.1%	28.3%	4.2%	7.2%	12.2%

2. My treatment plan promotes recovery.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q2a	143	97	43	25	52
	39.7%	26.9%	11.9%	6.9%	14.4%

3. I am making progress in my treatment.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q3a	143	126	25	27	39
	39.7%	35.0%	6.9%	7.5%	10.8%

4. The time and location of my treatment is convenient.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q4a	166	117	16	23	38
	46.1%	32.5%	4.4%	6.4%	10.6%

5. I am pleased with the quality of the treatment that is being provided.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q5a	157	116	17	31	39
	43.6%	32.2%	4.7%	8.6%	10.8%

6. My religious and cultural beliefs are respected by treatment staff.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q6a	175	110	40	9	26
	48.6%	30.6%	11.1%	2.5%	7.2%

7. I am getting all the help that I need.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q7a	132	120	33	26	49
	36.7%	33.3%	9.2%	7.2%	13.6%

8. When I have a crisis I know who to call.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q8a	171	123	18	15	33
	47.5%	34.2%	5.0%	4.2%	9.2%

9. I am comfortable speaking with treatment staff at the facility where I am being seen.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q9a	181	108	24	11	36
	50.3%	30.0%	6.7%	3.1%	10.0%

10. I know the name of my behavioral health provider.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q10a	175	111	17	13	44
	48.6%	30.8%	4.7%	3.6%	12.2%

11. I know what HealthChoices is.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q11a	157	107	32	24	40
	43.6%	29.7%	8.9%	6.7%	11.1%

12. I understand my rights and responsibilities under HealthChoices.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q12a	149	91	46	25	49
	41.4%	25.3%	12.8%	6.9%	13.6%

13. I know how to make HealthChoices work for me.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q13a	122	90	52	38	58
	33.9%	25.0%	14.4%	10.6%	16.1%

14. I know who to call to ask questions about my HealthChoices plan.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q14a	129	105	32	38	56
	35.8%	29.2%	8.9%	10.6%	15.6%

15. I know that I have a choice of behavioral health care providers.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q15a	140	101	25	30	64
	38.9%	28.1%	6.9%	8.3%	17.8%

16. When I was referred for treatment I was given the choice of more than one behavioral health care provider.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q16a	134	94	29	36	67
	37.2%	26.1%	8.1%	10.0%	18.6%

17. If I want to change providers, I know how to do it.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q17a	130	85	36	41	68
	36.1%	23.6%	10.0%	11.4%	18.9%

18. I am able to arrange transportation through the Medical Assistance Transportation Program when I need it.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q18a	107	82	79	31	61
	29.7%	22.8%	21.9%	8.6%	16.9%

19. The phone is always answered promptly by staff at the managed care organization.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q19a	149	113	37	20	41
	41.4%	31.4%	10.3%	5.6%	11.4%

20. My calls to my behavioral health care manager are returned promptly.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q20a	136	103	48	23	50
	37.8%	28.6%	13.3%	6.4%	13.9%

21. I fully understand the grievance/complaint policy.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q21a	128	103	38	45	46
	35.6%	28.6%	10.6%	12.5%	12.8%

22. I know how to file a grievance/complaint if I ever need to.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q22a	125	99	40	46	50
	34.7%	27.5%	11.1%	12.8%	13.9%

23. My behavioral health care manager has advised me on vocational training opportunities.

Response	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Q23a	89	56	63	41	111
	24.7%	15.6%	17.5%	11.4%	30.8%

24. I am also currently receiving (choose one) mental health or substance abuse behavioral health services.

Response	1	2	3	4	5
Q24a	133	13	29	38	147
	36.9%	3.6%	8.1%	10.6%	40.8%

Chart 2: County by County Breakdown

Question 1: I feel included in the decision making process.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 83.3%	0 0.0%	0 0.0%	0 0.0%	2 16.7%
Child/Adolescent	10 66.7%	1 6.7%	1 6.7%	3 20.0%	0 0.0%
Substance Abuse	9 40.9%	6 27.3%	0 0.0%	3 13.6%	4 18.2%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	2 4.4%	35 77.8%	2 4.4%	6 13.3%	0 0.0%
Child/Adolescent	12 40.0%	13 43.3%	4 13.3%	0 0.0%	1 3.3%
Substance Abuse	19 61.3%	2 6.5%	3 9.7%	1 3.2%	6 19.4%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	11 45.8%	3 12.5%	0 0.0%	1 4.2%	9 37.5%
Child/Adolescent	9 39.1%	6 26.1%	0 0.0%	2 8.7%	6 26.1%
Substance Abuse	9 25.7%	12 34.3%	5 14.3%	7 20.0%	2 5.7%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	12 52.2%	3 13.0%	0 0.0%	1 4.3%	7 30.4%
Child/Adolescent	39 81.3%	7 14.6%	0 0.0%	0 0.0%	2 4.2%
Substance Abuse	21 75%	2 7.1%	0 0.0%	0 0.0%	5 17.9%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	4 50.0%	3 37.5%	0 0.0%	1 12.5%	0 0.0%
Child/Adolescent	6 37.5%	9 56.3%	0 0.0%	1 6.3%	0 0.0%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 2: My treatment plan promotes recovery.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 83.3%	0 0.0%	0 0.0%	0 0.0%	2 16.7%
Child/Adolescent	8 53.3%	3 20.0%	2 13.3%	2 13.3%	0 0.0%
Substance Abuse	14 63.6%	1 4.5%	1 4.5%	2 9.1%	4 18.2%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	2 4.4%	29 64.4%	8 17.8%	6 13.3%	0 0.0%
Child/Adolescent	10 33.3%	15 50.0%	2 6.7%	1 3.3%	2 6.7%
Substance Abuse	18 58.1%	3 9.7%	3 9.7%	0 0.0%	7 22.6%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	12 50.0%	1 4.2%	1 4.2%	1 4.2%	9 37.5%
Child/Adolescent	5 21.7%	7 30.4%	6 26.1%	4 17.4%	1 4.3%
Substance Abuse	15 42.9%	12 34.4%	6 17.1%	1 2.9%	1 2.9%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 43.5%	4 17.4%	0 0.0%	2 8.7%	7 30.4%
Child/Adolescent	11 22.9%	8 16.7	9 18.8%	4 8.3%	16 33.3%
Substance Abuse	20 71.4%	1 3.6%	2 7.1%	2 7.1%	3 10.7%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	4 50.0%	4 50.0%	0 0.0%	0 0.0%	0 0.0%
Child/Adolescent	4 25.0%	9 56.3%	3 18.8%	0 0.0%	0 0.0%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 3: I am making progress in my treatment.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 83.3%	0 0.0%	0 0.0%	0 0.0%	2 16.7%
Child/Adolescent	5 33.3%	6 40.0%	2 13.3%	1 6.7%	1 6.7%
Substance Abuse	14 63.6%	2 9.1%	0 0.0%	2 9.1%	4 18.2%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	2 4.4%	29 64.4%	6 13.3%	8 17.8%	0 0.0%
Child/Adolescent	6 20.0%	21 70.0	1 3.3%	2 6.7%	0 0.0%
Substance Abuse	17 54.8%	4 12.9%	2 6.5%	2 6.5%	6 19.4%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	9 37.5%	3 12.5%	1 4.2%	1 4.2%	10 41.7%
Child/Adolescent	4 17.4%	10 43.5%	3 13.0%	5 21.7%	1 4.3%
Substance Abuse	14 40.0%	14 40.0%	4 11.4%	2 5.7%	1 2.9%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	9 39.1%	4 17.4%	2 8.7%	0 0.0%	8 34.8%
Child/Adolescent	23 47.9%	22 45.8%	0 0.0%	1 2.1%	2 4.2%
Substance Abuse	19 67.9%	2 7.1%	1 3.6%	2 7.1%	4 14.3%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	4 50.0%	1 12.5%	2 25.0%	1 12.5%	0 0.0%
Child/Adolescent	7 43.8%	8 50.0%	1 6.3%	0 0.0%	0 0.0%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 4: The time and location of my treatment is convenient.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	9 75.0%	1 8.3%	1 8.3%	0 0.0%	1 8.3%
Child/Adolescent	15 100.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Substance Abuse	11 50.0%	4 18.2%	1 4.5%	1 4.5%	5 22.7%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	2 4.4%	37 82.2%	2 4.4%	4 8.9%	0 0.0%
Child/Adolescent	10 33.3%	13 43.3%	2 6.7%	4 13.3%	1 3.3%
Substance Abuse	18 58.1%	6 19.4%	0 0.0%	1 3.2%	6 19.4%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	13 54.2%	4 16.7%	2 8.3%	0 0.0%	5 20.8%
Child/Adolescent	4 17.4%	8 34.8%	1 4.3%	4 17.4%	6 26.1%
Substance Abuse	11 31.4%	9 25.7%	6 17.1%	4 11.4%	5 14.3%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 43.5%	6 26.1%	0 0.0%	1 4.3%	6 26.1%
Child/Adolescent	36 75.0%	10 20.8%	1 2.1%	1 2.1%	0 0.0%
Substance Abuse	21 75.0%	2 7.1%	0 0.0%	2 7.1%	3 10.7%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	3 37.5%	4 50.0%	0 0.0%	1 12.5%	0 0.0%
Child/Adolescent	3 18.8%	13 81.3%	0 0.0%	0 0.0%	0 0.0%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 5: I am pleased with the quality of the treatment that is being offered.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	9 75.0%	1 8.3%	0 0.0%	0 0.0%	2 16.7%
Child/Adolescent	8 53.3%	3 20.0%	1 6.7%	1 6.7%	2 13.3%
Substance Abuse	13 59.1%	2 9.1%	0 0.0%	3 13.6%	4 18.2%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	2 4.4%	35 77.8%	6 13.3%	2 4.4%	0 0.0%
Child/Adolescent	13 43.3	13 43.3%	2 6.7%	1 3.3%	1 3.3%
Substance Abuse	18 58.1%	4 12.9%	1 3.2%	2 6.5%	6 19.4%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	11 45.8%	1 4.2%	0 0.0%	4 16.7%	8 33.3%
Child/Adolescent	7 30.4%	8 34.8%	2 8.7%	4 17.4%	2 8.7%
Substance Abuse	11 31.4%	15 42.9%	1 2.9%	4 11.4%	4 11.4%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 43.5%	4 17.4%	1 4.3%	2 8.7%	6 26.1%
Child/Adolescent	33 68.8%	13 27.1%	1 2.1%	0 0.0%	1 2.1%
Substance Abuse	18 64.3%	2 7.1%	0 0.0%	5 17.9%	3 10.7%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	2 25.0%	4 50.0%	1 12.5%	1 12.5%	0 0.0%
Child/Adolescent	2 12.5%	11 68.8%	1 6.3%	2 12.5%	0 0.0%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 6: My religious and cultural beliefs are respected by treatment staff.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	7 58.3%	1 8.3%	4 33.3%	0 0.0%	0 0.0%
Child/Adolescent	7 46.7%	2 13.3%	6 40.0%	0 0.0%	0 0.0%
Substance Abuse	17 77.3%	2 9.1%	0 0.0%	1 4.5%	2 9.1%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	1 2.2%	40 88.9%	3 6.7%	1 2.2%	0 0.0%
Child/Adolescent	16 53.3%	10 33.3%	3 10.0%	1 3.3%	0 0.0%
Substance Abuse	18 58.1%	5 16.1%	1 3.2%	1 3.2%	6 19.4%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	14 58.3%	3 12.5%	3 12.5%	0 0.0%	4 16.7%
Child/Adolescent	2 8.7%	8 34.8%	5 21.7%	2 8.7%	6 26.1%
Substance Abuse	16 45.7%	10 28.6%	6 17.1%	2 5.7%	1 2.9%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	14 60.9%	4 17.4%	1 4.3%	0 0.0%	4 17.4%
Child/Adolescent	40 83.3%	6 12.5%	2 4.2%	0 0.0%	0 0.0%
Substance Abuse	20 71.4%	4 14.3%	1 3.6%	0 0.0%	3 10.7%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	1 12.5%	3 37.5%	3 37.5%	1 12.5%	0 0.0%
Child/Adolescent	2 12.5%	12 75.0%	12/5%	0 0.0%	0 0.0%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 7: I am getting all the help that I need.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	6 50.0%	4 33.3%	0 0.0%	0 0.0%	2 16.7%
Child/Adolescent	6 40.0%	4 26.7%	1 6.7%	1 6.7%	3 20.0%
Substance Abuse	9 40.9%	5 22.7%	1 4.5%	1 4.5%	6 27.3%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	2 4.4%	29 64.4%	7 15.6%	6 13.3%	1 2.2%
Child/Adolescent	9 30.0%	16 53.3%	2 6.7%	2 6.7%	1 3.3%
Substance Abuse	16 51.6%	3 9.7%	5 16.1%	1 3.2%	6 19.4%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 41.7%	1 4.2%	2 8.3%	4 16.7%	7 29.2%
Child/Adolescent	5 21.7%	9 39.1%	2 8.7%	2 8.7%	5 21.7%
Substance Abuse	9 25.7%	14 40.0%	8 22.9%	2 5.7%	2 5.7%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 43.5%	3 13.0%	2 8.7%	2 8.7%	6 26.1%
Child/Adolescent	29 60.4%	16 33.3%	1 2.1%	1 2.1%	1 2.1%
Substance Abuse	18 64.3%	1 3.6%	1 3.6%	0 0.0%	8 28.6%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	2 25.0%	4 50.0%	0 0.0%	2 25.0%	0 0.0%
Child/Adolescent	1 6.3%	11 68.8%	1 6.3%	2 12.5%	1 6.3%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 8: When I have a crisis I know who to call.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	9 75.0%	1 8.3%	1 8.3%	0 0.0%	1 8.3%
Child/Adolescent	9 60.0%	1 6.7%	5 33.3%	0 0.0%	0 0.0%
Substance Abuse	13 59.1%	5 22.7%	0 0.0%	0 0.0%	4 18.2%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	2 4.4%	37 82.2%	3 6.7%	3 6.7%	0 0.0%
Child/Adolescent	12 40.0%	16 53.3%	0 0.0%	1 3.3%	1 3.3%
Substance Abuse	16 51.6%	7 22.6%	1 3.2%	1 3.2%	6 19.4%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	11 45.8%	8 33.3%	0 0.0%	0 0.0%	5 20.8%
Child/Adolescent	7 30.4%	7 30.4%	0 0.0%	3 13.0%	6 26.1%
Substance Abuse	13 37.1%	9 25.7%	7 20.0%	5 14.3%	1 2.9%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	11 47.8%	7 30.4%	0 0.0%	0 0.0%	5 21.7%
Child/Adolescent	37 77.1%	10 20.8%	0 0.0%	1 2.1%	0 0.0%
Substance Abuse	23 82.1%	2 7.1%	0 0.0%	0 0.0%	3 10.7%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	5 62.5%	2 25.0%	0 0.0%	1 12.5%	0 0.0%
Child/Adolescent	3 18.8%	11 68.8%	1 6.3%	0 0.0%	1 6.3%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 9: I am comfortable speaking with treatment staff at the facility where I am being seen.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 83.3%	1 8.3%	0 0.0%	0 0.0%	1 8.3%
Child/Adolescent	12 80.0%	2 13.3%	1 6.7%	0 0.0%	0 0.0%
Substance Abuse	12 54.5%	5 22.7%	0 0.0%	0 0.0%	5 22.7%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	2 4.4%	34 75.6%	8 17.8%	1 2.2%	0 0.0%
Child/Adolescent	12 40.0%	14 46.7%	3 10.0%	0 0.0%	1 3.3%
Substance Abuse	19 61.3%	5 16.1%	0 0.0%	1 3.2%	6 19.4%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	12 50.0%	3 12.5%	1 4.2%	3 12.5%	5 20.8%
Child/Adolescent	7 30.4%	7 30.4%	0 0.0%	1 4.3%	8 34.8%
Substance Abuse	17 48.6%	9 25.7%	5 14.3%	3 8.6%	1 2.9%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	11 47.8%	5 21.7%	1 4.3%	0 0.0%	6 26.1%
Child/Adolescent	41 85.4%	6 12.5%	0 0.0%	1 2.1%	0 0.0%
Substance Abuse	19 67.9%	3 10.7%	3 10.7%	0 0.0%	3 10.7%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	5 62.5%	2 25.0%	1 12.5%	0 0.0%	0 0.0%
Child/Adolescent	2 12.5%	12 75.0%	1 6.3%	1 6.3%	0 0.0%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 10: I know the name of my behavioral health provider.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	12 100%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Child/Adolescent	15 100%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Substance Abuse	11 50%	2 9.1%	2 9.1%	1 4.5%	6 27.3%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	1 2.2%	40 88.9%	2 4.4%	2 4.4%	0 0.0%
Child/Adolescent	14 46.7%	13 43.3%	2 6.7%	1 3.3%	0 0.0%
Substance Abuse	16 51.6%	3 9.7%	3 9.7%	2 6.5%	7 22.6%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	11 45.8%	6 25.0%	0 0.0%	1 4.2%	6 25.0%
Child/Adolescent	6 26.1%	9 39.1%	0 0.0%	0 0.0%	8 34.8%
Substance Abuse	8 22.9%	13 37.1%	5 14.3%	2 5.7%	7 20.0%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	11 47.8%	4 17.4%	2 8.7%	0 0.0%	6 26.1%
Child/Adolescent	43 89.6%	5 10.4%	0 0.0%	0 0.0%	0 0.0%
Substance Abuse	19 67.9%	3 10.7%	0 0.0%	3 10.7%	3 10.7%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	4 50.0%	3 37.5%	0 0.0%	1 12.5%	0 0.0%
Child/Adolescent	4 25.0%	10 62.5%	1 6.3%	0 0.0%	1 6.3%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 11: I know what HealthChoices is.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	11 91.7%	1 8.3%	0 0.0%	0 0.0%	0 0.0%
Child/Adolescent	14 93.3%	1 6.7%	0 0.0%	0 0.0%	0 0.0%
Substance Abuse	8 36.4%	1 4.5%	2 9.1%	0 0.0%	11 50.0%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	0 0.0%	38 84.4%	6 13.3%	1 2.2%	0 0.0%
Child/Adolescent	12 40.0%	7 23.3%	8 26.7%	3 10.7%	0 0.0%
Substance Abuse	16 51.6%	5 16.1%	3 9.7%	1 3.2%	6 19.4%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	9 37.5%	7 29.2%	1 4.2%	2 8.3%	5 20.8%
Child/Adolescent	5 21.7%	11 47.8%	4 17.4%	3 13.0%	0 0.0%
Substance Abuse	10 28.6%	11 31.4%	5 14.3%	5 14.3%	4 11.4%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 43.5%	3 13.0%	2 8.7%	2 8.7%	6 26.1%
Child/Adolescent	39 81.3%	8 16.7%	0 0.0%	0 0.0%	1 2.1%
Substance Abuse	19 67.9%	3 10.7%	0 0.0%	2 7.1%	4 14.3%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	3 37.5%	0 0.0%	0 0.0%	4 50.0%	1 12.5%
Child/Adolescent	1 6.3%	11 68.8%	1 6.3%	1 6.3%	2 12.5%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 12: I understand my rights and responsibilities under HealthChoices.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	9 75.0%	1 8.3%	0 0.0%	0 0.0%	2 16.7%
Child/Adolescent	12 80.0%	1 6.7%	0 0.0%	1 6.7%	1 6.7%
Substance Abuse	8 36.4%	0 0.0%	1 4.5%	1 4.5%	12 54.5%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	1 2.2%	30 66.7%	13 28.9%	1 2.2%	0 0.0%
Child/Adolescent	8 26.7%	12 40.0%	8 26.7%	0 0.0%	2 6.7%
Substance Abuse	15 48.4%	2 6.5%	4 12.9%	4 12.9%	6 19.4%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 41.7%	2 8.3%	3 12.5%	3 12.5%	6 25.0%
Child/Adolescent	6 26.1%	12 52.2%	3 13.0%	1 4.3%	1 4.3%
Substance Abuse	7 20.0%	7 20.0%	8 22.9%	6 17.1%	7 20.0%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 43.5%	2 8.7%	3 13.0%	1 4.3%	7 30.4%
Child/Adolescent	40 83.3%	7 14.6%	1 2.1%	0 0.0%	0 0.0%
Substance Abuse	18 64.3%	1 3.6%	0 0.0%	5 17.9%	4 14.3%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	3 37.5%	3 37.5%	0 0.0%	1 12.5%	1 12.5%
Child/Adolescent	2 12.5%	11 68.8%	2 12.5%	1 6.3%	0 0.0%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 13: I know how to make HealthChoices work for me.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	9 75.0%	1 8.3%	0 0.0%	0 0.0%	2 16.7%
Child/Adolescent	8 53.3%	3 20.0%	2 13.3%	1 6.7%	1 6.7%
Substance Abuse	7 31.8%	2 9.1%	1 4.5%	0 0.0%	12 54.5%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	0 0.0%	25 55.6%	16 35.6%	4 8.9%	0 0.0%
Child/Adolescent	4 13.3%	15 50.0%	10 33.3%	0 0.0%	1 3.3%
Substance Abuse	16 51.6%	3 9.7%	2 6.5%	4 12.9%	6 19.4%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 41.7%	1 4.2%	1 4.2%	6 25.0%	6 25.0%
Child/Adolescent	6 26.1%	8 34.8%	4 17.4%	4 17.4%	1 4.3%
Substance Abuse	6 17.1%	7 20.0%	6 17.1%	6 17.1%	10 28.6%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	9 39.1%	3 13.0%	2 8.7%	3 13.0%	6 26.1%
Child/Adolescent	25 52.1%	8 16.7%	3 6.3%	5 10.4%	7 14.6%
Substance Abuse	17 60.7%	1 3.6%	1 3.6%	3 10.7%	6 21.4%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	4 50.0%	3 37.5%	1 12.5%	0 0.0%	0 0.0%
Child/Adolescent	1 6.3%	10 62.5%	3 18.8%	2 12.5%	0 0.0%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 14: I know who to call to ask questions about my HealthChoices plan.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	11 91.7%	0 0.0%	0 0.0%	0 0.0%	1 8.3%
Child/Adolescent	14 93.0%	0 0.0%	0 0.0%	1 6.7%	0 0.0%
Substance Abuse	7 31.8%	3 13.6%	1 4.5%	1 4.5%	10 45.5%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	0 0.0%	30 66.7%	5 11.1%	10 22.2%	0 0.0%
Child/Adolescent	5 16.7%	15 50.0%	9 30.0%	0 0.0%	1 3.3%
Substance Abuse	16 51.6%	4 12.9%	2 6.5%	3 9.7%	6 19.4%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 41.7%	5 20.8%	1 4.2%	2 8.3%	6 25.0%
Child/Adolescent	2 8.7%	12 52.2%	1 4.3%	3 13.0%	5 21.7%
Substance Abuse	7 20.0%	6 17.1%	9 25.7%	4 11.4%	9 25.7%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	9 39.1%	5 21.7%	1 4.3%	3 13.0%	5 21.7%
Child/Adolescent	25 52.1%	9 16.7%	1 6.3%	5 10.4%	8 14.6%
Substance Abuse	18 64.3%	2 7.1%	0 0.0%	3 10.7%	5 17.9%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	4 50.0%	3 37.5%	0 0.0%	1 12.5%	0 0.0%
Child/Adolescent	1 6.3%	11 68.8%	2 12.5%	2 12.5%	0 0.0%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 15: I know that I have a choice of behavioral health care providers.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	9 75.0%	1 8.3%	0 0.0%	1 8.3%	1 8.3%
Child/Adolescent	11 73.3%	2 13.3%	2 13.3%	0 0.0%	0 0.0%
Substance Abuse	7 31.8%	1 4.5%	2 9.1%	1 4.5%	11 50.0%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	0 0.0%	38 84.4%	4 8.9%	2 4.4%	1 2.2%
Child/Adolescent	15 50.0%	10 33.3%	3 10.0%	1 3.3%	1 3.3%
Substance Abuse	17 54.8%	2 6.5%	2 6.5%	4 12.9%	6 19.4%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 41.7%	2 8.3%	0 0.0%	5 20.8%	7 29.2%
Child/Adolescent	4 17.4%	10 43.5%	1 4.3%	1 4.3%	7 30.4%
Substance Abuse	5 14.3%	11 31.4%	7 20.0%	3 8.6%	9 25.7%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 43.5%	3 13.0%	0 0.0%	2 8.7%	8 34.8%
Child/Adolescent	30 62.5%	7 14.6%	0 0.0%	4 8.3%	7 14.6%
Substance Abuse	17 60.7%	1 3.6%	0 0.0%	4 14.3%	6 21.4%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	3 37.5%	1 12.5%	3 37.5%	1 12.5%	0 0.0%
Child/Adolescent	2 12.5%	12 75.0%	1 6.3%	1 6.3%	0 0.0%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 16: When I was referred for treatment I was given the choice of more than one behavioral health care provider.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	9 75.0%	1 8.3%	0 0.0%	1 8.3%	1 8.3%
Child/Adolescent	11 73.3%	1 6.7%	2 13.3%	1 6.7%	0 0.0%
Substance Abuse	7 31.8%	1 4.5%	1 4.5%	0 0.0%	13 59.1%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	0 0.0%	37 82.2%	4 8.9%	3 6.7%	1 2.2%
Child/Adolescent	13 43.3%	13 43.3%	3 10.0%	0 0.0%	1 3.3%
Substance Abuse	17 54.8%	2 6.5%	1 3.2%	5 16.1%	6 19.4%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	9 37.5%	3 12.5%	2 8.3%	2 8.3%	8 33.3%
Child/Adolescent	3 13.0%	8 34.8%	2 8.7%	3 13.0%	7 30.4%
Substance Abuse	5 14.3%	9 25.7%	5 14.3%	7 20.0%	9 25.7%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 43.5%	3 13.0%	0 0.0%	2 8.7%	8 34.8%
Child/Adolescent	31 64.6%	5 10.4%	1 2.1%	4 8.3%	7 14.6%
Substance Abuse	17 60.7%	1 3.6%	0 0.0%	5 17.9%	5 17.9%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	2 25.0%	0 0.0%	4 50.0%	1 12.5%	1 12.5%
Child/Adolescent	0 0.0%	10 62.5%	4 25.0%	2 12.5%	0 0.0%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 17: If I want to change providers, I know how to do it.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	9 75.0%	0 0.0%	0 0.0%	0 0.0%	3 25.0%
Child/Adolescent	10 66.7%	2 13.3%	3 20.0%	0 0.0%	0 0.0%
Substance Abuse	8 36.4%	1 4.5%	2 9.1%	1 4.5%	10 45.5%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	0 0.0%	26 57.8%	14 31.1%	4 8.9%	1 2.2%
Child/Adolescent	10 33.3%	13 43.3%	4 13.3%	2 6.7%	1 3.3%
Substance Abuse	16 51.6%	2 6.5%	1 3.2%	6 19.4%	6 19.4%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	9 37.5%	3 12.5%	0 0.0%	4 16.7%	8 33.3%
Child/Adolescent	2 8.7%	8 34.8%	1 4.3%	6 26.1%	6 26.1%
Substance Abuse	5 14.3%	9 25.7%	6 17.1%	5 14.3%	10 28.6%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 43.5%	3 13.0%	0 0.0%	1 4.3%	9 39.1%
Child/Adolescent	31 64.6%	5 10.4%	1 2.1%	4 8.3%	7 14.6%
Substance Abuse	17 60.7%	1 3.6%	0 0.0%	4 14.3%	6 21.4%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	1 12.5%	2 25.0%	2 25.0%	3 37.5%	0 0.0%
Child/Adolescent	2 12.5%	10 62.5%	2 12.5%	1 6.3%	1 6.3%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 18: I am able to arrange transportation through the Medical Assistance Transportation Program when I need it.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	6 50.0%	0 0.0%	2 16.7%	0 0.0%	4 33.3%
Child/Adolescent	4 26.7%	0 0.0%	4 26.7%	1 6.7%	6 40.0%
Substance Abuse	9 40.9%	0 0.0%	6 27.3%	1 4.5%	6 27.3%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	0 0.0%	33 73.3%	0 20.0%	2 4.4%	1 2.2%
Child/Adolescent	5 16.7%	6 20.0%	14 46.7%	3 10.0%	2 6.7%
Substance Abuse	19 61.3%	2 6.5%	2 6.5%	1 3.2%	7 22.6%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	9 37.5%	3 12.5%	2 8.3%	2 8.3%	8 33.3%
Child/Adolescent	2 8.7%	6 26.1%	5 21.7%	6 26.1%	4 17.4%
Substance Abuse	6 17.1%	6 17.1%	13 37.1%	4 11.4%	6 17.1%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	12 52.2%	3 13.0%	2 8.7%	1 4.3%	5 21.7%
Child/Adolescent	13 27.1%	7 14.6%	11 22.9%	8 16.7%	9 18.8%
Substance Abuse	20 71.4%	1 3.6%	4 14.3%	0 0.0%	3 10.7%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	1 12.5%	5 62.5%	2 25.0%	0 0.0%	0 0.0%
Child/Adolescent	1 6.3%	10 62.5%	3 18.8%	2 12.5%	0 0.0
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 19: The phone is always answered promptly by staff at the managed care organization.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	8 66.7%	1 8.3%	2 16.7%	0 0.0%	1 8.3%
Child/Adolescent	10 66.7%	1 6.7%	4 26.7%	0 0.0%	0 0.0%
Substance Abuse	13 59.1%	1 4.5%	2 9.1%	1 4.5%	5 22.7%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	0 0.0%	33 73.3%	12 26.7	0 0.0%	0 0.0%
Child/Adolescent	10 33.3%	15 50.0%	4 13.3%	1 3.3%	0 0.0%
Substance Abuse	19 61.3%	3 9.7%	2 6.5%	1 3.2%	6 19.4%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 41.7%	5 20.8%	0 0.0%	4 16.7%	5 20.8%
Child/Adolescent	5 21.7	9 39.1%	1 4.3%	3 13.0%	5 21.7%
Substance Abuse	9 25.7%	11 31.4%	5 14.3%	5 14.3%	5 14.3%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	12 52.2%	6 26.1%	1 4.3%	0 0.0%	4 17.4%
Child/Adolescent	29 60.4%	6 12.5%	1 2.1%	5 10.4%	7 14.6%
Substance Abuse	20 71.4%	5 17.9%	0 0.0%	0 0.0%	3 10.7%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	1 12.5%	7 87.5%	0 0.0%	0 0.0%	0 0.0%
Child/Adolescent	3 18.8%	10 62.5%	3 18.8%	0 0.0%	0 0.0%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 20: My calls to my behavioral health care manager are returned promptly.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	8 66.7%	1 8.3%	2 16.7%	0 0.0%	1 8.3%
Child/Adolescent	8 53.3%	2 13.3%	4 26.7%	0 0.0%	1 6.7%
Substance Abuse	13 59.1%	3 13.6%	1 4.5%	1 4.5%	4 18.2%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	0 0.0%	23 51.1%	19 42.2%	2 4.4%	1 2.2%
Child/Adolescent	9 30.0%	14 46.7%	3 10.0%	3 10.0%	1 3.3%
Substance Abuse	16 51.6%	3 9.7%	3 9.7%	3 9.7%	6 19.4%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	11 45.8%	3 12.5%	0 0.0%	1 4.2%	9 37.5%
Child/Adolescent	4 17.4%	10 43.5%	1 4.3%	1 4.3%	7 30.4%
Substance Abuse	5 14.3%	7 20.0%	12 34.3%	5 14.3%	6 17.1%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	11 47.8%	4 17.4%	0 0.0%	2 8.7%	6 30.4%
Child/Adolescent	29 60.4%	16 33.3%	1 2.1%	1 2.1%	1 2.1%
Substance Abuse	18 64.3%	1 3.6%	0 0.0%	3 10.7%	6 21.4%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	2 25.0%	5 62.5%	0 0.0%	1 12.5%	0 0.0%
Child/Adolescent	2 12.5%	11 68.8%	2 12.5%	0 0.0%	1 6.3%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 21: I fully understand the grievance/complaint policy.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	8 66.7%	2 16.7%	0 0.0%	0 0.0%	2 16.7%
Child/Adolescent	10 66.7%	1 6.7%	2 13.3%	1 6.7%	1 6.7%
Substance Abuse	10 45.0%	0 0.0%	0 0.0%	5 22.7%	7 31.8%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	0 0.0%	22 48.9%	14 31.1%	8 17.8%	1 2.2%
Child/Adolescent	13 43.3%	11 36.7%	4 13.3%	1 3.3%	1 3.3%
Substance Abuse	15 48.4%	4 12.9%	1 3.2%	4 12.9%	7 22.6%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 41.7%	2 8.3%	1 4.2%	6 25.0%	5 20.8%
Child/Adolescent	4 17.4%	12 52.2%	2 8.7%	4 17.4%	1 4.3%
Substance Abuse	3 8.6%	11 31.4%	5 14.3%	9 25.7%	7 20.0%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 43.5%	3 13.0%	1 4.3%	2 8.7%	7 30.4%
Child/Adolescent	22 45.8%	19 39.6%	5 10.4%	1 2.1%	1 2.1%
Substance Abuse	17 60.7%	2 7.1%	0 0.0%	3 10.7%	6 21.4%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	3 37.5%	4 50.0%	1 12.5%	0 0.0%	0 0.0%
Child/Adolescent	3 18.8%	10 62.5%	2 12.5%	1 6.3%	0 0.0%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 22: I know how to file a grievance/complaint if I ever need to.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	8 66.7%	2 16.7%	0 0.0%	0 0.0%	2 16.7%
Child/Adolescent	10 66.7%	2 13.3%	2 13.3%	0 0.0%	1 6.7%
Substance Abuse	10 45.5%	0 0.0%	0 0.0%	5 22.7%	7 31.8%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	0 0.0%	22 48.9%	12 26.7%	10 22.2%	1 2.2%
Child/Adolescent	10 33.3%	12 40.0%	4 13.3%	3 10.0%	1 3.3%
Substance Abuse	15 48.4%	3 9.7%	2 6.5%	4 12.9%	7 22.6%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	9 37.5%	2 8.3%	0 0.0%	6 25.0%	7 29.2%
Child/Adolescent	4 17.4%	11 47.8%	3 13.0%	4 17.4%	1 4.3%
Substance Abuse	2 5.7%	13 37.1%	6 17.1%	7 20.0%	7 20.0%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	9 39.1%	4 17.4%	1 4.3%	2 8.7%	7 30.4%
Child/Adolescent	23 47.9%	18 37.5%	5 10.4%	1 2.1%	1 2.1%
Substance Abuse	17 60.7%	2 7.1%	0 0.0%	2 7.1%	7 25.0%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	4 50.0%	1 12.5%	1 12.5%	2 25.0%	0 0.0%
Child/Adolescent	4 25.0%	7 43.8%	4 25.0%	0 0.0%	1 6.3%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 23: My behavioral health care manager has advised me on vocational training opportunities.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	4 33.3%	1 8.3%	5 41.7%	0 0.0%	2 16.7%
Child/Adolescent	6 40.0%	2 13.3%	6 40.0%	0 0.0%	1 6.7%
Substance Abuse	8 36.4%	0 0.0%	3 13.6%	2 9.1%	9 40.9%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	0 0.0%	26 57.8%	6 13.3%	11 24.4%	2 4.4%
Child/Adolescent	2 6.7%	4 13.3%	8 26.7%	8 26.7%	8 26.7%
Substance Abuse	13 41.9%	3 9.7%	1 3.2%	2 6.5%	12 38.7%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	6 25.0%	3 12.5%	0 0.0%	2 8.3%	13 54.2%
Child/Adolescent	2 8.7%	1 4.3%	10 43.5%	3 13.0%	7 30.4%
Substance Abuse	1 2.9%	7 20.0%	11 31.4%	7 20.0%	9 25.7%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	12 52.2%	2 8.7%	1 4.3%	3 13.0%	5 21.7%
Child/Adolescent	17 35.4%	0 0.0%	0 0.0%	0 0.0%	31 64.6%
Substance Abuse	15 53.6%	1 3.6%	0 0.0%	0 0.0%	12 42.9%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	2 25.0%	4 50.0%	1 12.5%	1 12.5%	0 0.0%
Child/Adolescent	1 6.3%	2 12.5%	11 68.8%	2 12.5%	0 0.0%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Question 24: I am currently receiving substance abuse/mental health services.

County: Cumberland

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	3 25.0%	0 0.0%	0 0.0%	0 0.0%	9 75.0%
Child/Adolescent	3 20.0%	0 0.0%	0 0.0%	0 0.0%	12 80.0%
Substance Abuse	14 63.6%	2 9.1%	1 4.5%	0 0.0%	5 22.7%

County: Dauphin

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	20 44.4%	0 0.0%	1 2.2%	11 24.4%	13 28.9%
Child/Adolescent	0 0.0%	1 3.3%	1 3.3%	8 26.7%	20 66.7%
Substance Abuse	10 32.3%	2 6.5%	2 6.5%	1 3.2%	16 51.6%

County: Lancaster

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	10 41.7%	0 0.0%	0 0.0%	3 12.5%	11 45.8%
Child/Adolescent	7 30.4%	0 0.0%	6 26.1%	5 21.7%	5 21.7%
Substance Abuse	8 22.9%	6 17.1%	12 34.3%	3 8.6%	6 17.1%

County: Lebanon

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	14 60.9%	1 4.3%	1 4.3%	2 8.7%	5 21.7%
Child/Adolescent	27 56.3%	0 0.0%	0 0.0%	0 0.0%	21 43.8%
Substance Abuse	17 60.7%	1 3.6%	0 0.0%	1 3.6%	9 32.1%

County: Perry

1=Strongly Agree 2=Agree 3=No Opinion 4=Disagree 5=Strongly Disagree

Response	1	2	3	4	5
Adults	0 0.0%	0 0.0%	0 0.0%	1 12.5%	7 87.5%
Child/Adolescent	0 0.0%	0 0.0%	5 31.3%	3 18.8%	8 50.0%
Substance Abuse	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

CONSUMER COMMENTS BY COUNTY

Cumberland County

Children and Adolescents:

Question 1: Never given a choice.

Question 7: How much is enough?

Question 8: What is the definition of a crisis?

I call my husband.

There is no one to call.

Question 9: I need to have more time with them.

They don't listen.

Question 13: I just go with the flow.

They are covering his Psychologist.

It's too long of a process to learn.

Question 17: I couldn't be happier.

I wasn't given that option due to my location.

Question 18: I am not aware of the program and I sure could use it.

Question 20: I always wait 2 days for an answer.

Question 22: I only found out the process from some friends who did it.

Question 23: I need to finish high school first.

Question 24: I don't need substance abuse treatment and hopefully I never will.

Adults:

Question 2: It promotes stabilization.

Question 3: Consistent progress.

My treatment will always be ongoing.

Question 4: They are very accommodating.

Question 7: I also go to AA.

I lack social environmental skills.

Question 8: I don't have a crisis if I take my meds.

My therapist or doctor.

Question 19: They always hang up on me.

Question 24: I abuse my prescriptions but I am not in drug rehab.

Substance Abuse:

Question 3: I'm gaining my self respect back and am on the road to recovery.

Question 4: Would prefer later time. Now it's at 5:30 am when I'm supposed to be at work. They won't change it.

Sometimes it's difficult as far as the time goes since I live so far away but I am extremely happy with this program. I delivered my child on 7/24/03 Holy Spirit. I'm very happy here.

Question 5: I'm very happy with this program.

Question 13: Except for my medication.

Question 14: Except for my medication.

Question 23: This would be very interesting to have.

Question 24: I will be seen for mental health this Wednesday.

Dauphin County

Children and Adolescents:

Question 2: He is mentally retarded. There won't be any recovery.

Only been doing it for one year.

Question 3: I am having trouble with my case manager.

Question 4: MR/MR started then they stopped coming around. They quit on my kids.

Pinnacle Health doesn't believe in communication.

Adults:

Question 1: I'm his mother. My son s not able to participate and they don't include me as much as they should.

Not always but most times.

Question 2: I've had this disorder since I was fourteen years old; I know I won't ever recover.

Question 3: Sometimes I do but not always.

Some days I feel like I'm doing good and some days I don't.

Question 4: The time is good but not the location.

Question 5: I feel the treatment is very good.

I like my doctor and the other people who work with me.

I love my therapist but not my psychologist.

Question 6: Yes, they are very respectful.

We never get into that.

Question 8: Yes, it's important to know that.

My sister.

Question 9: They are very nice when I call.

I never call them. My doctor takes care of me. I love him.

I don't call often but when I do they're very nice.

Question 10: No, but I'm sure it's in my book.

Question 11: I'll stick with Gateway. I don't need HealthChoices.

Question 15: I am happy with the people I'm with.

I was with another one and they were terrible and I changed.

Question 17: I just did change providers.

I already did change.

I already did change from my first one.

I sure do.

Question 18: I drive myself.

My case worker tried to arrange it for me but they said I have to ride a regular bus.

I drive but I know about it.

My dad takes me.

Someone in my family takes me.

I go on the CAT bus. No problem.

Yes, but sometimes they don't show up and I'm stuck.

Question 19: Sometimes I have to wait a half hour.

Not always.

I don't know. I never call.

Question 23: Yes, but when I went to work I got sicker.

No, they never did.

I can't work, I'm too sick.

I'm going to graduate school right now so I don't have time to work.

I get panic attacks and my doctor doesn't think I should work.

They told me about it but I'm not able to work.

Question 24: I have a nervous condition; don't use drugs or alcohol.

I used to use drugs but not anymore.

No, thank God!

I've been off that stuff for fifteen years.

I'm in a recovery program right now and I hope I make it.

I am an alcoholic but I go to AA meetings and I've been dry for 12 years.

I have a drug problem but I'm getting help for it.

I was a user for years but it's been 8 years since I got clean.

Yes, I'm getting help to stay off drugs.

Yes, I have a drug problem but we're working on it.

I was a heavy drinker at one time but I haven't had a drink in six years.

Substance Abuse:

Question 2: Excellent plan that is reviewed with me and my comments are encouraged.

Question 3: Yes, with the help of knowledgeable people.

Question 20: They never return my calls.

Question 23: She says I'm a drunk.

Question 24: I feel that I need mental health services.

I need more help.

Lancaster County

Children and Adolescents:

Question 2: I am not aware of any treatment plan. We have not been told of any Treatment plan.

Question 15: I know that none in Lancaster County are accepting new patients.

Question 16: Not enough providers accepting new patients.

Adults:

Question 1: I've been told my opinion doesn't count.

Question 2: If it did why am I always going into the hospital?

Question 3: My progress is slow.

Absolutely not.

Question 7: Yes, but they change Psychiatrists too often. Every three months they change doctors. It's backtracking on my progress.

You've got to be kidding?

Question 8: But it doesn't matter. Case Manager hangs up on me or doesn't take my call.

Question 12: Yeah, but a lot of good it does.

Question 15: No kidding?

No one ever told me.

Question 16: No one ever told me.

Question 18: I didn't know program existed.

I can do it but it takes a lot of effort. Sometimes they don't show up.

Question 19: Sometimes rings 7 or 8 times. Sometimes I hang up and call back.

Question 20: Are you kidding?

Hardly ever.

If I call 2 or 3 times I may get a call back 3 weeks after my 3rd try.

Sometimes two weeks, sometimes never.

Two to four weeks later.

Question 23: I can't work. I'm too depressed all the time.

Substance Abuse:

Question 1: Haven't been here that long.

What staff says goes.

I am consulted with ideas for my recovery.

Question 2: Haven't got one yet.

It was customized to my needs and problem areas.

Question 3: I am leaving tomorrow after 5 months. I have benefited greatly due to my commitment.

Question 5: We do more cleaning than treatment.

Question 15: I did not know that.

Question 18: What is it?

Question 20: I've never called.

Question 24: Yes, I feel I need mental health treatment.

I have no mental health issues.

I want to leave because my mental health needs aren't being met.

No, I do not feel I need this service.

Lebanon County

Children and Adolescents:

Question 13: Not sure. I just work with assigned Provider.

Question 18: I know nothing about this.

I have more than one child and not all of them have been allowed to ride.

Question 21: I am not familiar with this.

Adults:

Question 1: Doctor nods but never agrees.

Question 2: If it did why am I in and out of hospitals?

Question 3: Absolutely not.

Question 4: Sometimes in morning sometimes in the afternoon. Never the same day or time. I get confused and miss some appointments.

Question 5: Could be more caring.

Question 7: Obviously not.

Question 14: CBHNP

Question 15: No one ever told me.

Question 16: Absolutely not.

Question 18: Not as easy as they make you think it is.

Question 20: Hardly ever.

Substance Abuse:

Question 1: No one trusts me.

Question 2: I'm still addicted.

Question 3: I'm still addicted.

Question 5: I'm still addicted.

Question 6: I was told to keep my religious beliefs outside.

Question 8: Yes, but they don't call back.

Question 9: Some of them are mean.

Some of them yell and scream.

Question 15: No one told me.

Question 18: I walk.

Question 20: None of them ever calls me back.

They never call back.

Question 22: Can someone tell me?

Question 23: No one will hire an addict.

Question 24: I'm not crazy just drunk.

Perry County

Children and Adolescents:

Question 24: The system needs an overhaul, especially for parents who are not that close with the child.

Home care is excellent.

Adults:

Question 5: Stevens Center does a good job.

Question 6: I feel they should have more doctors, psychologists, etc. in the system who are Christians or have a Christian philosophy.

Question 9: Rudy Kreighter at Holy Spirit has been extremely helpful in my recovery.

Question 20: Holy Spirit, in some cases, does not return phone calls for several days.

Question 24: Angie and Corry at D&A have been very helpful. Drs. Miller and Pangy at Holy Spirit has been wonderful in helping me to overcome MH issues.

My doctor (name deleted by CSS) has no empathy.

Substance Abuse:

No Substance Abuse consumers receiving treatment in Perry County were interviewed this quarter.

In November of 2003, CSS invited stakeholders within our 8-county service region to come together and discuss our survey process from start to finish.

The dialogue was open, honest and refreshing. The following is a summary of comments from the 48 individuals who participated that morning at the Holiday Inn in Grantville. The session was facilitated by Thomas Estler, a consumer and family member, who was recently appointed Executive Director of the Mental Health Association of the Capital Region.

Consumer Satisfaction Survey Focus Groups Summary

Consumer Satisfaction Services Inc. held three stakeholder focus groups on November 18, 2003. Each focus group met individually to review, discuss and make suggestions for their assigned survey topics.

The discussions and comments from each focus group are outlined below as recorded by the facilitator. Participant responses have been edited only to fit the report summary.

Comments and recommendations of the survey structure focus group.

Statements vs. questions:

Statements are a good introduction.

Statements may be confusing, just ask a question.

The survey statements should be worded in the form of a question (surveyors have to repeat each statement in the form of a question).

Questions/statements have to be explained by surveyors. If the explanations differ from surveyor to surveyor the answers will be unusable.

Evaluation scale is confusing. Can the survey use yes/no format or both.

Statement/question structure:

Statements are vague; consumers are more than what is in the survey statements.

Statements need to be simplified for clarity, consumers have an education (so make sure the language is not demeaning).

Statements should be clear – if two consumers interpret a question in two different ways, the survey results in that area are meaningless.

Are the statements getting to the right information? Are the statements too general?

Survey targets:

Is there a way to separate the different client groups receiving different services?
Different surveys for different services (vary questions to address different services.)

Can these surveys target 2 specific areas – health choices program and managed care (not provider – that info is already gathered)?

Confusion on 3 targets in survey. Other surveys break up 3 different areas into separate sections.

- Providers of services
- Managed care organizations
- HealthChoices programs

Focus group comments:

Some people think that there will be repercussions to their answers of the survey.

The letter sent prior to survey is an effective tool, to preface the survey.

Do we send a thank you letter?

Consumer clients discuss the long process of getting to their current services before they respond.

The survey needs a way to verify that the clients know the policy and who to call.

Specific survey statements:

Question #6: *My religious and cultural beliefs are respected by treatment staff.*
Clients may not know their beliefs.

Question #21: *I fully understand the grievance/ complaint policy*
Complaint/grievance - is it legitimate to expect people to understand all the policy – rather do they know where to find the information?

Question #24: *I am currently receiving substance abuse behavioral health services. (If NO, do you feel you need such services? Please respond under comment).* How is this information being processed if no names are put on survey?

**Comments and recommendations of the HealthChoices process issue
focus group.**

Specific survey statements:

Question #11: *I know what HealthChoices is.*
Case managers need more training to help answer these questions.

Question #12: *I understand my rights and responsibilities under HealthChoices.*
Separate into two statements/questions.
Clarify.
Send booklet each year to each consumer.
Make the 800# more available (magnet).
Put a contact number in newsletter.

Question # 13: *I know how to make HealthChoices work for me.*

Question #15: *I know that I have a choice of behavioral health care providers.*
Better define choices.

Question#16: *When I was referred for treatment I was given the choice of more than one behavioral health care provider.*

Question #17: *If I wanted to change providers, I know how to do it.*

General comments:

Always add behavioral before the word HealthChoices!
Advocacy groups (CSP) need to help make consumers and family members understand choices.
Add general demographic questions.
Need follow-up focus groups! ! !

**Comments and recommendations of the Grievance/complaint process
issue focus group.**

A grievance is what you file when you are unhappy with a decision...CBHNP made about your behavioral healthcare.

Specific survey comments:

Question #21: *I fully understand the grievance/complaint policy.*

Suggested rewording: I KNOW WHAT TO DO IF I AM UNHAPPY WITH A DECISION.

Question #22: *I know how to file a grievance/ complaint if I ever need to.*

Suggested rewording: I KNOW WHO TO CALL IF I HAVE A PROBLEM WITH ANY DECISION.

Comments for questions 21 and 22:

Who do I direct a grievance/complaint to?

I don't understand the policy.

Who can accompany me?

What happens if I am unhappy with decision?

What does medically necessary mean?

Is there an 800-phone number?

The written terminology is too difficult to understand.

Consumers need advocates to help them avoid discouragement.

Make the communication two ways.

Outline responsibility of provider and consumer.

Simplify process.

Make process balanced.

Be specific and to the point.

General survey comments:

Need a few questions to validate and value consumer input.

Establish a consumer committee to work on questions.

Some results should be broken out and sent to the state and providers.

Need more focus groups, multiple sites in each county.

Need consumer involvement-empowerment in survey process

Question #19 is confusing, needs to be more specific.

Review survey questions to include key words (qualifiers) "always", "usually", "all". .

Quarterly reports charts need to be labeled more clearly.

Quarterly reports should include an analysis in the summaries.

Quarterly reports need to address key issues.

Simpler language use unhappy instead of dissatisfied.

Fear factor of back lash (distrust).

Less formal – make survey user friendly.

Magnet for refrigerator with 800-phone number.

Make follow-up calls to consumers who receive denial letters.